



# Utrecht University

**Finding a House in Utrecht:**

**The Perception of Inclusion for the International Students**

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### **Abstract**

The following research aims to investigate the concept of inclusiveness in finding housing for the international community. The research questions are focused on understanding the function of the concept of inclusion for international students in the search for housing, the types of stereotypes or prejudices that arise during the home search process, and their impact on this procedure. The research utilizes a qualitative methodology, specifically semi-structured interviews of 15 international students. Three important topics were analyzed, including accommodation, prejudice and stereotypes, and communication related to these topics. The results reveal that prejudice has a significant impact on the students' overall consideration of housing. The international students interviewed emphasized the importance of inclusion in securing their own residence, yet they felt minimized in their attempts to do so. Many students expressed feeling excluded by the Dutch student society due to misconceptions and biases, which were often treated humorously. Preconceptions and prejudices were found to be closely related to the housing issue, as they can harm international students' sense of belonging and lead to their exclusion from the Dutch student community. The research highlights a genuine housing difference between foreign and local students, as it is uncommon for them to reside in the same accommodation. The study suggests that further investigation into the concept of inclusion is necessary, with a larger sample size of over 150 participants.

**Keywords:** international students, housing shortage, inclusion, biases, stereotypes

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## 1. Introduction.

More than 350 years old, Utrecht University is regarded as one of the best in Europe and beyond. With an extensive collection of all-English programs, Utrecht University enrolls approximately 4,871 international students each year from more than 118 countries around the world (Utrecht University website, 2021), due to the high quality of life, numerous job possibilities and a high-quality education system. This has allowed Utrecht University to be ranked as the 12th best university in Europe and it is positioned only 47th in the world. In addition, the high number of students allows the city to showcase its youth and technological innovation (The World University Ranking, 2022).

Unfortunately, international students who decide to pursue a university career in the Netherlands might encounter a large problem: the lack of housing. In fact, the Netherlands has been facing for a couple of years now a shortage of houses throughout the country but especially in cities that include a university such as: Amsterdam, the Hague and Utrecht.

According to an article in the NL Times, international students have to deal with a lot of issues including the stress of finding accommodation. In fact, the risk of being scammed and homeless is very high.

International students, in particular, are concerned they may be unable to find a place to live because many housing advertisements state "Dutch only" or "no internationals." Some postings will receive over 100 reactions if there is enough space. <sup>1</sup> "In this country the population has always been considered as one of the most tolerant and comprehensive, however when the situation is based on the housing market it might change drastically" (Motschenbacher, 2016, p. 16).

In the Netherlands, the landlords or owners of the properties have an unusual way of dealing with the renters. Indeed, there are some particular standards in order to find a place to call "home". For international students looking for accommodation, personal shortcomings in terms of social,

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<sup>1</sup> The Facebook groups are used by the international students and local in order to search for an accommodation. One of the most famous is "Kamer in Utrecht."

economic, and cultural capital are likely causes of issues. The students in fact deal constantly with some injustices regarding prejudices and racism.

Some students (both Dutch and non-Dutch) have stated that most landlords are unwilling to sell their homes to an international market as asserted on a post of a Facebook page, Kamer in Utrecht<sup>2</sup>.

The majority of them are overseas students regarded as partygoers and wreckers. Their opinion is, of course, subjective, and dubious, and it may also lead to preconceptions and judgements that are unfounded.

A couple of years ago, Kajsa Ollongren, the Minister of Housing, had commissioned ABF-Research<sup>3</sup> to analyze the student housing market in the 20 main college towns. The organization therefore evaluated how the market will develop from now until 2026 (Waterland, 2019).

The analysis so far has underlined the housing market until 2026. The investigation demonstrates that in places such as Amsterdam, Utrecht, and Rotterdam, the number of students living in *Structural* homes (SSH, houses or flats purchased from parents to let their children live) there was relatively low between 2017 and 2018.

As a result, in the *Flexible* houses (normal accommodations) students compete against one another.<sup>4</sup> By 2026, the housing market in six of the twelve university cities will be 'balanced,' meaning that there will be enough rooms available to fulfill the market demand. Utrecht is the only one of the three cities now experiencing severe housing shortages in which academics believe it will be able to reduce the lack of structural student housing units from 4,000 to 2,000 units. Meanwhile the shortages are expected to worsen in Amsterdam, Delft, and Eindhoven (Waterland, 2019).

The quantity of research carried out in the last decade on the shortage of buildings in the Netherlands is overwhelming. Above all, the most emphasis goes to the overall problem of the lack of rooms to welcome international students.

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<sup>2</sup> This statement was examined in one of the posts in the Facebook page, Kamer in Utrecht where students look for their home. The post is dated to July 2021.

<sup>3</sup> ABF Research examines the impact, research, consulting, and software to assist public and private clients in making decisions.

<sup>4</sup> SSH is Utrecht's largest student housing foundation. SSH offers Long Stay housing to Dutch and Internationals between the ages of 16 and 27 years old, in addition to SSH Short Stay, which is furnished lodging for internationals (even up to 30 years for PhD candidates).

One of the papers introducing this topic was written by Marjorie van Elven in 2021 who mentions that, as shown in the National Student Housing Monitor issued by Kences, there was a housing shortage for 22,000 students in the Netherlands in autumn. If the number of students enrolled in higher education continues to climb (it has increased 19 per cent in the previous eight years), the shortage is predicted to reach 50,000 between 2024 and 2025.

The amount of students is likely to increase, primarily with regard to international students. While the number of Dutch students has grown by an average of 2% every year over the previous eight years, the increase in international students has been much more noticeable, ranging between 7% and 11% annually.

Following Brexit<sup>5</sup>, the United Kingdom has become a far more costly choice. This puts even greater pressure on the housing market: after all, while not all Dutch students require lodging, all overseas students do (van Elven, 2021).

International students may experience anxiety, despair, inability to feel at home, sorrow, and, most importantly, a sense of exclusion as a result of their inability of finding a place where to live.

The stress that the students are subjected to concerning the search for housing is also given by the fact that they need to constantly use multiple platforms including Facebook groups, paid pages etc.

One of the platforms often used by the students is a specific Facebook page called "Kamer in Utrecht", a group run by students where announcements of available rooms or apartments are published. The remarkable fact about this group, as mentioned above, is the constant posting written by Dutch students who limit the search for international students with quotes such as "no internationals" or "only Dutch speaking". In fact, taking a first glance of the page "*Kamer in Utrecht*" it is undeniable how the main difference between national and international students is the inability of finding an accommodation. Several comments on the posts (small descriptions of self-presentations, in this case) describe how hard it has been for students to look for a room. The search of a place to live for international students is mostly limited by the impositions of Dutch students.

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<sup>5</sup> Brexit is the definition of Britain's exit from the European Union.

According to the problems described on the aforementioned topic of accommodations in the Netherlands for international students: the following research will have the function of analyzing through a qualitative ethnographic study a group of international students and to uncover their experiences through the use of semi-structured interviews. Approximately 15 students were interviewed on three basic topics i.e.: bias and stereotypes, the search for accommodation and their communication skills in general. The goal of this research is to carry out a study on how the perception of inclusion in the community of international students is displayed in their search for an accommodation in Utrecht.

Therefore, the research question and sub-questions used to investigate these topics are the following:

RQ: "To what extent finding a house in the Netherlands is an inclusive process?"

SQ1: What sort of stereotypes emerge most commonly?

SQ2: Which role do stereotypes, and biases have in the housing research for the international students?



## 2. Theoretical Framework

### 2.1 Inclusivity

According to the Merriam-Webster dictionary (2022) the main definition of inclusion is the act of including someone and to be included. Inclusion, indeed, is a philosophy and not a specific environment, an activity, or a specific education space.

Interacting with one another, supporting one another, cooperating with one another, and complementing one another's abilities were all necessary. To make an area more accessible, it must be designed with the idea that a varied range of people would be there.

The definitions of inclusions are multiple<sup>6</sup> and have been analyzed over time by a great number of scholars.

According to Shore et al. (2011) inclusion is “the degree to which individuals experience treatment from the group that satisfies their need for belongingness and uniqueness” (p. 1265).

“Inclusion has become a central topic in contemporary debates on educational practices in numerous, mainly Western, societies.” (Motschenbacher, 2016, p. 16)

The purpose of this research is to examine the impact of inclusion on the community of international students in the Netherlands.

In the Dutch community, there are ongoing discussions about international students, and they are constantly analyzed to notice how they interact, as in the case of the research of two Sociology students, Fang and Van Liempt (2020) at Utrecht University.

As a matter of fact, it examined how the needs of international students are underappreciated and under supported, being affected by the results of a foreign and unfamiliar market.

Despite a conspicuous amount of international students' experiences presented worldwide, this group in particular is always underestimated and insufficiently supported. In some cases, the voices of the international students are totally absent.

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<sup>6</sup> There is a distinction between the terms of inclusion and integration. For instance, the definition of integration express how is affected by those who seek to be members of a specified group or community. Meanwhile the inclusion is defined by the community to which a member seeks to belong.

The research based on almost 20 students living and studying in the Netherlands has demonstrated meaningful findings. The results displayed in fact that the main difficulties were due to cultural, gender and language barriers. The life struggles encountered when analyzing the international students' market were mostly based on the lack of a proper and stable income and the inability to speak the national language.

Despite these considerations, apparently in the Netherlands it is not relevant to speak the Dutch language, since English is very diffused and spoken fluently.

These are the main risks and difficulties that international students may possibly encounter during their stay abroad in countries such as the Netherlands. In addition to the issue related to finding a house, each student deeply thought on their acceptance in a foreign country where a diversification of experiences was brought out.<sup>7</sup>

In relation to the research analyzed, almost every student states that living and studying in a foreign country changes and alters their behavior in relation to their relationship with others. What becomes more important is the acceptance of the others, being appreciated for who you truly are without discrimination of gender, religion, language, or nationality taken into account. Their chance to live a safe, not stereotyped, or judged. (Fang, van Liempt, 2020, p.1).

Assuming that it focuses largely on the inclusiveness phenomena, this study does certainly seem to be important for this research. One of the main aspects of this investigation is indeed inclusiveness.

Additionally, it emphasizes how these problems directly impact each student's mental health.

A student may experience several adjustments when relocates to a nation other than their own. This also applies to the linguistic shift, which is regarded as one of the most significant.

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<sup>7</sup> “Nearly every interviewee explained that several overarching structural and contextual issues prevented them from accessing accommodation in Utrecht. Chiefly, they felt neglected by their universities, receiving little or no institutional support, feeling discriminated against by Dutch students who sometimes acted as landlords and faced structural disadvantages finding housing.” (Fang, van Liempt, 2020, p. 1).

According to M. Norman et al. (2017), this has an effect on a student's mental health and can lead to a variety of changes in mood, among other things. This indicates how vital it is for institutions that host students to help them in this crucial stage.

To decrease the impact of change, it is suggested that schools provide environments which may help students to adapt to socially and culturally diverse environments.

Institutions should place more focus on inclusion, cultural sensitivity, and respect other than on tolerance alone.

Discrimination is more likely to occur when alternative justifications may be made for biased conduct, when we try to ignore differences, or whenever we pretend not to notice them. (M. Norman et al., 2017, p.3).

## **2.2 The phenomenon of the stereotype**

One of the definitions of the word *Stereotype* quotes: “a predefined mental image shared by members of a group and expressing a simplistic viewpoint, biased attitude, or uncritical judgment” (Merriam-Webster, 2022).

The idea of bias is imposed as natural by the human mind, according to various authors, including Walter Lippman. The concept of inclusion is actually seen to be impossible in some circumstances, which in the case of Lippman it is the primary motivating factor. Moreover, he is the one who first introduced the word “stereotype” in 1922.

The main idea was to underline in fact how public opinion was shaped and controlled by what we refer to as an “authentic messenger”.

Since this is the only feeling someone can experience in relation to an event, they did not see the stereotype that is triggered by their mental representation of the action. Typically, preconceptions about cultural groups are complex and include both positive and negative characteristics. In fact, stereotypes have a crucial role in cross-cultural communication.

“The conceptual literature and empirical studies on stereotypes, published since Lippmann, fall into three broad categories: the sociological, psychological, and cognitive.<sup>8</sup> The sociological approach asserts that stereotypes are present in our culture and that we absorb them through the processes of socialization by way of the family, peer group, mass media, and interaction with others - as we do other concepts or behavior patterns” (Curtis, 1991, p. 27).

Following the idea of the construction of the prejudice of Lippmann, also other scholars expressed their thought about this topic.

One of them is Joep Leerssen, who noted that the tendency to impose particular features or aspects based on race, gender, or nationality is a very ancient and widespread idea. A person might imagine the creation of the “other” especially when confronted by “different” individuals.

He underlines how people with a diversification in the background have specific characteristics imposed “a priori” (Leerssen, 2007, p. 17):

“Valorizing the Other is, of course, nothing but a reflection of one’s own point of view (Beller, 2007, p. 6).

The center of interest in political, cultural, and social departments is the idea of “identity” portrayed as their fundamental value.

Preconceptions may be accurate in some circumstances and for some members of specific groups, but they may also be problematic because they can cause us to overlook relevant facts and act in ways that reinforce our preconceived notions. (Rublea & Zhang, 2012, p. 203).

The interaction between international and local students reflects variations in culture, society, and language. The development of inaccurate stereotyped images may be the outcome of these and might create tension between the two student groups.

Gordon Allport's 1954 paper “The nature of prejudice,” which was seen as having a wide reach, is another significant work on early interpretations of bias.

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<sup>8</sup> Cognitive are the knowledge processes seen as functional behavioral guides in psychology.

John Dovidio, Peter Glick, and Laurie A. Rudman, three American psychology professors, later updated Gordon Allport's work. and exactly in 2004 was presented under the heading “On the Nature of Prejudice: Fifty Years of Allport.”.

The value of this collection for the interpretation of this research is in showing how prejudice has changed through time and evolved as a result of influences from many variables, including possible societal issues.

Allport stated that “the stereotype acts as both a justificatory device for categorical acceptance or rejection of a group, and as a screening or selective device to maintain simplicity in perception and thinking”. After 50 years, we can affirm that the causes and consequences of the creation of a stereotype are still debatable (Dovidio et al., 2004, p. 208).

However, even though Allport's work is presented in a different historical era than the participants of this specific research (which are foreign students), his principles do seem to be contemporary.

The first concept created by Allport was the presentation of the social categories and how they can affect the normal prejudice of people perceived as an avoidable process. Nowadays, the social categorization is acknowledged to be a fundamental development of the prejudice in different paths. Considered as the creator of cognitive approach to prejudice, he underlined how stereotyping and categorization are inevitable products of people's thought (Dovidio et al., 2004, p. 1).

All the work of Allport was based on these affirmations: first, the categorization is fundamental to point out the attention on the stereotypes and prejudices. Second, everything related to the stereotypes are shared justifications that most of the time are false. Finally, these hypotheses underline how categorization is not placed in advance as a prejudice's attitude (Dovidio et al., 2004, p. 208).

“A stereotype is not identical with a category; it is rather a fixed idea that accompanies the category” (Dovidio et al., 2004, p. 208).

With the following affirmation he pointed out how the stereotype is the thought of a person regarding an imposed idea to the participants of a group. It is indeed considered as a tool to justify or

deny a group to be scanned and select toward to prevent the process of perception or thinking (Dovidio et al., 2004, p. 209).

The most relevant affirmation of Allport is indeed the observation of how the social context can influence the relationship between the society and the ideological systems. The correlation between justification and categorization underlines how the forms of inequalities tend to be augmented and preserved (Dovidio et al., 2004, p. 208).

In order to carry out the research, a general overview of prejudices has been included hereby. The purpose of this study is to discover how the prejudices and the perception of inclusion can affect the community of international students. Subsequently, some interviews will be conducted with the international students considering this issue, and hopefully more information will be provided.

### **2.3 Stereotypes in the community of the international students**

The number of studies and research about stereotyping in the last century has been immeasurable. Although each study has unique features, they all have helped to discover the misconceptions and misunderstandings related to the concept of stereotypes for international students. For example, Rublea and Zhang (2012) conducted a study entitled “Stereotypes of Chinese international students held by Americans,” which focused on Americans' impressions of Chinese overseas students. The study aimed to investigate the prejudices held by American students about a specific group of Asians in the United States, specifically Chinese foreign students. The work was divided into two sections to observe these misconceptions; they started with 100 American students from a big Midwestern institution. As a result, they conceived 31 common descriptions for an average Chinese student. In the end, Chinese students were divided into five more diverse ways of stereotypes according to exploratory factor analysis. Lastly, five clichés evolved to represent American students' attitudes toward Chinese overseas students.

The first set of preconceptions about Chinese foreign students reported was that they are represented usually as brilliant, good in both math and science, and as hardworking people. The second set represented a student who is kind, pleasant, lovely, and polite, which was attributed to more than half of Chinese foreign students. The third stereotype assigned to more than half of the

Chinese participants is the image of a student who is unable to communicate in English. The fourth interpretation was the representation of a student who is shy, introverted, solitary, and not particularly sociable. This last stereotype is mostly connected to the American college students' perceptions of Chinese overseas students as a disadvantaged group with poor cultural connection in both their home and host countries. The fifth and last stereotype of Chinese international students describes someone who is indifferent to personal space, noisy, and invasive (Rublea & Zhang, 2012, p. 208). Overall, most of these characteristics were thought to be extremely beneficial for the Chinese students. However, they were considered as different from them and maybe neutral in becoming part of American society, even if this does not represent the reality.

The disparities between distinct groups, such as the American and Chinese communities in this case, demonstrate how they are plagued with preconceptions and biases. In their study, Rublea and Zhang found that the two groups of students were estranged due to shared interests or distinctive personality traits. In reality, this is one of the key aspects that will be investigated in this study, and it is thoroughly detailed in accordance with the perspectives of these two experts. To enhance the notions to answer the research questions, an additional study carried out on the conceptualization of stereotyping for international students will be assessed.

It is essential to underline how the prejudices and stereotypes do not affect only specific nationalities or races, but the entire population of international students as well. This concern is stated in the research study of Toussaint and Crowson (2010) of the University of Oklahoma. It is undeniable that international students offer symbolic and real advantages such as diversity in social conversations, the presence of different cultures and races, possibility of inclusion, and awareness. This particular study has been carried out to better approach these kids' experiences, since they frequently have acculturation issues, racism, and discrimination (Toussaint & Crowson, 2010, p. 414). The students who deal more with veiled aggressions both outside and inside the universities are more likely to be from the Middle East and Africa than the ones coming from Europe. The solution proposed to diminish these complications are mostly two: improving the integration of different cultures and traditions of the students throughout university lectures, and implementing counseling to

help them with all the emotions derived from the academic life along with the impossibility of feeling integrated in the foreign country.

In fact, the suggestions made by Touissant and Crownson's work are in line with the dynamics of foreign student enrollment that are emerging in the Netherlands. Their analysis reveals that the recommendations apply to the entire community of foreign students and beyond, rather than just one particular set of students. Realistic and symbolic threats, intergroup anxiety, and negative stereotypes are the four forms of threat perceptions that underpin unfavorable attitudes toward social out-groups, according to the Integrated Threat Theory (ITT) (Toussaint & Crownson, 2010). Symbolic threats describe a danger derived from an out-group with the ability to impose different attitudes, ideas, or goals, and these can affect the group, creating the so-called "intergroup anxiety" (Stephan & Stephan, 1985), where the negative emotions relating to the stereotyping can affect the participants. For instance, using the technique of path analysis, researchers found that not only does symbolic danger, practical threat, and intergroup anxiety predict anti-immigrant prejudice, but that negative stereotypes may also shield the effects of the other forms of threat on out-group prejudice in a particular community.

To answer the research questions and the following sub-questions, an additional research study has been analyzed to collect more data analysis. Following the path of the last two studies, the article of Denis Hyams-Ssekasi, Christine P. Mushibwe, and Elizabeth Frances Caldwell about "International Education in the United Kingdom: The Challenges of the Golden Opportunity for Black-African Students" (2014) was considered. In the past 40 years, the influx of international students in the UK has been growing because until the 1950s, the community of Black African students always chose to follow their university path in the UK due to crucial factors such as the communal language, the prestige of the universities, and the scholarships offered by the Colonial Empire in Africa.

Sadly, after that period the British government decided to diminish the number of African students due to the growth of the communists in the university and to raise the academic fees. Even though the presence of international students has always been considered as an enrichment of the



community of the alumni, the situation drastically changed in the next decades. In 2012, there were 34,160 African students studying in the United Kingdom (Hyams-Ssekasi et al., 2014).

This research is considered as one of the few to observe how the community of Black-African students can impact a foreign country. The process of studying in a foreign nation is a major advance for students, especially those from less fortunate countries. In addition to learning fresh concepts, making new friends, and discovering new cultures and landscapes, studying abroad could be one of the most exciting and fulfilling times of one's life, and can lead to lifetime friendships (Hyams-Ssekasi et al., 2014).

However, the research discovered that this community of students frequently faces some obstacles in the foreign country, starting from financial problems, the difficulty of finding accommodation, lack of communication with other colleagues, fear of being away from relatives, and possible racism. In the paper, the transition carried out by the student is divided into three parts: separation, transition, and incorporation, the same path experienced by the community of international students in the Netherlands.

The information for this study was obtained from students at different colleges in northern England that were chosen for their active participation in foreign enrollment. The procedure for observation was performed at university halls, and the goal was for the students to enjoy the rules that help them comprehend others' actions, gesticulate, and verbal expressions by allowing them to appreciate the rules that help them construct their relationships (Hyams-Ssekasi et al., 2014).

The participants were recruited, or they offered themselves for the research. The majority of the students came to the UK to study in order to get a higher degree that would allow them to succeed. Their stories revealed three primary themes: financial concerns, difficulty assimilating into the cultural environment, and educational gaps.

“If you are not careful you can lose your confidence and self-esteem in this country. The values we have in Africa are looked down on. Talk about our traditions, they are still considered backwards only good enough for research. [She laughs loudly] I don't want to say so much about this because it makes me angry.” (Hyams-Ssekasi et al., 2014, p. 8).

The disconnection with Black Africans amongst British students is significant not only in the social world, but also in the sphere of university education in the United Kingdom, which constantly involves cooperative learning.

As Hyams-Ssekasi affirmed (2014, p. 9)

“They are still racist whether they say it or not. In class for example, most of the White students would not want to pair up with me. I end up relating well with the Asians. In some modules, if there is a Black student, we right away end up together. If there is no Asian or Black person, I end up alone.”

Despite the small literature about the community of the Black-African students, this research gave the possibilities to discover some relevant data. The three main problematics carried out were the financial problems which caused anxiety and continuous stress among the students, followed by a sense of veiled racism. This gave them the impossibility to feel included in the country and in the English community of students. Lastly, the huge difference in the education system caused indeed the creation of a division between the international and national students.

The themes uncovered in this research were presented to compare common experiences between the international student communities and the one in the Netherlands. In addition, the data carried out from the methodology of the research will be compared to the studies hereby presented in the theoretical framework.

### 3. Hypothesis

In order to further investigate the concept of inclusion for international students and finding a home, the current research focuses on hypotheses which is further examined in the theoretical framework and the related research questions.

With regards to the main question, “To what extent finding a house in the Netherlands is an inclusive process?” the study by Fang and Van Liempt's (2020) provides insight into an existing link between foreign students' inclusion and a shortage of housing in the Netherlands. According to their results, inclusion concerns are produced by a range of variables such as income, educational background, and language barrier. In particular, the lack of competences in the local language can be a barrier for the international students (Fang & Van Liempt, 2020). Speaking the local language is deemed important to feel part of the in-group among Dutch nationals (Fang & Van Liempt, 2020).

Furthermore, since students share daily settings, feeling included may be increasingly dependent on establishing a home. The search for housing in the Netherlands for international students will be related to the concept of inclusion according to the study of Fang and Van Liempt (2020).

Considering the premise above, our major objective will be on the idea of inclusion in the context of the international student community which experienced.

It can be theorized that the process of looking for housing might not be inclusive, highlighting a division between the local and international student populations. Furthermore, social, economic, and cultural disparities are considered significant barriers to the integration of the two student communities (Fang and Van Liempt, 2020).

*H1: The process of looking for a house is not inclusive for international students in the Netherlands.*

*H 2: Cultural disparities with social and economic are considered as barriers to the integration of international students*

Additionally, the hypotheses formulated for the purpose of this research address the two sub questions “What kind of stereotypes therefore emerge in the relationship between the international

and Dutch communities?” and” What role do these stereotypes and prejudices play on the search for a home?”. According to what was previously mentioned, and to the literature selected for this study, conclusions will be drawn.

For the first sub-question, it has been previously established that stereotypes play a fundamental role in the international students’ community. Stereotyping appears to have a big impact on students, especially in relation to national stereotypes based on individual countries and their unique qualities. Instead, the prejudice held a priori by the student community about the lack of effective linguistic communication among the international community is more important (Rublea & Zhang's, 2012). It may be reflected in the misinformation distributed through the various social groups, where the local community highlights advertisements aimed solely at Dutch-speakers and “no internationals”.

*H3: Stereotypes are also based on international’s country of origin.*

*H4: Stereotype is mainly based on the lack of the knowledge of the local language.*

The lack of a native language proficiency would appear to be a challenge for students, which might prove to be a source of difficulties inside the housing search process.

According to the research of Hyams-Ssekasi (2014), the discrepancies and persistent uncertainty faced by international students appear to give rise to psychological and existential concerns. The researcher claimed this would lead the international student to instability in emotions and mental capacity. His research also addresses what appears to be a severe deficiency on the part of educational institutions that might be seen as a contributing cause to the potential absence of a tight relationship between the two populations, a finding that seems to have been later supported by the research of Fang and Van Liempt (2020).

In addition to Hyams- Ssekasi's (2014) research, despite their distinctions, foreign students all seem to face the same social, economic, and cultural difficulties.

*H5: There is a big lack of support from educational institutions.*

*H6: International students face instability in emotions and mental capacity.*

*H7: All international students deal with the same struggle and difficulties despite their nationality.*

Regarding the second research sub question, following the research of Rublea (2012), we expect that stereotypes affect the whole community of international students, not just those of a particular ethnicity or race. Therefore, it is considered that there can be negative and positive stereotypes and biases for the international student community. There are in fact certain characteristics that international students seem to be associated with, as mentioned in the theoretical framework. Stereotypes could therefore hinder the process of searching for accommodation by playing a role in the selection process.

Finally, it appears that more emphasis is placed on the language element, which may mask a great deal of bias on the part of the Dutch community toward the international community (Rublea & Zhang's, 2012).

*H8: Stereotypes have both and negative aspects.*

*H9: Language has a big impact on the bias of the international community of students.*

These hypotheses will be tested through the use of a methodology involving qualitative analysis of semi-structured interviews, after which it is possible to determine whether to confirm or contradict them.

#### 4. Methodology

The aim of the methodology section is to describe the techniques applied in the subsequent study. The questions proposed to the interviewees will be included in Appendix 2. To fully address the study subject and all of its sub-questions, the researcher decided to perform qualitative research. Dorney (2007) outlines the basic elements that represent the choice of qualitative research, such as an evolutionary research design, the ability to work with a big and dense data set, and the opportunity to underline the experiences and feelings of each individual subject through planned and recorded interviews.

Regarding the position of the researcher, advantages and disadvantages can be identified. In the case of this study, the researcher is both participant and insider. Concerning the former, the figure of the researcher is seen as a member of the group and less prone to create additional stereotypes. In addition, he/she succeeds in gaining acceptance, trust and cooperation with the participants. Finally, in terms of disadvantages, the researcher may be seen as an insider and thus it can be thought of as influencing the interpretation of data. Role conflicts may occur, or it may not seem trustworthy in the eyes of the participants. Regarding this matter, Bonner has written about the multiple pros and cons of being a participant and insider researcher in the paper named “Insider-outsider Perspectives of Participant Observation” (2002).

The exploratory nature of this approach provides fresh data as well as new parts of the same topic previously explored in the literature. Semi-structured interviews were a component of the strategy utilized to understand the perspectives of the selected participants. The objective of this tactic was to find out what participants' experiences and viewpoints were on the subject of the study. The interviewer can examine and interpret the findings as appropriate, given the informal and spontaneous atmosphere during the interviews.

Moreover, additionally to the approach used, this is ethnographic research. According to Zhu Hua (2016), ethnographic research provides the opportunity to actively engage the interviewer while also gaining an understanding of the social and cultural features of a particular group of individuals, in

this case, international students. This completely relieves the environment from all limitations. In this scenario, the interviewer will obtain extremely relevant data to form hypotheses and find the core components of the research to answer the research questions.

After conducting data analysis, the interviews will be further coded. To better emphasize the findings, the researcher first organized the questions into groups that shared a common theme. It was revealed that these questions could be then categorized into three more separate categories in order to efficiently analyze and collect information.

The first category chosen was accommodations and the home environment, which served as the primary focus of the investigation. Second, the process of locating a home was recognized, which is supported by the framework employed for study participants. Lastly, preconceptions and discrimination were included, requiring only a brief explanation of how, when, and why certain events occurred.

By separating the questions into sections and assigning each one a particular tone that represented a certain notion, stereotypes, bias, and inclusion - the foundation of the whole study - were among the most crucial elements to understand, highlighted in red. The information inherent in accommodations were then highlighted in yellow. Finally, communication is shown in green. The research's results and discussion part are the outcome of the findings.

#### **4.1 The participants**

A total of 15 people participated in the study. The analysis included about twelve women and only three men. The participants are all students at the University of Utrecht completing their master's degrees, with the exception of two students of the faculty of Biology and Management. Most of them are members of the Humanities faculty and they are all between the age of 21 and 36. There were eleven distinct nations represented among the contestants. The research did not include any Dutch participants due to the study's focus based only on the analysis of international students. Italy, Russia, the United States, Germany, Bulgaria, Spain, France, Germany, Siria, and the United Kingdom were

among the nationalities participating. The majority of the participants appear to have relocated to the Netherlands since last August, with the exception of a minority who arrived a few years earlier for various reasons before deciding to follow a different field of study. Those who have been here the longest have a variety of aims for coming, for instance some came looking for assistance (as refugees), some looking for a job, and some just as a life change.

## **4.2 The interviews**

The process of recruiting started a few months before the thesis' presentation, while getting to know the participants at the university's headquarters.

Subsequently, a significant number of respondents were contacted using the convenience sample approach, such as email and messaging apps like WhatsApp.

For the communication to be clear and successful, the message contained a brief summary of the research's primary topics and goals to provide a quick glimpse into how the interview would proceed. The interviews were held between Saturday, April 12th, and Sunday, April 17th, 2022 and they took an average of 9.15 minutes to complete.<sup>11</sup>

## **4.3 Tools and procedures**

The interviews were conducted via the Microsoft Teams platform, with the audio of the interviews being recorded on a smartphone.

The approach began with the participants receiving an email permission form that provided a broad description of the research and allowed them to participate in the study anonymously. A timetable for the interviews was created in advance to avoid any misunderstandings and to take into consideration the time available to interviewees.

The interview began with a brief description of the study's findings: foreign students' perceptions of inclusion and how this affects their search for a home. The interviewer then asked the



initial generic questions about their private lives, such as their gender, country, language spoken, where they now reside, and how long they had been there.

Carrying on, the questions were categorized into three parts: accommodation, communication and prejudices, and inclusion. The interviews were transcribed using otter.ai<sup>9</sup> as a tool to accurately transcribe every word. The only non-verbal aspect of the recording was the feeling expressed through the laughter which was also included in the transcriptions. Only after transcribing, the next thing to look at was the coding of the data.

#### **4.4 The topics of the transcriptions**

All the transcriptions were divided into three particular topics: the accommodation, regarding the type of house they were staying, the nationality of their housemates, the procedure of acquisition of the house/room. The notion of prejudices and inclusion, as well as communication, were discussed right after. Following the pattern previously indicated on the recommended coding, it was decided to separate the interview questions into three more relevant pieces, which are, the following: accommodation and house atmosphere are discussed first, followed by the process of finding a house and, finally, stereotypes and discrimination. In conclusion, these three topics will be the mechanism to separate and evaluate the important data gathered for the progress of the actual research.

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<sup>9</sup> <https://otter.ai/>

## **5. Results**

The results section is intended to give an overview of exactly what will later be examined in the analysis of the discussion portion. The study uses semi-structured interviews to conduct a qualitative ethnographic analysis.

The interview questions were then coded, which led them to be divided into three categories based on a common issue: type of accommodation and house environment, the process of selecting a home, and discrimination and stereotypes. This division has allowed for the identification of a larger quantity of meaningful data and the subsequent comparison of hypothesized research questions.

### **5.1 Type of accommodation and house environment**

One of the major focuses of this research was mainly to investigate how important it was for students to find their own home or room. The housing shortage in the Netherlands not only affected nationals but mostly international students who chose this country in order to pursue their academic career.

At the beginning of the interview, we tried to investigate the topic of the accommodation and of the house environment in order to uncover possible relations to the perception of inclusion. In fact, each student was asked several questions about their current accommodation at the time of the interview to obtain enough data. This process was crucial to underline the correlation between these topics. They were asked specific questions to the participants on these subject matters, such as “Do you live alone?”, “Do you have international housemates?” or “Do you live with Dutch people?”. The full list of questions can be found in appendix 2.

First, the purpose was to ask how long each applicant had been staying in the country. It appears that the majority of the participants arrived in the Netherlands around a year ago, almost at the start of the academic year. Naturally, exceptions can be found, such as the following case of Speaker 13, who relocated earlier for various reasons.

“Four and a half years” (Speaker 13)

The next step was to determine if the respondents were living alone or shared a room with someone from a different country. In response to the first question, "do you live alone?" it seems that no respondents lived on their own, but they all have several housemates. The quantity of housemates differs from case to case. When asked specifically about having roommates from other countries outside the Netherlands, the majority of participants reported they do. According to these respondents:

“All of them. We’re all internationals. No Dutch people.” (Speaker 4, Italian)<sup>10</sup>

“Yes, she's from Canada. from Montreal.” (Speaker 10, German)

“Yes, only one international housemates” (Speaker 12, Bulgarian)

It appears that thirteen out of fifteen pointed out that they had only internationals but no Dutch roommates.

Therefore, when asked if respondents had Dutch housemates only two out of the fifteen participants reside with Dutch students. As answered by the two students:

“Yes, I do. there is a full Dutch and a girl that is from Suriname. She has lived here for all her life. So, she, she doesn't look Dutch but she's basically Dutch.” (Speaker 11, Italian)

“Yes, all Dutch and one from Germany” (Speaker 14, Italian)

In establishing the correlation between home search, house environment and the concept of inclusion, most international students have no preference in living with compatriots, especially when it comes to their relationship with other university colleagues. The majority of them express how they have no propensity when it comes to getting along with people from a different nationality.

Obviously, the only variation can be considered the aspect of the language. As it can be seen in the previous affirmations, they underlined how only the language can affect their relationship with the others, however it is not considered an obstacle at all.

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Nevertheless, according to the respondents' experience, when Dutch students have to select with whom to share their household, they are keen to choose their own fellow citizen for the majority of the time.

Most of the participants appear to have relied on the numerous ads on Facebook groups to find homes that were restricted to "Dutch speakers only" or had "no internationals" restrictions.

This could appear as an inequality between the international and Dutch students, and it thus suggests a lack of inclusiveness on the process of finding a house in Utrecht, the Netherlands.

Another outcome from the interviews is that while searching for accommodations, the living conditions and the configurations of the homes are of lowest priority in the selection. Most of the participants do not appear to have spent much time focusing on the details of their future homes, instead the focus was on looking for space, location, or other characteristics. They all claimed to live in flats or Dutch homes, which appear to be these massive structures with wide windows and short, complicated staircases. Only a few people provided any information regarding the attributes of their homes. As in the case of the following participants:

“My own room is quite small. And I mean, it's cheap. So, I wasn't expecting anything really comfortable and looked serious. It's nice for what I was looking for is okay. Could be better.”

(Speaker 13)

“So, the landlord's living downstairs. But we have different doors to enter. Yeah. And they are renting three apartments within their house with all three different entrances. And it's a really nice family neighborhood. But also pay the price for it. Yeah.” (Speaker 5)

“We don't call it a student house. But it's it is. We are six people. It's a very big house, but kind of small for how many people live it. (Speaker 14)

“It's a shared flat, it's very small. There're just the two rooms a small kitchen and a small bathroom and downstairs there's another guy living for themselves.” (Speaker 1)

It seems that no one is interested in the architecture of the house, and this can reflect the difficulties of finding a place to stay, the extenuating process of the search, and selection. This is problematic to the point that they accept any sort of accommodation, no matter if it is comfortable or not. Thus, talking about the object 'house' could seem irrelevant since what matters is to have only a place where to stay.

Furthermore, as shown by the student quotes above, it did not matter how the houses were maintained; it was more crucial to avoid the process of looking back for a new accommodation for quite some time.

Moving forward, the next section covers the procedure of obtaining a home that the research participants had to go through.

## **5.2 The process of finding a house in Utrecht**

### ***5.2.1 Types of platforms and the accommodation's struggles.***

Numerous factors emerged when determining whether there was a further relationship between the phenomena of inclusion and the search for a home for an international student.

In the previous passage, the focus of the research was the home's environment and the type of accommodation which the research participants had. In order to obtain enough data to address the research questions, it was necessary to identify the individuals who shared their accommodations with international or local students.

The students' responses to the question "How did you find your accommodation?" mostly focuses on Dutch websites, agencies, or social media pages. According to the following statements:

"I mean, social media, but also this website called Funda, but it didn't really work. We tried on other like websites that are specific for housing in Utrecht, but it was like mainly in Facebook"  
(Speaker 2)

“So, I actually didn’t do much. I just contacted the Belinda house thing<sup>11</sup>. So, it’s an agency. And yeah, and she had first she had another room for that. I stayed in for one month. And then she proposed another room. That’s actually this one. So yeah, she did it for me. Yeah. It was pretty.”  
(Speaker 4)

“So, I was one of the lucky few that actually got SSH short stay housing<sup>12</sup>” (Speaker 9)

Another option that appears to be a plausible for finding accommodation is to seek assistance from an acquaintance. As a result, the “word of mouth” seems to be a legitimate strategy that has been beneficial for several international students. According to these participants:

“So, a friend of mine who found the accommodation months before coming here in the Netherlands and then the room was empty, and she suggested me.” (Speaker 1)

“Well, I haven’t used any because when I did an internship in Germany, there was another intern who did Erasmus in the Netherlands and knew someone in the summer that she knew someone who moved out now I’m in this room via a lot of contacts.” (Speaker 5)

“So, I was just very lucky to know someone that was leaving a cheap place. And that somehow, remember that I was also looking for a place otherwise, I don’t know what I would have done.” (Speaker 13)

However, despite the numerous challenges previously mentioned, one phenomenon stands out as interesting and noticeable. International students do appear to have formed a solidarity movement as they experience many of the same problems, such as the difficulty in locating housing. The lack of interaction with Dutch students and the previous example of how international students appear to live only among other internationals are both highlighted by this phenomenon. In fact, the solidarity among these also highlights the limited assistance provided by Utrecht University in this matter.

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<sup>11</sup> The Belinda agency provides only international students to find an accommodation. It’s an online only company and it seems to be used only by international students).

<sup>12</sup> The service provided by the government. It is considered as a winning lottery. In fact, it is based on chance of luck when competing with other thousands of students and a short amount of accommodations.

A commonality among the interviews is indeed the distinct non-existence of the help of the university and other institutions. Most of these participants were able to obtain a living space thanks to luck, a great amount of time spent on numerous platforms, and even a good number of connections.

The University of Utrecht in particular does not seem to offer any concrete support, as the students never mentioned it during the interviews. It only suggests, at the moment of the students' enrollment, a long list of websites or associations that can probably be helpful in the search for housing as stated by these affirmations:

“Well, I went on the UU website, and they had like a bunch of student housing kind of things that you can click on. And so, I just kind of clicked on all of them and everything was full. So, then I just kept refreshing the pages until I found something. And I also went on student housing things on Facebook, but nobody really answered” (Speaker 3)

“I yeah, I used to Facebook page to find this one. But first of all, I was in a live somewhere else before? I don't know if that's relevant. I used the University website to find the accommodation in the Science Park, which was for international students.” (Speaker 8)

The only benefit that seems to be in some way related to the university is SSH, which is a housing program offered by the government in which only students and freelancers can apply.

SSH is a service utilized by both national and international students. This portal enables students to find accommodation for short stays ranging from six months to a year. By joining the website, you can participate in a lottery-style process to win housing at random.

This actually symbolizes two very significant aspects: on the one hand, it adds more stress to students seeking for housing, trapping them in a bind. On the other hand, it must be mentioned that getting a house with this service takes a long time.

The consequence is that this type of service is overloaded with people signing up and it may take at least a year for people to have a chance of getting an accommodation. Fate or destiny in this case plays a major role in one's personal success and this connotes rather strange and hilarity facets.

Multiple students try their fortune, and their chances of winning a place are sometimes very poor. In fact, the length of time it took for international students to find a house was frequently mentioned in the data gathered in the testimonies. Consider the following:

“From March 2021 to September 2021” (Speaker 1)

“Well, I don't know when it started looking. I was maybe looking for two months and then I found this” (Speaker 5)

“More than a month because I started looking for when I was still in Spain. I couldn't find anything for the whole month of August. So, I arrived to Utrecht and lived in a hostel. A week and two days and then I found the place where I live now.” (Speaker 7)

It appears that international students must search for housing for so long before they manage to find their own by luck.

### ***5.2.2 The Hospiteravond***

One significant aspect that was highlighted appears to be the *hospiteravond*<sup>13</sup>. Students who are seeking for new housemates arranged this "event".

Every student actually views it as a rite of passage. Additionally, it comprises being chosen by the people who put the advertisement in order to get to know their future potential roommate.

These events appear to illustrate a lot of the issues with the student housing crisis, at least based on the students' statements.

In fact, it seems that the *hospiteravond* event verges on the students' mental health, a problem that is considerably more complex and widespread. The majority of the students' comments

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<sup>13</sup> *Hospiteravond* is a Dutch word to describe the gathering created by the landlord to choose the new tenants of the accommodation. There are really common and used by the students to decide and get to know their new flat mates. The translation in English is “hosting evening”.



regarding hospiteravond focused on the discomfort and anxiety that were felt during these particular events.

As affirmed by the students:

“It always feels like competition. Like it's something you you're not even a person anymore you're just like somebody who could pay off something for someone and even with my house how everything is dealt with I don't feel treated very well. It's like really all about money and less about like people and so they don't feel so safe with how the system works. And I've thankfully didn't go to hospi or the house visits, but they're kind of like hospi but I just hear that hospi so yeah, they they're so selective. It's not nice. So yeah, not such a safe system. Like it's so specific on who you are, like directly targets like what kind of person are you based on that you can get my house or not. So yes, sure.” (Speaker 2)

“So, I suffer from social anxiety. So, I'm definitely I've I felt safe using SSH because it's very, like user friendly. But now as I'm starting to look for housing afterwards, I definitely think I am not looking forward to the culture of how like showings and of people potentially scamming you because you can definitely tell when you're on the website, what some photos look really nice, but the price is really low. So, you're like this is not a real house lead option.” (Speaker 9)

“So, I did the Hospi and they're like yesterday after the contact me like yes, like we would like you to have but we forgot to tell you that you cannot register at the municipality that the room is unfurnished. And another thing and I should have bought everything in like the bed the mattress everything. And I couldn't register so if I like I couldn't that the internship here or my bank account?” (Speaker 4)

“[...] don't know. I don't like because I don't like the concept of the hospi Yeah, I would. It would be very stressful to sit there with five other people and like you'd have to compete is weird.” (Speaker 10)

However, numerous participants expressed gratitude that they had never had to attend one of these evenings since they suffered from social anxiety, which appears to only aggravate their mental health.

In most cases, it is evident from the majority of participants that inclusion for them was since they were coming from a foreign country and at the time, they were unable to speak the local language. Some of them underlined how the inability of speaking the national language could really affect the research of their house. Some of the affirmations of the participants will be analyzed in the next passages.

### **5.3 Discrimination and stereotypes**

#### ***5.3.1 Discrimination for not being Dutch.***

One of the key notions with regards to inclusion is prejudice. A few questions concerning this issue were raised in light of the hypothesis on which this research is based.

Based on the answers gathered, it appears that the participants' perceptions are influenced by a number of variables that are viewed by them as restrictive, likely discriminatory, or stereotypical. In response to the question "Have you ever had difficulty while looking for an accommodation?", participants reported that their background did have an impact on the process and the likelihood of finding a home.

Participants appear to be preoccupied with the huge number of accommodation advertising that are limited to "Dutch speakers only" or "no internationals."

The Facebook groups have been described by participants as having the highest number of announcements that stated, "no internationals" or "Dutch speaking only.". Kamer in Utrecht is the one that students use more frequently to find a place.

There are a variety of remarks made by the participants concerning the problems they faced, as hereby some of them affirmed:

“But I also know that it's like a consequence for not finding an accommodation because yeah, if they write no internationals then just report Dutch people” (Speaker 1)

“If anything, yes, so you know, speak Dutch and I can read it but definitely would have helped me if sub announcements were also in English or very clearly in English because somebody would just look put a translation on automatically. And that didn't help so much because it seriously you have to know what you're looking for. So, I think yes, yeah. Quite a lot.” (Speaker 2)

“Dutch required or, or the advertisement was in Dutch itself and non-translation. So, I think sometimes it's not that I've been discriminated, but I wasn't included in the advertisements. So, I didn't even contact them” (Speaker 4)

“They haven't said that directly, but they didn't want their international students. So I guess that is also kind of related to the language” (Speaker 7)

In answering the suggested question, as well as the follow-up question reflecting on "Have you ever been excluded from finding housing because you are a foreigner?", participants seem to identify their limited knowledge of Dutch and the restriction of advertising to local students only as causes of exclusion from both the student community and the Netherlands itself. Some interviewees have also stated that these constraints reflected their greatest fear at the time, namely the ongoing uncertainty of obtaining an accommodation. The limits appear to the participants as veiled racism, such as the notion of not understanding the local language or not being Dutch enough, like in the case of this participant:

“Again, it's not a discrimination thing. But definitely part of a selective process was depending on where I come from, I'm not I don't fit in somewhere, but I don't think for my nationalities. I had a lot of issues with” (Speaker 2)

“Yes. Because I think I come from a country Spain which there's a lot of stereotypes about the country you know, on people there was like, only one to party and those kinds of things. So yeah.” (Speaker 7)

As a result, the limits that exist on Facebook groups seem to be a discriminatory approach towards international students, even if this is not intentional.

The questions "Have you ever been discriminated against because foreigner?" and "Have you ever felt stereotyped here?" had the function of identifying if there were forms of discrimination or prejudice towards the international student community.

However, based on the responses of the participants, the majority of them did not feel discriminated because they were international, but they felt there was a difference with the local student community due to the restrictions on their housing. Indeed, it appears that the definitions "no internationals" and "only Dutch speaking" are being viewed as the primary reasons for non-inclusion.

As stated by these participants:

"I definitely think put aside kind of as an option because like I said, I I've with my passport, I can say I'm Dutch but identity wise with they have specific requirements. I don't fit at all what they think of" (Speaker 2)

"So probably yes, because I don't know Dutch and then they just assume they don't want me in their house" (Speaker 4)

"They never said he was because of that. They never said he was because of that. But the problem is that if you're a foreign for foreigner, and a male, you're like, the least searched person to live with, because usually the ones that they're looking for are, like, top list Dutch girls, then Dutch general that maybe internationals, but girls, and then in the end, there's guys International. So yeah, that didn't make it easy, because most many posts just start with Dutch only Dutch girls only or girls only, you know, so many, many opportunities just were not reachable. Because like from the start, they were not looking for someone like me, or were many others. So yeah, I mean, when they responded to my emails, they never mentioned that, that they didn't accept me because of that. But that could have been a reason. Maybe they chose someone else rather than me because they, that

person could speak Dutch, or it was a girl. Yeah. I mean, I can understand the I don't say that I agree with the logic, but I understand the logic. But I mean, it's still pretty shitty for us, especially because maybe someone Dutch, they might have, you know, another option. Maybe they still have their parents' house in the country. But well, if you're not, and no one gets you then you might end up in a tent.” (Speaker 13)

### *5.3.2 Stereotypes*

Regarding stereotypes, a lot of the participants (almost half of them) reported experiencing a few stories of stereotypical connotations that they thought were mostly amusing and not relevant at all, especially with regard to house search. As for instance in the case of this participant's affirmation:

“It was like in a joking way. But my, like, teachers at university when they know that, like, I'm Russian. They always want to see me with a bottle of water. It always says, oh, do you have a vodka there? I was like, yeah, of course. And I have a gun in my bag. You know, like you want to see like...”. (Speaker 15)

In the case of the participant above, it does not refer to limitations or discriminatory phenomena regarding house hunting. However, it appears instead that the following interviewee considered it to be a significant time:

“Oh boy. Every day to me, you know it come on. As soon as I people get where we are from, they start moving their hands and talking in weird ways. And at the beginning, it can be funny, like, okay, sweet. It's cute. But then after four and a half years, it's gonna shut up. While you're talking about, I mean, for me, too. Yeah, sometimes some people, they get annoyed immediately, but I don't think any of you tried to be like, okay, stereotype is funny. Sometimes it's still funny some other time. \* laugh\* it's not also friends of mine, they just make fun of me sometimes for certain things. And in that case, in order to get. there a lot of have stereotypes, and many of them are quite true. So sometimes we cannot say much about it. I mean, today they asked me what I think about Domino's Pizza, you know, my master friends that they know that they get pissed that these things, so you know, just to trigger me they're like, Yeah, what do you think but Domino's just said I don't think about Domino's pizza... \*laughs\* “(Speaker 13, Italian)

Thus, we can affirm that the episodes of stereotyping are mainly considered insignificant, and only a few of the people who participated in the study looked into this subject in relation to their home search as affirmed before. Many in fact were the narratives of the students who have experienced on their own skin what is considered the stereotype or prejudice. Moreover, many state that the stereotypes they were personally exposed to were mostly perceived as synonymous with jokes or caricatures, and that they did not have any effects on their house search. As in this case:

“Though, people just assume that you don't know another language, or you don't. Like, people just assume you're kind of I feel like when you hear about an American, you just assume that they're like the worst kind of tourist and have no idea what they're doing in a foreign country and don't know how to kind of like, get around life, you know, so, yeah,” (Speaker 3)

Nonetheless, discrimination for being foreigner might happen, and even if we do not have any specific examples of discrimination towards a particular race or ethnicity, we can affirm that there is a general stereotype about the international students' population.

By dismissing the problem of bias and stereotype, it is crucial to underline the positive attitude of the international students as well towards multicultural and multilingual housing, contrary to what it appears to be a certain closure by the Dutch housing market.

The interviews were in fact asked: “Do you feel more comfortable with your fellow citizens (compatriots)?”

The majority of the participants stated that they do not necessarily prefer their own citizens, but rather that they have a greater capacity to interact since they speak the same mother tongue. Many people also said that being with an international group rather than one made up entirely of their compatriots gives them more joy. As affirmed by these students:

“I actually just get along with the person I'm dealing with. So, it doesn't really matter to me the nationalities to be honest. So yeah, I'm easygoing” (Speaker 4, Italian)

“In general, for example, sometimes be more comfortable with. I don't know with Italian people. When I'm in a room full of Dutch No, in general. Don't be distracted. was I was living with a German flat mate two

weeks ago, until she moved out? Now I have an international flat mate. And of course, there are many things that are more Yeah, that go without saying with my German flat mate? Yeah, because we just have the same cultural background. And we know how we can communicate with each other and being directed, asking each other things not to do things to do in the household. So, this is something that I can do this directly now with my flat mate just because from issues from a very indirect cultural background.” (Speaker 5, German).

## 6. Discussion

Based on the results obtained, a discussion will be carried out by linking the outcomes of the interviews to the literature on which the research is based, and the hypotheses presented in chapter 3. The results revealed a correlation with the above-described theory.

Inclusion, according to Merriam Webster, is described as “interaction, support, and collaboration with the other.”. The participants were able to convey their feelings of exclusion, rather than inclusion, in the Netherlands by reflecting on how the housing crisis is a contributing source.

Their exclusion is accentuated by other variables such as migrating to a new nation, being unable to speak the local language, the academic atmosphere, and the process of finding their own housing. Inclusion is a sensitive topic, as it is in Motschenbacher's study (2016), and it reflects on extremely complex elements that are primarily represented in everyday life, as in the case of international students.

### **6.1 “To what extent finding a house in the Netherlands is an inclusive process?”**

According to the results, acquiring accommodation is not an inclusive procedure for foreign students. This is apparent given the several variables that appear to support the hypotheses previously formulated. Foreign students usually do not live with Dutch students, but there is a common tendency to live with other international students, according to the data that was gathered. Furthermore, the challenges associated with frequent changing of rooms, the uncertainty of obtaining accommodation, and tiresome waiting created a social gap.

These variables, in fact, reflect what Fang and Van Liempt (2020) refer to as “difficult inclusion,” which is marked by significant economic, social, and cultural challenges that create a divide between the Dutch and foreign student communities.



Various information from interviewees indicates that, on a daily basis, the numerous posts on social pages concerning house rents is limited to “Dutch speakers” or “no internationals”. This produces anxiety and a sense of not belonging.

“But then in December, I had to start looking for a new room. Because I had to change and whatever. And that was the most horrible times. Because you know, like, you have no certainty. You can call it like, I think I can take like 30 people, and I got two answers. So, I didn't feel safe enough, I would say in December, but then turn out to be all good. But the job like the house accommodation here are just crazy. They don't make you feel safe at all.” (Speaker 4)

Due to the restrictive procedure that students reportedly endure, such as the severe demand for housing and highly selective criteria for being accepted, increase competition while decreasing the feeling of being excluded from the counterparts.

The findings also shed a new light on the phenomena of *hospiteravond*, which Fang and Van Liempt (2020) refer to as “the largest social and cultural differences encountered during *hospiteravond*, which is considered as a spectacle of untruth and veiled racism.”. For instance, it can be observed in the statements of the Speaker 2 in Results, 5.2.2 section.

In fact, participants list the *hospiteravond* phenomenon as one of their top sources of stress. International students really regard it as one of the main factors contributing to the social division with the Dutch student population.

Furthermore, most students stated that they only started looking for a house through various platforms to get even more resources. However, several of participants mentioned that they were lucky in their hunt for a home after several months, when they were able to get a room or an apartment due to their connections.

It is actually emphasized more than anything else that word-of-mouth is the most effective approach for an international student to find accommodation, underlining the mutual solidarity between international students which try to deal with the sense of exclusion, as evinced by the numerous participant testimonies.

Despite what is stated by the study of Fang and van Liempt (2020), being proficient in English as a vehicle for learning and communicating with fellow students from countries other than their own does not necessarily apply to acquiring housing in the Netherlands. These findings support the language barrier or the incapacity to utilize the native tongue, that Fang and Van Liempt assert exists. Indeed, this appears to cause some discomfort among the international students.

With regards to relating the notion of inclusion to housing search, all participants have highlighted how tough it has been for them to find accommodation. According to Fang and van Liempt's idea (2020), international students have an unconscious link with their host country's housing market, which is amplified by their difficulty with a new language.

One of the most notable findings is the lack of educational institutions to provide additional assistance to international students who are having problems locating accommodations.

This, according to M. Norman et al. (2017), has an effect on the student's mental health and can induce a variety of mood swings. This recurrence emphasizes the importance of the role of institutions in assisting the students during the house research.

To decrease the impact of change, it is highly recommended that educational institutions develop settings that allow young people to acclimatize to socially and culturally varied environments.

The results of the current research confirms the importance of the role universities play as stated by these studies. In fact, participants reported a link between the complete absence of the university and the resulting strain on their mental health and overall lifestyle.,

As mentioned by the analysis of Fang and van Liempt, and the statements of the participants in this study, there is a remarkable lack of institutions' support in the current system.

“So how SSH Housing Works is they dropped all of their student housing all at once. And so, you for the short stay housing you basically it's the luck of the draw of who's awake and who's booking. So, I, I hadn't started using other options, I was going to have to use other options if I didn't

get SSH, but I was lucky enough to book when they open. And it's sad that if you don't book when they're open, SSH short, short stay housing never opens up again, pretty much.” (Speaker 9, American)

Due to the university no longer being an option in the search, students report to other support systems, where closeness to the foreign student community itself is prioritized.

As previously indicated, despite the numerous platforms, higher efficiency is provided to “word-of-mouth,” which appears to be the quickest and most beneficial option.

Indeed, this phenomenon underlines the bond formed between international students. The various accounts of students who have lived among internationals really serve as evidence of the lack of interaction with the Dutch student population.

In summary, according to the students, finding a house in the Netherlands can be defined as a non- inclusive process. This because the economic, social, and cultural difficulties faced by international students create a gap between international and Dutch students, which is emphasized by rental advertisements limited to only Dutch speakers and no internationals. This highlights also the important role of the Dutch population as main agent in promoting inclusion towards international students and their perceived sense of belonging to a more general students' community, despite their ethnic, cultural and linguistic backgrounds, as clearly explained by Janssen et al. (2014).

Furthermore, language is viewed as a barrier and a reason for further distance among local students, which connects to the literature reviewed in the Fang and Van Liempt study (2020).

Moreover, the lack of help from educational institutions contributes to the non-inclusiveness that causes stress and discomfort in students, as stated in the literature by M. Norman et al. (2017) and echoed in the study by Fang and Van Liempt (2020).

Based on the assumptions made in Chapter 3, it can be said that Hypothesis 1 is now demonstrated. Participants describe the search for a new home as a significant moment of non-

inclusion due to a variety of variables, primarily based on cultural prejudices and differences that are significant in this process.

On the other hand, Hypothesis 2 is not fully supported since it seems that language is the biggest barrier for participants more than cultural disparities.

Overall, Hypothesis 9 seems to have a bigger impact on the participants' life.

## **6.2 What sort of stereotypes emerge most commonly?**

Analyzing the potential for prejudice and discrimination against students is the next step in comprehending inclusion for international students. However, it emerged from the data that preconceptions and bias toward international students existed, although in an apparently moderate form. The majority of participants claimed that the occasions in which they were stigmatized or judged seemed frivolous, humorous, or insignificant, and not strictly related to house search. It can be said that the phenomenon of national stereotyping might be the result of the participants' accounts being targeted out of discrimination based only on their nationality, for instance as in the case of these student's affirmation of the Speaker 13 (see result section 5.3).

Through the analysis of the interviews, it emerged that international students are judged regardless of their ethnicity, as we can also see in the study of Rublea & Zhang's (2012). According to their study, American students discriminate against, and stereotype Chinese students based on a variety of characteristics. These features are considered typical of this students' population and not typical of the ethnicity of the latter, and despite the fact that some of them are promising (i.e., brilliant in STEM, highly motivated, ambitious among others) they are frequently incorrect and untrue. This contributes to the social division between the two groups as was also mentioned previously by Fang and Van Liempt (2020). The only difference that appears to not be present in this study, in contrast to Rublea and Zhang's (2012) research, is the discriminatory factor that focuses on the ethnicity of the students. In fact, a general and transnational bias emerged, which apply indistinctively to all the international community of students.

Contrariwise, Hypothesis 3 shows that all the students were exposed to persistent stereotypes that apparently never had negative connotations. The assumption made in Hypothesis 8 that stereotypes have various facades and can be presented as both negative and positive is related to this hypothesis indeed. Furthermore, we can not fully accept Hypothesis 4, which implies that although language is seen as a social barrier, it is not a tool for the creation of prejudices, due to the results regarding the inability to search accommodations.

### **6.3 Which role do stereotypes, and biases have in the housing research for the international students?**

Previous studies suggest that prejudice is an inherent part of human cognition. The social category, according to Lippmann (1922), Leerssen (2007) and Allport (1954), defines the social and cultural standards of a subject in a predefined group. As Allport states, the stereotype is imposed as justification or rejection of a group or simple social selection. According to the data collected, students denote how a prior position is placed on them for what is the connection of the prejudice. According to the participants, the sides of stereotype and prejudice are two. There is the positiveness according to which these only occur among peers as a form of mockery or amusement (as stated in the paragraph above) and it seems to be not necessarily related to the process of looking for a house, with the exception of few cases.

In this scenario, the generalization of all international students coming to this foreign country merely to partying and getting wasted is damaging to their personal self-image.

However, the above-mentioned general and transnational bias about the international students, as someone who can break home harmony due to the lack of knowledge of the Dutch language and culture, clearly emerged from the data gathered and from the number of posts where it is explicitly said that no foreign people are welcome to apply. As stated in Fang and Van Liempt's study (2020), discrimination usually starts at first with the homeowners themselves. For this reason, international students come into contact with this vicious cycle whereby most of the time the landlord

is the one determining who to lease their accommodations to. Therefore, rather than pointing out the positive impact of the acquisition of international students in their own country, it is more a reflection of the negative factors that should be considered.

To summarize, it can be stated that the role of bias, prejudice, and a general transnational stereotype towards international students not only damages their image, compromising their chances to get an accommodation, but it also creates both physical and mental distress, confirming what we could see in previous research of Norman et al. (2017).

According to the researcher, inadequate supports, such as those provided by educational institutions, and a lack of a sense of belonging in the community are major contributors to mental health issues. Mental health is actually way too underestimated in today's society.

As a result of the participants' statements, which again did not mention any assistance offered by the university but rather asserted its inadequacy, Hypothesis 5's lack of institutional support is maintained.

In fact, this confirmed Hypothesis 6, where students experience emotional instability, with one of the main causes being a lack of personal space. One of the reasons of its creation is the absence of institutions. This confirms Hypothesis 7 that students from all backgrounds face the same social and cultural issues.

## Conclusion

The following research aimed to analyze the concept of inclusion in relation to the international student community and whether the process of searching a house in the Netherlands can affect the perception of inclusion in the above-mentioned community. The topic selected was based on the fact that the housing issue in the Netherlands has been very critical for several years now, and most importantly impacts the international students' community.

In order to reach those general aims, a research question and two sub-questions were proposed to carry out this research: if the process of finding a home can be considered an inclusive process, what kind of stereotypes could then emerge and what role do they play in this research? The final results were achieved through the use of qualitative research in the form of semi-structured interviews with the presence of participants from the international students' community.

The selected use of the methodology was based on the intention to obtain results that reflected a personal and unstructured point of view of the participants. The environment in which the interviews were conducted was indeed always relaxed and casual.

While carrying out of the interviews the aim was to uncover: a general overview of the background of the participants, and a focus on the actual housing situations of the interviews, along with the general dynamics of the process of looking for house, how discrimination, stereotypes and prejudices were linked to it. Finally, is fundamental to reveal how communication issues can play a major role. In particular, throughout the data collected in the interviews, it was displayed that international students seem to have no sense of inclusion at all. This is evident due to a number of factors: first and foremost, almost all foreign students report that they exclusively live with other international students and that no Dutch students are involved. Following, the multiple posts on platforms stating, "only Dutch speaking" and "no internationals", show that Dutch students' are not keen to share their everyday lives with international students, as it has been noted by the foreign community.

As a result, it might be concluded that the Dutch student population exhibits some form of veiled racism or prejudice and that the community of international students suffers from discrimination, even if this form of discrimination is often hidden by the excuse of not mastering the Dutch language. However, even if there are actually no particular episodes of stereotyping on an ethnic or national basis, international students still have the feeling of being discriminated in this process of selection. In short, the international students' community suffers from transnational prejudices linked to their low knowledge of the Dutch language or culture. It was observed, in fact, that inclusion does not affect one specific community in one particular language, culture or ethnicity, rather it is a worldwide concept. Thus, it was somehow reassuring to learn that none of the students had ever felt stereotyped in a negative way, but rather as a source of joking around. For instance, in the case of Italians, the main stereotype is that they are obsessed with food culture and hand gestures. The dominance of preconceptions and a lack of cohesiveness between foreigners and Dutch students, on the other hand, widens the gap between the two groups in the housing process. In reality, the concealed discrimination revealed by the latter through its actions has the effect of reducing the international student market.

This research also confirms what is stated in the literature on the concept of inclusion, in particular the role of the main agent of the 'indigenous' group (in this case the Dutch student's population) on the process of inclusion and reception. A further step in this investigation would be thus involving Dutch students in the study, throughout interviews and/or surveys, in order to understand better their attitude towards international students and what are the reasons behind certain posts on social media. This could also sensitize Dutch students to understand how much they can do to improve the situation. If Dutch students would give more international students the possibility to live with them, the situation could probably improve or lead to a drastic change.

An aspect that emerged from the analysis of the interviews and which deserves further attention is related to the psychological consequences deriving from the difficulty of finding adequate accommodation within a reasonable time, an aspect already underlined by previous research. In particular, some practices that seem quite widespread, such as that of the *hospiteravond*, seem to



create an enormous amount of stress and anxiety. It is therefore suggested to properly investigate this specific aspect in further research.

For future research, it would be required to implement a much larger study to analyze a bigger number of students from the international community. To carry out the investigation, a mixed method approach of interviews and a survey would be used to obtain more data. A larger study could give the possibility to comprehend how the concept of inclusion is reflected on the international students' community at a wider level. It is advised for further research to involve a much larger time frame of the study, which will surely increase the data obtained.

In conclusion, after sharing several points of views, I would like to share my own experience in looking for an accommodation. My fears, insecurities, and anxieties could be found in each of the students, as I identify a lot with their stories. I noticed that, as much as a country may be considered as being one of the most open-minded and liberal nations in the world, bias will continue to be a societal stigma. For instance, the prejudice that students in the Netherlands have towards international students is quite evident from the data collected so far. Therefore, it is up to each individual to choose how to react on such matters, and everyone should pay attention to their own behavior. Every action has a consequence, and this attitude can sometimes create resentment towards the other.

As a final thought, the research has limitations. As mentioned earlier in the methodology, the insider position may be crucial. Furthermore, the type of questions used in the interviews may somewhat guide the final answers obtained from the interviewees based on the way they were written. At the time of the research, the selected interviewees do not present completely positive stories. In more in-depth research, there will be a need for more open-ended and less specific questions, which will lead to a complex and multi-layered coding system.

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## Appendices:

### Appendix 1: Informed Consent form



Utrecht University

### **Master's thesis for completion of the master's degree in Intercultural Communication (ICC) at Utrecht University 2021-2022.**

Welcome to the online questionnaire for the study of:

**“THE PERCEPTION OF INCLUSION FOR INTERNATIONAL STUDENT: FINDING A HOUSE IN UTRECHT.”**

### ***Introduction***

Welcome to my Master research thesis. The study will be centered on the perception of inclusion for the international students and how it can affect the process of finding a room/house in the city of Utrecht.

#### *The purpose of this study*

The purpose of this study is to qualitatively discover the perception of inclusion for the international students. It will analyze the process of looking for an accommodation in the city of Utrecht from their point of view. Most of all, it will underline how the inclusion influences

their house research. The case study will be conducted through the analysis of the Facebook page “Kamer in Utrecht”.

### **Who will be conducting the study?**

The study will be conducted by the ICC Alessia Stanzione master’s student who can be contacted via email at [a.stanzione@students.uu.nl](mailto:a.stanzione@students.uu.nl) or by phone at +39 3427634920.

The study will be supervised by Carlo Giordano PhD who can be contacted via email at [g.c.giordano@uu.nl](mailto:g.c.giordano@uu.nl).

### **How will the study be conducted?**

The study will be conducted through 5-8 minutes interviews via Microsoft Teams. Participants will be asked open-ended questions to reveal perceptions of Inclusion for International students. Interviews will take place from Saturday, April 12, 2022, to Sunday, April 17 or 2022.

### **What will we do with your data?**

- The results will be published.
- The data may be used for subsequent or future research that may have another purpose.
- The data will remain confidential and anonymized before being archived.
- Only the researchers involved will have access to the data. □ Data may be kept for up to 10 years.

### **What are your rights?**

Participation is voluntary and participants will not receive compensation. Participation may be terminated at any time without reason or consequence to the participant. In case of withdrawal of consent, the data collected up to that point may be used. Any complaints or questions about the processing of personal data can be sent by e-mail to the data protection officer of Utrecht

University: [privacy@uu.nl](mailto:privacy@uu.nl). Participants also have the right to file a complaint with the Dutch Data Protection Agency (<https://www.autoriteitpersoonsgegevens.nl/en>).

Formal complaints can be sent by e-mail to Utrecht University's complaints officer at klachtenfunctionaris-fetcsocwet@uu.nl.

### **Project Information:**

A Master's thesis for the completion of the master's degree in Intercultural Communication at Utrecht University 2021-2022. A qualitative study working to uncover perceptions of Inclusion for International students: finding a house in Utrecht.

- A qualitative study working to uncover perception of Inclusion for International students.
- I confirm that my participation in this research project is voluntary.  I understand that I will not receive any compensation for participating in this research interview.
- I confirm that I have been given the opportunity to ask questions about the study and that any questions asked to have been answered to my satisfaction.
- I confirm that the research interview will last approximately 5-8 minutes. 

I understand that the researcher will not identify me by name in any report using the information obtained from this interview and that my confidentiality as a participant in this study will remain secure.
- I have read and understand the explanation provided to me.
- I have been given a copy of the consent form.
- I agree that researchers may publish documents that contain quotes from me.
  - I agree that the anonymous transcript of my interview will be archived and disseminated for reuse.

Name of the Participant

Date of the Interview

DATE



## Appendix 2: Interviewee questions

1. What is your age?
2. What is your gender?
3. What is your nationality?
4. What languages do you speak?
5. Where do you live?
6. How long have you been living in the Netherlands?
7. Do you live alone?
8. Do you have international housemates?
9. Do you live with Dutch people?
10. How did you find your accommodation?
11. What kind of platform have you used to find your house/room?
12. Have you ever used Kamer in Utrecht?
13. How long did it take for you to find a house?
14. In what kind of house are you living?
15. Have you ever been excluded from the research of an accommodation because of being a foreigner?
16. Have you ever had difficulties while looking for an accommodation because of the lack of the Dutch language?
17. Have you ever felt discriminated for not being Dutch?
18. Have you ever felt stereotyped?
19. Have you ever been discriminated against your nationality or your language?
20. Do you feel more comfortable with your compatriots?
21. Do you feel safe here?



### Appendix 3: Transcripts of the interviews

#### Highlighting system:

**Red** Stereotypes and discrimination

**Yellow**: Accommodations and house environment

**Green**: Process of finding a house

#### TRASCRIPTIONS

##### 1) *SPEAKER 1*

INTERVIEWER 0:00: welcome to my thesis. I'm gonna ask you some questions. Okay, what is your age?

Speaker 1 0:18: I'm 23.

INTERVIEWER 0:19: What is your gender?

Speaker 1: Female

INTERVIEWER: Okay. What is your nationality?

Speaker 1: I'm Italian.

INTERVIEWER: Okay. And What languages do you speak?

Speaker 1 0:35: I speak Italian, English, French, Spanish, and a little bit of German.

INTERVIEWER 0:41: Okay, thank you. Where do you live?

Speaker 1 0:45: NOW? I live near Wilhelmina Park. Okay.

INTERVIEWER 0:49: How long have you been living in the Netherlands?

Speaker 1 0:53: **Almost nine months since August 2021.**

INTERVIEWER 0:58: Okay. Do you live alone?

Speaker: Yes. I wish. No, I have a roommate.

INTERVIEWER: Okay. Do you have international housemates? Yes. Okay. Do you live with Dutch people?

No. How did you find your accommodation?

Speaker 1 1:22: **So, a friend of mine who found the accommodation months before coming here in the Netherlands and then the room was empty and she suggested me.**

Interviewer: 1:34: Nice. Okay, what kind of platform may be used to find your house or room?

Speaker 1 1:41: **Before the help with my friends and Kamernet, but also by Pararius and Facebook Yeah.**

**Facebook groups, like five or 10 groups on Facebook.**

Interviewer 1:56: Okay. Have you ever used KAMER IN UTRECHT?

Speaker 1 2:02: **No one ever I like kind of took a look at it but never really used it.**

Interviewer: 2:10: How long did it take for you to find a house?

Speaker 1 2:14: **from March 2021 to September 2021.**

Interviewer 2:21: Okay, It's a lot. yeah. Okay, in what kind of house How are you living?

Speaker 1 2:30: It's a shared flat, it's very small. There are just the two rooms a small kitchen and a small bathroom and downstairs there's another guy living for themselves. Okay.

Interviewer 2:40: And have you ever been excluded from the research of accommodation because foreigner?

Speaker 1 2:47: Yes, for example on Facebook there are always but also on kamernet. There are also posts with no internationals or only Dutch speaking people. I tried but they never replied. Hmm

Interviewer 3:03: Have you ever had difficulties while looking for accommodation because of the lack of the Dutch language?

Speaker 1: Yes.

Interviewer: Have you ever felt discriminated for not being Dutch?

Speaker 1 3:17 Not really. But I also know that it's like a consequence for not finding an accommodation because yeah, if they write no internationals then just report Dutch people.

Interviewer: 3:34: have you ever felt stereotyped?

Speaker 1: no.

Int.: better. Have you ever been discriminated against your nationality or language?

Speaker 1 3:51: No. And I like I don't think I had a chance also because they simply didn't reply so. will never know.

Int.: 4:00: Okay, do you feel more comfortable with your compatriots?

Speaker 1 4:10: It's easier. Like if someone needs to find it's easier when you talk if you just speak your mother tongue and then it's easier to understand. So, I will say yes and no.

Int. 4:27: And last but not least, do you feel safe here?

Speaker 1 4:33: Yes. But like safe in the country or at my place?

Int.: 4:40: Safe here in Utrecht?

Speaker 1: Yes.

Int.: Okay, thank you so much. These were the questions and thank you again for your help.

Speaker 1: You're welcome. Thank you so much.

## 2) *SPEAKER 2*

INTERVIEWER: 0:02: Hello, I'm going to ask you 21 questions. And my thesis is about the inclusion of international students in Utrecht. And how the Facebook page "Kamer in Utrecht" influence their inclusion.

Int. 0:23: So first of all, what is your age?

Speaker 2: I am 21.

INT: Okay. What is your gender?

Speaker 2: Female

INT: what is your nationality?

Speaker 2 0:36: If I can say. I identify as Italian Bolivian Dutch.

INTERVIEWER: okay. And What languages do you speak?

Speaker 2: I speak fluent English, Italian, Spanish and French and then Dutch and Portuguese a bit.

INTERVIEWER: 0:59: Okay, where do you live?

Speaker 2 : I live in Utrecht, in the Netherlands.

INT 1:06: And how long have you been living in the Netherlands?

Speaker 1:10: Three years and a half. So now almost four years.

INT. 1:13: Okay. Do you live alone?

Speaker 2 1:16: Nope. I have one housemate.

Interviewer 1:19. OKAY. Do you have international housemates?

Speaker 2: Yes . Yes.

Interviewer: And do you live with Dutch people?

Speaker 2: No.

INT: 1:29: Okay, how did you find your accommodation?

Speaker 2: through Facebook pages? Like come Kamer in Utrecht, mainly that, yes.

INT: 1:38: Okay, what kind of platform do you use to find your house/ room?

Speaker 2: 1:44: Specific platforms? Do you mean? In general?

INTERVIEWER: 1:49 Yeah,

SPEAKER 2 : I mean, social media, but also this website called funda, but it didn't really work. We tried on other like websites that are specific for housing in Utrecht, but it was like mainly in Facebook.

Interviewer 2:05: Have you ever used Kamer in Utrecht?

SPEAKER 2: Yes.

INT. 2:10: How long it took for you to find a house?

Speaker 2 2:15: From the moment I started searching.

INT: yes.

Speaker 2 2:24: Let's say, I . And two months and a half? Yes. Sorry.

INT: 2:32: OK. What kind of house are you living now?

Speaker 2 2:35: it's a kind of I don't know what it's like just a ground floor apartment. Two rooms. a patio and like a weird living room. And yeah, location, it's good. But the house itself has a lot of problems. So... INT: 2:54: have you ever been excluded from the research of accommodation?

Because foreigner?

SPEAKER 2 : Oh, yeah. I mean, the thing is, I'm kind of partly Dutch so I could have but the thing is, they do these interviews and I know I would not count as one of the Dutch ones so it doesn't work.

INT: 3:13: Have you ever had difficulties we're looking for accommodation because of the lack of the Dutch language?

Speaker 2 3:21 If anything, yes, so you know, speak Dutch and I can read it but definitely would have helped me if sub announcements were also in English or very clearly in English because somebody would just look put a translation on automatically. And that didn't help so much because it seriously you have to know what you're looking for. So, I think yes, yeah. Quite a lot.

INT: 3:44. Have you ever felt discriminated for not being let's say not fully Dutch for you?

Speaker 2 3:55: I wouldn't say discriminated. I definitely think put aside kind of as an option because like I said, I I've with my passport, I can say I'm Dutch but identity wise with they have specific requirements. I don't fit at all what they think of. And so yes, I don't think I'm very included in that sense. Okay.

INT: 4:11: Have you ever felt stereotyped?

Speaker 2 4:15: For not being Dutch or in general in general? No, no, no, not really.

INTERVIEWER. 4:22: Okay. Have you ever been discriminated against your nationality or your language?

Speaker 2 4:30: I don't. Maybe one of the I don't know not. Again, it's not a discrimination thing. But definitely part of a selective process were depending on where I come from, I'm not I don't fit in somewhere but I don't think for my nationalities. I had a lot of issues with

INTERVIEWER: 4:48. Do you feel more comfortable with your compatriots? my housemates even?

INTERVIEWER: compatriots like people from your (country)

Speaker 2 4:58: Oh yes, ...

Speaker 2 5:00: Yeah, yeah depends on which ones again but yeah definitely the Bolivian and Italian side I go along much more.

INTERVIEWER 5:12: do you feel safe here? While looking for accommodation?

Speaker 2 5:17: Not really, it's so hard. no.

INTERVIEWER: 5:21: Okay for example in the hospi or viewing of the house?

Speaker 2 5:2: It always feels like competition. Like it's something you you're not even a person anymore you're just like somebody who could pay off something for someone and even with my house how everything is dealt with I don't feel treated very well. It's like really all about money and less about people and so like they don't feel so safe with how the system works. And I've thankfully didn't go to hospi or the house visits, but they're kind of like hospi but I just hear that hospi so yeah, they they're so selective. It's not nice. So yeah, not such a safe system. Like it's so specific on who you are, like directly targets like what kind of person are you based on that you can get my house or not. So yes, sure. That is it..

INTERVIEWER: 6:15: Okay, that's it for the question. Thank you so much for participating and the results will be explained at the end of the thesis. If you want, I can send you the email to the results.

Speaker 2 6:28: Yes.

Speaker 2 6:28: Thank you.

3) **SPEAKER 3**

Interviewer: 0:00: Okay, hello and welcome to my interview for my thesis and the study case. So, my work is inclusion for international students and the case study is Kamer in Utrecht and the perception of inclusion.

Interviewer 0:18: So, first question, what is your age?

Speaker 3: 22

Interviewer. 0:22: Okay, and what is your gender?

Speaker 3: Female

INTERVIEWER 0:27: Okay. What is your nationality?

SPEAKER 3: American

INTERVIEWER: 0:35: What languages do you speak?

SPEAKER 3: English and Italian

INTERVIEWER 0:39 Yes, for sure. Where do you live?

Speaker 3 0:44: In Utrecht. In a station called Vaartsche Rijn.

INT: 0:51: Okay.

INT: 0:55: How long have you been living in the Netherlands?

Speaker 3 0:58: **Since the end of August. So**

INT 1:01: Almost a year.

Speaker 3 1:02: Yeah, like half a year.

INT 1:05: Do you live alone?

Speaker 3 1:07: **Yes.**

INT 1:08: Okay. Do you have international housemates?

Speaker 3 1:12: **No.**

INT 1:13: Do you live with Dutch people?

SPEAKER: **No.**

INT 1:16: Okay. How did you find your accommodation?

Speaker 3 1:20: **Well, I went on the UU website, and they had like a bunch of student housing kind of things that you can click on. And so I just kind of clicked on all of them and everything was full. So, then I just kept refreshing the pages until I found something. And I also went on student housing things on Facebook, but nobody really answered. And actually, (Marion answered one of them). And I didn't know that the other American Girl I didn't know that. It was her. I didn't answer. But anyways, yeah, I just kind of kept refreshing the page on student housing. Websites until one was opened. It took a while.**

INT 2:01: yes, sure. Okay, what kind of platform have you used to find your house? room?

Speaker 3 2:07. Yeah. So, I went on the Utrecht University website and there's like a student housing kind of page. And then on there, there's like the SSH or like the I did like the (incomprehensible) your student housing and they had like different links to their pages. And then yeah.

INT 2:23: have you ever used Kamer in Utrecht?

Speaker 3 2:26: what?

INT 2:27: have you ever used Kamer in Utrecht?

Speaker 3 2:29: I don't think so.

INTERVIEWER 2:31: The Facebook page?

Speaker 2:32: Oh, no, no.

INTERVIEWER 2:33: never. Okay. How long it took for you to find a house?

Speaker 3 2:42: maybe a little over a month, but it was over the summer last year like in the US like refreshing the page.

INT 2:52: In What kind of house are you living?

Speaker 3 2:54: I live in. It's like a student housing apartment building. And they're all studio apartments. And it's by like ZR student housing. They think that they have like a part. They have another apartment here. Like another apartment building somewhere, like any respect, but they have apartments in the Netherlands and Belgium. I think.

INT 3:17: Have you ever been excluded from the research of an accommodation because foreigner?

Speaker 3 3:21: I wouldn't say it was because I sort of foreigner, but it was definitely easier to find housing as a student. But I think if I had looked into housing with other people are not like living alone, then it would have been a different story like that I probably would have been discriminated against for being American. But since I was, I was just looking for myself like alone.

INT 3:49: okay. Have you ever had difficulties while looking for an accommodation? And because of the lack of the Dutch language?

Speaker 3: Yeah, but google translate helped a lot

INT 4:01: Have you ever felt discriminated for not being Dutch?

Speaker 3:13: No? Yes, maybe?

Speaker 3 4:16: I don't know. I feel like there's just so many international people in the Netherlands now. That, like I feel like anyone walking down the street. You don't know. I mean, sometimes you can tell if someone's Dutch. But I mean, I don't know. Especially in utrecht there's so many students and stuff. You can't really like tell if you're Dutch, but I feel like a little bit. Yeah, just because, like, I'm in their country, you know, it's like...

INT. 4:42: invasive. Okay,

INT 4:48: have you ever felt stereotyped?

Speaker 3 4:50: Yeah.

INT 4:51: Yeah?

Speaker 3 4:52: Yeah. Americans. You know.

INT. 4:56: why?

Speaker 3 4:58: Though, people just assume that you don't know another language or you don't. Like, people just assume you're kind of I feel like when you hear about an American, you just assume that they're like the worst kind of tourist and have no idea what they're doing in a foreign country and don't know how to kind of like, get around life, you know, so, yeah,

INTER. 5:22: you're a normal one. Have you ever been discriminated against your nationality? or Your language?

Speaker 3 5:32: I wouldn't say so. Because everybody here speaks English pretty well. So, I mean, I feel like

I want to learn Dutch, but probably would be after the masters. But I feel like Dutch people want internationals to learn Dutch, kind of because they know so much English. So, it's

INT 5:55 Do you feel more comfortable with your compatriots?

Speaker 3 5:58 Like my roommates or my friends?

INT 6:01

No, compatriots, is like the people that come from your same country?

Speaker 3 6:08

I mean, yeah. I honestly haven't met that many Americans like outside of our program. I don't know any Americans. So yeah, I think I definitely get along with the Americans on our program. But I haven't met that many Americans like outside of school. Kinda.

INT 6:28 Yeah. And last, but not least, do you feel safe here while looking for accommodation?

Speaker 3 6:38 Yeah, I mean, I live in like, I live. I think I live in a pretty safe spot. I live right across from like, a children's school. So, I think it's pretty safe.

INT 6:53 For example, like I'm asking like, have you ever been like in a hospi? Do you feel safe here like looking for an accommodation like in hospi? Or do you know, hospi? When you are like, invited into someone's like house because you say see on Facebook, and they invite you for a hospital or like several people and have to choose for one person.

Speaker 3 7:18 I think I would feel pretty safe. I feel like I don't know, I feel a lot safer here in general than in the United States. Like biking home at night or walking home at night. It's not scary. Like in the US in my car. Like the play the town I went to University in, like, you would hear about like, ravings and like shootings and stabbings, like of these college kids walking home from the bar at night. Like and it was kind of like almost every night and even one time I kind of heard something I remember and I just started like running. And then the next day I got like, there we got an email that somebody like gotten raped on the street I was on. So, it's I do feel a lot safer here in general. Like, yeah.

INT 8:08 Okay, that was it. Thank you so much for being interviewed. And, as I said before, there's also my thesis will be like, available if you want to know the results in the analysis. And that's it.

4) *SPEAKER 4*

INT 0:00 So, hello, my name is Alessia as, as you know, and for my thesis, I want you to discuss about the concept of inclusion for international students. So, I decided to study the Facebook page of Kamer in Utrecht, and I'm gonna interview all the international students, some of the international students of the UU. So first of all, what is your nationality?

Speaker 4 0:31 I'm Italian.

INT 0:32 Okay. What is your age?

Speaker 4 0:35 I'm 23 Turning 24 this year.

INT 0:38 you're young. Okay.

INT 0:41 And what is your gender?

Speaker 4 0:44 Female.

INT 0:45 Okay. And what languages do you speak?

Speaker 4 0:49 Italian, English and Spanish.

INT 0:52 Okay, nice. Where do you live?

Speaker 4 0:56 So currently in Utrecht, but from Italy I'm from like of Como.

INT 1:00 Okay.

INT 1:02 how long have you been living in the Netherlands?

Speaker 4 1:06 So, it's been since August. So, eight months.

INT 1:11 Nice. Do you live alone?

Speaker 4 1:15 No, I live in a shared flat with five other people. Five other students.

INT 1:22 Do you have international housemates?

Speaker 4 1:25 All of them. Were all internationals.

INT 1:29 Nice. Do you live with Dutch people?

Speaker 4 1:32 No, no,

INT 1:34 no Dutch people? No.

INT 1:40 And how did you find your accommodation?

Speaker 4 1:44 So, I actually didn't do much. I just contacted the Belinda house thing. So, it's an agency. And yeah, and she had first she had another room for that. I stayed in for one month. And then she proposed another room. That's actually this one. So yeah, she did it for me. Yeah. it was pretty.

INT 2:09 decent for sure. Yeah. Okay. And have you ever used other platforms to find your room or house?

Speaker 4 2:19 so, before coming those so may last May, I was looking in Facebook groups, Utrecht rooms or whatever. Then I signed up in SSH, but that was already when I was here and I wanted to



change room. But other than that, not just these and also I was it signed up in Kamernet before coming.

INT 2:44 So, you got like you got a room from SSH?

Speaker 4 2:51 I wish I did. And yeah, now it's pretty difficult to have like, you need like one year, for sure.

Speaker 4 3:02 Exactly. So...

INT 3:06 and what kind of house are you living? You share? You said, shared apartment?

Speaker 4 3:13 Yep. So, we have the kitchen, two toilets and one bathroom that we share. And then it's all room. So, we have six rooms, no common areas or anything. But it's pretty good. Because we have everything in the kitchen like dishwasher, dryer, washing machine, any kind of tools. So, it's pretty good. It's just a little tiny for six people. But uh, it's pretty good. Yeah.

INT 3:39 Yeah, the dish washer.

Speaker 4 3:42 that's, that's half of the thing already.

INT 3:49 Have you ever been excluded from the search of the house of accommodation? Because of the Dutch, the lack of the Dutch language?

Speaker 4 3:58 I think I didn't text a lot of advertisement that I saw on Facebook because they Dutch required or, or the advertisement was in Dutch itself and non-translation. So, I think sometimes it's not mentioned that I've been discriminated, but I wasn't included in the advertisements. So, I didn't even contact them.

INT 4:22 Apply for them.

Speaker 4 4:23 Yeah.

INT 4:24 And have you ever been excluded from the research as you said before? Because foreigner? Yes?

Speaker 4 4:36 So the people that I contacted, they were told me like, no, because you're Italian. But maybe I've been also, I don't know. Like, I didn't contact people who would just write in Dutch or mentioned the Dutch thing. So probably yes, because I don't know Dutch and then they just assume they don't want me in their house.

INT 4:59 And about that, have you ever felt discriminated for not being Dutch?

Speaker 4 5:07 Not really. no.

INT 5:09 good. And, and have you ever felt stereotyped? If yes, why?

Speaker 4 5:25 Stereotype? so from other flat mates?

INT 5:27 no in general, not about the...?

Speaker 4 5:31 No actually, to say that, when I say to people that I'm from Italy, they always are somehow overwhelmed and like super excited about it. Because everyone loves food and Italy and whatever. So I wouldn't say that I felt stereotyped but then when you start talking then yeah, of course, something comes off. And oh. Pasta and pizza...

INT 5:53 is just so...

Speaker 4 5:56 sometimes people just generalize about stereotypes. So yes, but I like I didn't feel it on my own. Like it was not me being stereotyped. It was more like Italy, as a country and as a whole.

INT 6:13 And do you feel more comfortable with your fellow citizens? compatriots, for example?

Speaker 4 6:21 I actually just get along with the person I'm dealing with. So it doesn't really matter to me the nationalities to be honest. So yeah, I'm pretty easygoing.

INT 6:34 Good. And last, but not least, did you feel, or do you feel safe here? Or did you feel safe here while looking for house?

Speaker 4 6:49 Oh, I, I felt safe because Belinda did it for me, the agency. But then in December, I had to start looking for a new room. Because I had to change and whatever. And that was the most horrible times. Because you know, like, you have no certainty. You can call it like, I think I can take like 30 people, and I got two answers. So I didn't feel safe enough, I would say in December, but then turn out to be all good. But the job like the house accommodation here are just crazy. They don't make you feel safe at all. Have you ever been

INT 7:35 to a hospi or a viewing of house or room?

Speaker 4 7:40 I did them online because I was in Italy with COVID. And so, I just did them online. And I feel like it's I actually one of them. I had like they chose me and then I didn't get the room. I don't know why. I know because I couldn't read. So I did the Hospi and they're like yesterday after the contact me like yes, like we would like you to have but we forgot to tell you that you cannot register at the municipality that the room is unfurnished. And another thing and I should have bought everything in like the bed the mattress everything. And I couldn't register so if I like I couldn't that the internship here or my bank account?

INT 8:27 So, like no

INT 8:28 I mean, the apartment and furnish the room, okay, it's fine. You can like take things from the second handed or marketplace and a lot more like, like me now. But then not be registered. I mean, this is no legal

Speaker 4 8:46 no, so and then the rent was not even like cheap. Like, if it was like 200 300 euros like okay, I'll do it. But it was like four or 500 it was like yeah, just be the same and then be registered and legally living here

INT 9:04 Yeah. Okay, so that was the last question. Thank you so much for helping me. And if you want to know the results, I can send you the email for the end of the thesis process. Yeah, sure. I would like to.

## 5) SPEAKER 5

INT 0:00 So. My thesis is about the perception of inclusion for international students here in Utrecht. And the case study that I proposed is the Facebook page Kamer in Utrecht. So today I'm gonna ask you 21 Questions about the prejudices, inclusion and situation houses here in the Netherlands. So, let's start. Okay, what is your age?

Speaker 5 1:00 25

INT 1:02 What is your gender?

Speaker 5 1:04 Female

INT 1:05 okay. And what is your nationality?

Speaker 5 1:09 I'm German.

INT 1:10 okay. What languages do you speak?

Speaker 5 1:16 German, English. French. And Spanish.

INT 1:21 Nice. And where do you live?

Speaker 5 1:27 In Utrecht.

INT 1:28 Okay.

INT 1:33 How long have you been living in the Netherlands?

Speaker 5 1:36 Since **end of August.**

INT 1:38 I am the only one coming here in June.

INT 1:45 Do you live alone?

Speaker 5 1:47 No **with a flat mate.**

INT 1:49 Okay. Do you have international housemates?

Speaker 5 1:53 **Yes.**

INT 1:55 And do you live with Dutch people?

Speaker 5 1:59 **Nope.**

INT 2:01 ok. How did you find your accommodation?

Speaker 5 2:05 **Through contacts**

Speaker 5 2:06 Okay.

INT 2:08 And what kind of platform have you used to find your house / room?

Speaker 5 2:14 **Well, I haven't used any because when I did an internship in Germany, there was another intern who did Erasmus in the Netherlands and knew someone in the summer that she knew someone who moved out now I'm in this room via a lot of contact.**

INT 2:34 That's really good and lucky.

Speaker 5 2:38 Yes, it was it was super lucky. And it was it sounds almost random.

INT. 2:44 Okay, how long did it take for you to find a house?

Speaker 5 2:52 **Well, I don't know when it started looking. I was maybe looking for two months and then I found this.**

INT 3:00 Okay. And what kind of house are you living?

Speaker 5 3:07 **So the landlord's living downstairs. But we have different doors to enter. Yeah. And they are renting three apartments within their house with all three different entrances. And it's a really nice family neighborhood. But also pay the price for it. Yeah.**

INT 3:33 True. Okay.

INT 3:34 Have you ever been excluded from your decision the house or accommodation? Because foreigner?

Speaker 5 3:43 what did I've been excluded from my house?

INT 3:45 Yeah. Have you ever been excluded from research of a house or accommodation because you are a foreigner? **No.**

INT 3:53 Okay, nice. Have you ever had difficulties while looking for an accommodation of for the lack of the Dutch language?

Speaker 5 4:05 **mmm No, okay. Well, I think they will. I remember that when I was looking for pages and I was applying for something they wanted someone Dutch speaking. And then I just looked for something else.**

INT 4:22 And yeah, ever felt stereotyped? If yes. Why?

Speaker 5 4:38 Nope. well, in relation to the house because looking right?

INT 4:42 no in general.

Speaker 5 4:44 generally, **of course. Always joking around.**

Speaker 5 5:01 The **other of course, there are stereotypes, but it's more of a joke than we do between friends. And not yet in a very kind of way, because it's joking about stereotypes can get very personal and can be not** nice. So, with my like, intercultural international friends, it's, it's a friendly way of making fun about ourselves.

Speaker 5 5:27 Yeah, no, it's not all the time. Very specific. **Close friends, I would say not everyone, especially myself, who is making fun of me being German. (laughing)**

INT 5:45 Okay, have you ever been discriminated against your nationality or your language?

SPEAKER 5: **No.**

INT 5:53 Okay, nice. You have like, I can see that you have a little bit harsh language? That's for sure.

Speaker 5 6:00 What language?

INT 6:01 Your German? Yeah. A little harsh language.

Speaker 5 6:07 depends on who you ask. I guess.

Speaker 5 6:10 I guess like Italian it is. I mean, it's

Speaker 5 6:14 Italian. Of course, I could say it could tell that but with encouraging to touch. I wouldn't say that German sounds harsher than Dutch.

INT 6:22 Really?

Speaker 5 6:23 I can see.

Speaker 5 6:23 yes, because I've been talking to people to Italians to romance language people and they would say Dutch sounds harsher. They have more hood sounds for example. So, we're going to know.

INT 6:36 Okay. Do you feel more comfortable with your fellow citizens?

Speaker 5 6:44 Fellow citizens

INT 6:45 Yeah, compatriots. In comparison to, to Dutch people to international people in the Netherlands?

Speaker 5 6:56 In general, for example, sometimes be more comfortable with. I don't know with Italian people. When I'm in a room full of Dutch No, in general. Don't be distracted. It

INT 7:48 where does she come from?

Speaker 5 7:49 She's from Turkey. Okay, yeah, yeah,

Speaker 5 7:53 but I wouldn't say I've Yeah, maybe I don't know if I feel more comfortable. It's, it's okay. I mean, I'm living abroad and I'm not used, and I don't have the expectation to feel comfortable. Yeah. Like I feel comfortable being with Germans.

Speaker 5 8:12 Yeah. So.

INT 8:15 Yeah. And did you feel safe like while looking for a house here for example, have you ever been to a hospi be or viewing of a house?

Speaker 5 8:29 If nope, never been to a hospi.

INT 8:32 And did you feel safe while looking for a house?

INT 8:35 Or room?

Speaker 5 8:37 No, it wasn't because I was also having scam one situation of scam it was, I was super happy. Yeah. Then it was just it was the perfect apartment and then I found out okay, that's not there's no gap in the markets that someone that wants to take with me I'm making money with scam. So, I wasn't feeling super safe. But I was not like because of this and also because of the situation. So not knowing if I find something because I knew that it was hard to find something but then I was just trusting that I would and I was to be...

INT 9:15 okay, that was it. So, thank you for participating to my research. And if you want the results, so we'd be like held in emails.

## 6) SPEAKER SIX

INTERVIEWER 0:00 So, hello, my name is Alessia, as you know, and my thesis about the perception of inclusion for international students here in Utrecht, and the case study or my thesis is the Facebook page Kamer in Utrecht, and I'm going to ask you 21 Questions about many topics. So, first of all, what is your age?

Speaker 6 0:24 21

INT Nice. You're super young.

Speaker 6 0:28 Yeah, I guess.

INT 0:31 What is your gender?

Speaker 6 0:33 I'm a woman.

INT 0:34 Okay. What is your nationality?

Speaker 6 0:37 I'm French.

INT 0:49 Okay, where do you live?

Speaker 6 0:50 I live in the west side France. Okay.

INT 0:55 Oh, you're not here?

Speaker 6 0:57 No, I'm not. kind of

INT 0:59 So how long have you been living? Or have you ever been living in the Netherlands?

Speaker 6 1:16 So, I haven't, like never probably lived. But first, because I was chosen in the end to go to Finland, but I did look up how to live there. So yeah, that's kind of complicated.

INT 1:26 Yeah. And do you now know, I cannot ask you these things. Have you ever had like international housemates?

Speaker 6 1:39 I had, but like, again, not in the Netherlands. I mean, so I'm gonna answer everything the way I've experienced it, but it's not. I've had some Yeah. International housemates. Yeah.

INT 1:52 Okay. Have you ever lived with Dutch people?

Speaker 6 1:56 Nope. Never.

INT 1:58 And while looking for your house room? When you were looking? What kind of platform have you used?

Speaker 6 2:11 Um, so I started with like, at the very beginning, I remember when I got in for Utrecht. There was this like, I don't remember the name. But I think it was a website that was willing to the university, some house I honestly, I'm sorry, because I don't I can't tell what the name was. But I don't know. But everyone was looking at the same thing. And it was. I just remember that I looked it up. And it was a rush. Because I think in like two or three days, almost everyone had like, found something. And the people who didn't get there in time, couldn't get one. So I yeah, I don't remember what it was called. But I that's the first way I started like, because I heard the name of the website. And then I actually I started. So I had this person that I didn't really know. But she had lived in Utrecht as a student. And so I had gotten her number from like, through people I knew. And so I was, like, I wanted to ask her about like some tips, because she is Dutch. So, I wanted to know more from her perspective. So that's what I intended to do, which I didn't do in the end. But like, that was my main thing that I wanted to do, I think. And I also looked up on Facebook pages as well, at some point after Finland, you know, because so I went, I wanted to go to Utrecht for the second semester, I gave up because it was too complicated and like with them, so basically you

INT 3:39 go in the first semester you did in Finland, and then you decided, okay, I have to go to a Utrecht . How like, why did you go to..?

Speaker 6 3:48 Finland? So I don't know if you've heard but there's this program called the Euro campus. And so when I got in for the master's thesis, the same day, I got an email saying if you want to there's this program called your canvas. That's like a program for students in like intercultural communication, about experience from literature. And so I like rush the motivation letter, but I really thought I was not going to get in so I can like, yeah, just rush the whole thing. And two days later, they told me Oh, you got it and I'm like, Oh, wow. So it was kind of really southern because I was really thinking okay, I'm going to do that next year and I actually didn't in the end. And so when I came back from film then my

first Yeah, my first idea was that I was going to go to for the second semester to do my like thesis and everything. And but then because it was very complicated first of all, I knew that it was really hard to find a flats in Utrecht, I had heard about how complicated it was both from like, Dutch people that I knew and also just from like, I was in the group I actually I'm the one who created the group, like the group chats is really ironical, because I don't know anyone in it almost, but I created like when I got in, that's like, so a year ago. are suddenly I mean, in May. And so, I was seeing everyone struggling to find the flats and I was like, Oh my God, I don't know if I'm gonna be able to find anything. So yeah, that's

Speaker 6 5:10 a key sign for the work.

INT 5:55 So um, have you ever been excluded in your experience from research on accommodation? Because foreigner '?

Unknown Speaker 6 6:05 Um, no, I was actually I mean, so like, yeah, the experience I had, thankfully, was very easy when I went to Finland, because they had a lot of like, first of all, there were not a lot of people in the city. I was in the final recommendation, it was quite easy. But yeah, I know that it was it's like, a lot different. And you'd have to and also, the prices are completely different. Yeah, I was paying so little, then I think it's also one of the reasons then maybe stay there. Yeah. Like I was like, okay, based on what I paid for the first semester, I don't really feel like going to the next one. So.

INT 6:43 And have you ever had difficulties while you're little time looking for an accommodation because of the lack of the last language?

Unknown Speaker 6 6:55 I feel like maybe some times because I ended up on some websites, because it's the thing is, when I asked for a bit of like of advice, they told me sometimes it's better to look at Yeah, like actual Dutch websites, because then you don't get as much like possibly to get scammed, I guess. And so, a few times I looked it up, but it was like completely in Dutch. And I was like, Well, okay, I'm gonna go back to wherever I was looking at because this is complicated. So that's the only experience I have. But yeah,

INT 7:23 yeah. And have you ever felt discriminated for not being Dutch?

Unknown Speaker 6 7:31 I don't think you looked up enough to get no to get discriminated. I don't think so.

INT 7:39 Have you ever felt stereotyped here? Yes.? Why?

Unknown Speaker 6 7:46 I feel like yeah, maybe a little because I feel like French people have kind of like, I mean, people will have an idea of what French people are. So I haven't been into it for long initially, just visit it. But I do feel like, whenever people like realize that I was French, there's always a

Unknown Speaker 6 8:03 it's not always bad. funny comments. Yeah, it's

Unknown Speaker 6 8:07 like, sometimes they don't really care. But sometimes you can tell that they're being judgmental, because they, they think like we're rude or something like that. So yeah. It was not anything bad. Right? Do you feel like sometimes Yeah, you get a bit judged. On what you're like where you're from.

INTERV 8:21 Yeah. And do you feel more comfortable with your fellow citizen as you UU student?

Unknown Speaker 8:40 like to French, like French people, as opposed to like, I think no, no, no, not necessarily. I think. Honestly, I, there's obviously like, always a first like step that is to kind of like break the blank, always like language barrier and like cultural barrier, but it hasn't struck me as something really hard to do. So, I don't think so. It was fine. For me. I didn't really struggle with this

with the other like students, like I know, for instance, like the ones I know, that went to Finland with me. So like, yep, for instance, he was also in Finland, and yeah, no, I don't think there was a real problem with this.

INTERV. 9:26 Okay. And last but not least, in your small tiny looking for a house. Did you feel like say why looking for a house, for example, going to ask be or viewing all the houses in general, but you never been to a hospi?

Unknown Speaker 6 9:44 I haven't been there like physically, but I did. So a lot of because I was really like reading what people were saying. And a lot of people were like giving like, I don't know, like testimonies on experiences that had been bad or something like I was to be honest, I was pretty scared of like getting scanned. So, I was always like really? I remember I remember like copying and pasting everything that people were saying about like bad people Yeah, like Yeah, but people the bad apartments the recommendations and stuff just to make sure that I was not going to go there and but yeah, apart from that I was okay but yeah for the short amount of time it was really careful as to whatever people were saying.

Unknown Speaker 10:46 Yeah, definitely. Yeah, I'm very, I'm always looking. I mean, I'm kind of like my friend makes fun of me because I'm kind of like the FBI friend you know, like whenever we're looking for someone, I always find them on social media. So, I do the same thing whenever I'm like looking for a flat or I don't know anything. I just always going to get for people and I usually find what I want to find so that's good.

INT. 11:19 Yeah. Okay, thank you for answering to my questions. And the results if you want you will be provided the end of the thesis. I hope so. Super soon.

Unknown Speaker 6 11:33 Same here. Yeah. Good.

## 7) seventh speaker

INT 0:00 So, welcome and my name is Alessia, as you know, and I'm gonna do my thesis about the concept of inclusion for international students, and the case study for my GCSEs, the Facebook page committee, new draft. So I'm going to ask you 21 questions and let's start. So, what is your age?

Unknown Speaker 7 0:25 22 years old.

INT. 0:27 Okay. What is your gender?

Unknown Speaker 7 0:31 A woman, female.

INT 0:33 And what is your nationality?

Speaker 7: Spanish.

INT 0:38 What languages do you speak? Spanish English. A little bit of your German?

INT. 0:47 Yes. Nice. And where do you live?

Unknown Speaker 0:7 57 I currently live in Ijstein which is a small town next Utrecht.

INTERV. 1:03 Okay. How long have you been living in the Netherlands?

INTERV. 1:09 Since the end of August of last year 2021.

INTERV. 1:16 Everyone moved IN AUGUST. Everyone. Do you live alone?

Unknown Speaker 1:25 No, I live in a house with three other people.



INTERV. 1:30 Do you have international housemates?

Unknown Speaker 1:33 **Yep.**

INTERV. 1:35 And do you live with Dutch people?

SPEAKER 7: **Nope.**

INTERVIEW. 1:44 How do you find your accommodation?

Unknown Speaker 7 1:47 **I actually found it in Kamernet** and yeah, that was not for me there.

INTERV. 1:55 And what kind of platform is the use to find your house? Or room?

Unknown Speaker 7 2:02 **I used Kamernet at and then I used to be also in Facebook.** Or there's people that post in there.

INTERV 2:12 Have you ever used Kamer in Utrecht?

Unknown Speaker 7 2:16 **Yeah.**

INTERV. 2:19 And how long it took for you to find a house?

Unknown Speaker 7 2:28 **more than a month because I started looking for when I was still in Spain. I couldn't find anything for the whole month of august. So I arrived to Utrecht and lived in a hostel. a week and two days s and then if I want the place where I live now.** Possible.

INTERV. 2:47 That's bad. Um, what kind of house are you living?

Unknown Speaker 7 2:53 **That's house a Dutch house** is like

INTERV. 3:01 share like sharing an apartment. And have you ever been excluded from the research of accommodation? Because foreigner'?

Unknown Speaker 7 3:15 Yeah.

INTERV. 3:17 Really? Why?

Unknown Speaker 7 3:19 **Because they say they didn't want internationals.**

INTERV. 3:24 Have you ever had difficulties while looking for an accommodation because of the lack of the Dutch language?

Unknown Speaker 7 3:33 **They haven't said that directly, but they didn't want their international students. So I guess that is also kind of related to the language.**

INTERV. 3:42 And have you ever felt discriminated for not being Dutch? In general

Unknown Speaker 7 3:48 in related to looking for a house or in general.

INTERV. 3:53 also, in general

Unknown Speaker 7 3:54 in **general, yes**

INTERV. 3:56 Okay. And have you ever felt stereotyped if yes, why?

Unknown Speaker 7 4:03 **Yes. Because I think I come from a country Spain which there's a lot of stereotypes about the country you know, on people there was like, only one to party and those kinds of things. So yeah.**

INTERV. 4:20 Do you um, have you ever been discriminated against your nationality or your language?

Unknown Speaker 7 4:32 **not specially, no**

INTERV. 4:36 and do you feel more comfortable your fellow citizens like they're your compatriots, you know?

Unknown Speaker 4:45 What do you mean? Like people from Spain, get people coming from Spain.

Unknown Speaker 7 4:52 **Um, yeah, but I try not to have many relationships with the Spanish people. because we tend to only hang out with each other. And I didn't want that when I arrived here. So, I do have a Spanish friend. Somebody there's another Spanish guy in my class, but apart from them, I'm never with the Spanish people.**

INTERV. 5:15 And do you feel safe while looking for a house? Yeah,

INTERV. 5:26 I think for example, have you ever been to a hospi or viewing of a house?

Unknown Speaker 7 5:36 Yeah, I mean, yes. I've never felt especially like, I don't know. I'm comfortable. Yeah. Okay, nice. Because there's like other people you don't know anything about and you all want **a little bit of work**, I think. But

INTERV. 5:51 **apart from that, now, because there are a lot of scammers.** So that's why I'm asking you Do you feel like safe, since there are a lot of scammers, or I don't know people that just takes the money and then doesn't give you the keys

INTERV. 6:11 and so that's it. That's the 21 questionnaires to ask you. And thank you so much for your help in my thesis, and the results we've come like after the thesis so if you want to know the results of the case study, I'm gonna send you by email and yeah, that's it. Thank you so much.

## 8) Eight speakers

INTERVIEWER 0:00 So hello, my name is Alessia as you know, and I'm gonna do my research about the perception of inclusion for international students, and the case studies, the Facebook page Kamer in Utrecht, and how it can affect the final house for international students. So, the first question is, what is your age?

Unknown Speaker 8 0:24 I'm 22.

INTERV. 0:26 Okay, what is your gender?

SPEAKER 8: Male.

INTERV.: What is your nationality?

Unknown Speaker 8 0:32 British

INTERV. 0:39 What languages do you speak?

Unknown Speaker 0:43 I speak French, German, English, Dutch, Spanish.

INTERV. 0:48 You really speak Dutch also? Okay Where do you live?

Unknown Speaker 8 1:03 I live in Utrecht.

INTERV. 1:06 And how long have you been living in the Netherlands?

Unknown Speaker 8 1:10 Since **the beginning of August.**

INTERV. 1:13 Everyone moved the year in August. Like a lot of people, a lot. Do you live alone?

Unknown Speaker 8 1:19 No.

INTERV. 1:21 Do you have international housemates?

SPEAKER 8: Yes.

INTERVIEWER: And do you live with Dutch people?

SPEAKER 8: Yes.

INTERVIEWER: Okay. How long did it take to find your recommendation?

Unknown Speaker 8 1:35 Facebook download redirect page.

INTERVIEWER 8 1:38 Okay. So, what kind of platform it used to find your accommodation or house? Sorry, what kind of platform I've used to find your recommendation?

Unknown Speaker 8 1:53 I yeah, I used to Facebook page to find this one. But first of all, I was in a live somewhere else before? I don't know if that's relevant. I used the University website to find the accommodation in the Science Park, which was for international students.

INTERVIEWER 2:17 What is the name?

Unknown Speaker 8 2:20 Camelot.

INTERV. : And have you ever used Kamer in Utrecht? You said yes.

Unknown Speaker 8 2:28 Yes. Yep.

INTERVIEWER 2:28 Okay. How long did it take for you to find a house?

Unknown Speaker 8 2:34 The second one?

INTERVIEWER 2:36 Both or whatever.

Unknown Speaker 8 2:39 IT was easy. Because it was just on the University website. The second one took me about six weeks. That was a lot harder.

INTERVIEWER 2:50 Yeah, it is. What kind of house are you living?

Unknown Speaker 8 2:57 A flat.

INTERV. 2:58 Okay.

Unknown Speaker 8 2:59 A shared flat.

INTERVIEWER: Um, have you ever been excluded from the research on condition? Because foreigner?

Unknown Speaker 8 3:09 Yeah, yeah, of course. Yeah. Dutch only. Of course.

INTERV. 3:14 And now you ever had difficulties while looking for an accommodation? Because of the lack of the Dutch language. But in your case, you do speak Dutch?

Unknown Speaker 8 3:27 I didn't speak at that well in December. Okay. I was like it was difficult.

INTERV. 3:33 Yeah. This stuff. Have you ever felt discriminated for not being Dutch?

Unknown Speaker 8 3:41 Yeah.

INTERV. 3:43 And have you ever felt stereotype here? If yes, why.

Unknown Speaker 8 3:50 stereotyped? Yeah, of course, like, not in a bad way though. I mean, people think I drink milk in my tea and it doesn't offend me. I do. People think I drink beer from Scotland. I do. So that for me, that's the stereotype. Yes, but not. Not in a negative way.

INTERV. 4:18 Yeah, like most of the people that I did my research, just like funny stereotypes. But that's a lucky thing. And do you feel more comfortable with your fellow citizens or compatriots?

Unknown Speaker 8 4:39 **No, no.**

INTERV. 4:45 And did you feel safe while looking for a house? For example? Have you ever been to hospi?

Unknown Speaker 8 4:53 the question was do I feel safe? Yeah.

Unknown Speaker 8 4:56 I **felt safe. I went to many hospis.**

INTERV. 5:01 have you ever like felt like, afraid of like scams or other things?

Unknown Speaker 8 5:10 **I don't really, I knew they existed didn't really impact me.**

INTERV. 5:16 Okay, good. Okay, that were the 21 questions was like super easy. Thank you so much. And, of course, the result will be at the end of the thesis. So if you want to know about the results, why not?

Unknown Speaker 8 5:31 Yeah, good luck.

## 9) Ninth speaker

INTERVIEWER 0:00 Okay, so welcome to my interview, I'm going to ask you 21 questions. And my thesis is about the concept of inclusion for international students, and how the concept can affect the search of a house. So, my case study is the Facebook page Kamer in Utrecht. So first of all, what is your age?

Unknown 9 Speaker 0:28 I'm 25

INTERV. 0:32 Yes, what is your gender?

SPEAKER 9: I am female.

INTERVIEWER 0:39 Okay, what is your nationality?

Unknown Speaker 9 0:42 I am a US citizen.

INTERV. 0:46 What languages do you speak?

Unknown Speaker9 0:48 English and Ukrainian

INTERV. 0:54 Where do you live?

Unknown Speaker 9 0:56 I live in Utrecht

INTERV. 0:59 And how long have you been living in the Netherlands?

Unknown Speaker 9 1:02 **Since August? 2021.**

INTERV. 1:06 I am the only who wanted to like move the year in June basically? Um, do you live with Dutch people?

Unknown Speaker 9 1:17 **No, I live with a German.**

Unknown Speaker 9 1:21 So, do you have international housemates? Yes.

SPEAKER: **Yes.**

INTERV.: I was asking you Do you live alone? No. how did you find your accommodation?

Unknown Speaker 9 1:35 **So, I was one of the lucky few that actually got SSH short stay housing.**

Unknown Speaker 9 1:42 Okay. So. So you said, what kind of platforms have you used to find your house or

Unknown Speaker 9 1:53 so I literally just use the SSH housing website when they launched it. But now that I'm looking for housing past graduation, I will probably use predominantly Facebook market like Facebook now marketplace on Facebook. And then I know there's the I can't pronounce it. The thing you said earlier. You actually don't have to like, subscribe for a certain amount of time with some money to use it. Yeah, I'll probably use that. Because I have a couple friends that are Dutch. So, I'll probably just have them help me. And do that.

INTERV. 2:30 Have you ever used Kamer in Utrecht?

Unknown Speaker 9 2:32 No, never, never. Never.

INTERV. 2:36 How long did it take for you to find a house?

Unknown Speaker 9 2:41 I mean, instantaneously. But I was like I said I'm one of the lucky ones. So, I did find that easily.

INTERV. 2:49 So you applied. And then after like one month today responding or

Unknown Speaker 9 2:54 so how SSH Housing Works is they dropped all of their student housing all at once. And so you for the short stay housing you basically it's the luck of the draw of who's awake and who's booking. So I, I hadn't started using other options, I was going to have to use other options if I didn't get SSH, but I was lucky enough to book when they open. And it's sad that if you don't book when they're open, SSH short, short stay housing never opens up again, pretty much.

INTERV. 3:29 And what kind of house are you leaving?

Unknown Speaker 9 3:37 It is a two bedroom apartment.

INTERV. 3:41 Okay.

INTERV. 3:41 Have you ever been excluded from your research of your accommodation because foreigner

Unknown Speaker 9 3:47 So actually, the worst thing that happened here, so it's pretty much all international students. And since it's the university, they actually required us to QR code scan into our house for a while. So like I couldn't get into my own house without QR code QR code. QR scanning the QR code? Because, yeah, because the universities building that we live in is also a culture center. And so they were wanting us to scan in to get into our own house. And I feel like that was very rude. So, I feel like...

INTERV. 4:20 the QR code for the vaccine?

Unknown Speaker 9 4:23 Yes, we had a QR code vaccine proof like give proof of vaccine or recovery or testing whatever you get into our house or we had to use the back door, which is not convenient at all.

INTERV. 4:36 That's really strange.

INTERV 4:41 And you have very difficulties while looking for an accommodation because of the lack of Dutch language?

Unknown Speaker 9 4:49 So I maybe I have used the thing you're saying because I'm in a lot of Facebook groups or housing in Utrecht, and I do notice that there's posts that they are posting often saying Things like no foreigners allowed, or they only post in Dutch. And so, I don't necessarily have difficulty because I'm very comfortable using like Google Translate or just, you know, figuring out what I mean. Like, but I do think it is a way to exclude foreigners. And I noticed quite often that Yeah.

INTERV. 5:23 I mean, passionate for the moment. Um, have you ever felt discriminated for not being Dutch?

Unknown Speaker 9 5:31 In regard to housing? In general? I would say I would say overall, no, because the assumption is that I am Dutch when people meet me, because Dutch people tend to have a very, like, non-existent accent in English. So, I get often commented, or spoken to in Dutch. The only time I really feel maybe a little bit of discrimination is in regard to like calling the hospital when I like to need to make an appointment for things like bloodwork or something. And they just always say they don't speak English. So that was fun. But yeah, and

INTERV. 6:17 have you ever felt stereotyped here? if Yes. Why?

Unknown Speaker 9 6:26 I would say overall, no, I don't think I often get stereotyped.

Unknown Speaker 9 6:45 Maybe you are Dutch? Sure. But You don't know.

Unknown Speaker 9 6:48 I did get my family to do blood test, like a DNA test with a Dutch DNA and so

INTERV. 6:55 So, your Dutch inside of you.

Unknown Speaker 9 7:00 no, I am not

INTERV. 7:01 Have you ever been discriminated against your nationality? Or language?

Unknown Speaker 9 7:07 Oh, um, I mean, I've been to Paris. \*laughing\* I would say you I do think people are very harsh opinions of people from the US. Sometimes you get very boxed into an identity, like, expectations of ignorance when it comes to like world events and things. But honestly, I can't pinpoint a time directly. That I in the recent future, I think it's more. Yeah, just overall. People are shitty, I think to Americans if they're allowed to be.

INTERV. 7:51 Sometimes it's true.

INTERV. 7:59 um, do you feel more comfortable, you know, fellow citizens or compatriots?

Unknown Speaker 9 8:07 Like do I feel comfortable with other Americans more comfortable, not more comfortable when they're also in Europe? Like, honestly, I hate being around other Americans in Europe. I was at the tulip fields the other day, and there's a bunch of whiny, like, university exchange students complaining about everything. So I would say I don't necessarily feel at home with other people in my nationality either, I think but that's because it's a very wide nation. So no, I would say no.

INTERV. 8:39 Okay. I'm one of the wining international students.

Unknown Speaker 9 8:46 No, they were it was like a mob of like, 13 of them. They just like all huffed it sat on the ground because the bus driver was on a break. And they were like, why is this bus not running? And like, it's clearly smoking. He's on a damn break.

INTERV. 9:00 can happen sometimes. \*laughing\*

Unknown Speaker 9 9:01 Yeah

INTERV. 9:02 And did you feel safe while looking for a house here like regarding the fact that there are scammers and fraud. And there is also hospi and viewings of the houses.

Unknown Speaker 9 9:17 So I suffer from social anxiety. So I'm definitely I've I felt safe using SSH because it's very, like user friendly. But now as I'm starting to look for housing afterwards, I definitely think I am not looking forward to the culture of how like showings and of people potentially scamming you because you can definitely tell when you're on the website, what some photos look really nice, but the price is really low. So, you're like this is not a real house lead option. And so I'm just I wish someone would do research on what percentage of postings on some of these Facebook pages are actually real because I don't know

Unknown Speaker 9 9:59 I cannot do that, but I can assure you there is a big amount of scammers

INTERV. 10:06 yeah

INTERV. 10:07 okay that was the last question thank you so much

## 10) Tenth speaker

INTERV. 0:00 Okay, hello and welcome to my thesis interview. My topic is the concept of inclusion for international students, and how the case study of Kamer in Utrecht can affect their inclusion here in the Netherlands to find a house slash room here, so I'm going to ask you 21 questions to answer your own question. And first of all, what is your age?

Unknown Speaker 10 0:30 I'm 28.

INT Speaker 0:32 Okay.

INTERV. 0:33 And what is your gender?

Unknown Speaker 10 0:37 female

INTERV. 0:38 Okay. What is your nationality?

Unknown Speaker 10 0:43 German.

INTERV 0:44 Okay.

INTERV 0:46 And where do you live?

SPEAKER 10 : I live in Utrecht.

INTERV. 0:51 Okay. What languages do you speak?

Unknown Speaker 10 0:56 I speak German, English, Dutch and Spanish.

INTERV.1:03 How long have you been living in the Netherlands?

Unknown Speaker 10 1:09 for almost seven years in total, but with a little break in between?

INTERV. 1:16 Really? Seven years.

INTERV. 1:19 It's a lot.

Unknown Speaker 10 1:20 Yeah, five, almost five years in Eindhoven. And now almost two years here in.

INTERV. 1:28 Okay. Do you live alone?

Unknown Speaker 10 1:46 No, I have one roommate.

INTERV. 1:49 So do you live with international housemates?

Unknown Speaker 10 1:53 Yes.

INTERV. 1:54 Okay.

Unknown Speaker 10 1:55 Yes, she's from Canada. from Montreal.

INTERV. 1:58 Nice. So, you can speak French if you know French?

SPEAKER 10: I don't \*LAUGH\*

INTERVIEWER 2:04 Do you live with Dutch People?

Unknown Speaker 10 2:14 no

INTERV. 2:24 what kind of platforms have u used to find your house or room?

Unknown Speaker 10 2:31 Only Facebook. Okay, Facebook and Kamenet. Yeah.

INTERV. 2:35 So, have you ever used Kamer in Utrecht?

Unknown Speaker 10 2:39 the Facebook pages.

INTERV. 2:44. h

Unknown Speaker 10 2:46 I think I only used it to look for my roommate but not to look for myself

INTERV. 2:57 and how long it take for you to find a house?

Unknown Speaker 10 3:08 maybe a month, Yeah.

INTERV. 3:14 Not that long. Yeah, it

Unknown Speaker 10 3:15 was I got pretty lucky it was like it was the first thing I applied for and I got it.

Unknown Speaker 10 3:27 it was also in the first pandemic year so I think internationals didn't come

INTERV. 3:36 and in what kind of house are you living?

Unknown Speaker 10 3:41 It's rented by the SSH.

INTERV. 3:45 Okay, you live in an SSH house

Speaker 3:49 yeah.

INTERV: And have you ever been excluded from the research of a house because foreigner?

INTERV. 4:05 Have you ever difficulties while looking for accommodation because of the lack the lack of the Dutch language?

Unknown Speaker 10 4:16 No, because I do speak Dutch. Okay.

Unknown Speaker 10 4:24 that was never a problem because I because I just speak, I do speak Dutch.

INTERV. 4:29 But did you like learning here?

Unknown Speaker 10 4:34 in Eindhoven. I was also living with Dutch people there.

INTERV. 4:39 Okay. And have you ever experienced or felt discriminated for not being Dutch?

Unknown Speaker 10 4:49 Um it's hard to tell what I do feel because I am in my neighborhood. A lot of Dutch people live and I do Oh feel like it is a bit harder for me to get into that community I don't know if that is because I'm not Dutch could be but yeah, like I it's it feels like I have to work harder to get into that friend circle.

INTERV. 5:21 Yeah, up and have you ever felt stereotyped here? if yes why

Unknown Speaker 10 5:36 no not a lot maybe sometimes jokes like Germans are super punctual or I don't know.

INTERV. 5:43 Really the German is super punctual. I thought it was like Switzerland people.

Unknown Speaker 10 5:49 no, Germans. I'm not I'm also not very punctual that apparently. But yeah, not really like little jokes about stereotypes but not in a bad way.

INTERV. 6:08 good. better... Have you been discriminated against your nationality? Your Language?

Unknown Speaker 10 6:24 No, not really.

INTERV. 6:25 Okay.

INTERV. 6:27 Do you feel more comfortable your fellow citizens or compatriots? Let's say.

Unknown Speaker 10 6:36 What do you mean if I feel more comfortable with me with Germans?

INTERV. 6:39 Yes.

Unknown Speaker 10 6:44 Yes, it's easier.

INTERV. 6:46 Yeah.



Unknown Speaker 6:48 10 Yeah, of course it's in your mother tongue. It's easier it's more relaxed to talk of course.

INTERV. 6:54 Yeah. Last but not least, did you feel safe here like why looking for a house regardless scams or fraud?

Unknown Speaker 10 7:06 I was in contact with one scammer. Yes. I realized when they asked me if they could send the keys via mail. And then it got a bit shady and then I stopped replying. So that but that was the only contact with a scammer. But I got a lot of messages from scammers. Also, when I was looking for housing, I also posted in a Facebook group and I got tons of messages from scammers.

INTERV. 7:35 And have you ever like felt safe? If you ever been to a hospi or a viewing of a house?

Unknown Speaker 10 7:46 Yeah, I've been through some also in my house where I live now. But it wasn't like I was the only one invited it was not more people together.

INTERV. 8:01 Better so you can know like feel the do you say the stress? Yeah, like competition? I

Unknown Speaker 10 8:12 don't know. I don't like because I don't like the concept of the hospit. Yeah, I would. It would be very stressful to sit there with five other people and like you'd have to compete is weird. Yeah, it

INTERV. 8:30 is. I mean, you're not the first person that tells me that and, I don't know really likes to do hospi. So, I get it, but I don't get it, you know. Okay, so these were the questions. Thank you for so much for answering.

## 11) Eleventh speaker

INTERVIEWER 0:00 So, hello and welcome to my TCS interview. The topic of my thesis is the perception of inclusion for international students, and how the case study of Facebook coming in Utrecht can focus on can deal with this perception inclusion for them. So first of all, what is your age?

Unknown Speaker 11 0:22 Yeah, I'm okay. I'm 36 years old.

INTERV. 0:29 Okay. What is your gender?

Unknown Speaker 11 0:32 Female.

INTERV. 0:33 What is your nationality?

Unknown Speaker 11 0:37 Syria, Syrian.

INTERV. 0:38 Good.

INTERV. 0:39 And What languages do you speak?

Unknown Speaker 11 0:43 I speak Arabic, English and Dutch.

INTERV 0:46 Okay.

INTERV. 0:48 And where do you live?

Unknown Speaker 11 0:51 I live in the Netherlands. Nijmegen.

INTERV. 0:55 how long have you been living in the Netherlands?

Unknown Speaker 11 1:00 For five years

INTERV. 1:03 A lot of time.

Unknown Speaker 11 1:05 Yeah.

INTERV. 1:06 Do you live alone?

Unknown Speaker 11 1:09 No, I live with my family. My husband and kids.

INTERV. 1:13 So, do you have international housemates? Yes.

INTERV. 1:20 How did you find your accommodation?

Unknown Speaker 11 1:24 Yeah, I find that pretty nice. Yeah, I love it.

INTERV. 1:30 And what was the process of finding your accommodation?

Unknown Speaker 11 1:37 Yeah. Yeah, because we have a refugee background. my husband is signed is allowed to get a social house from the municipality.

INTERV. 1:58 Okay.

INTERV. 1:59 And have you ever used some platforms to look for a house even though you receive like a social housing?

Unknown Speaker 11 2:11 Yeah. Because we're living in a flat and my kids wants to play in the playground. So we're looking for a house but exchange the house so we were looking for social house where we can exchange with the same with the same amount of money. Okay, so you.

INTERV. 2:40 You will never use like Facebook pages to look for a house like Kamer in Utrecht?

Unknown Speaker 11 2:47 I use some Facebook pages, but not a commanding house in address. We have some Facebook pages in Arabic. So we use them to exchange house houses between us as refugees is not comfortable in his house. He writes on Facebook page it's called exchanging houses in, Arabic And they name it also in Arabic. So we contact each other some people managed to exchange their houses in this way.

Unknown Speaker 11 3:27 Oh, that's really nice. Yeah, it's declined and...

INTERV. 3:33 how long you take did you take for you to find your house?

Unknown Speaker 11 3:42 yeah, for my husband, he arrived here first and then after he got his temporary residence and the Netherlands it takes him one year to get his house, so he stayed in camp for quite a long time to till the municipality find house for him.

INTERV. 4:08 Okay. Interesting...

Unknown Speaker 11 4:10 Yeah, in the camp. Their own they have specific rules. They have a waiting list for people in in the camp each one in his role they receive a house so for him, it was one year.

INTERV. 4:31 Okay. And what kind of house are you living?

Unknown Speaker 11 4:38 I live now in a flat in Social Work a flat and I live in three rooms and living. Okay, because I have two kids.

INTERV. 4:53 Yeah, of course they need space. Have you ever been excluded from the reserve? of the house of accommodation because for nearby,

Unknown Speaker 11 5:04 no at all, because

Unknown Speaker 11 5:07 the process for us different

Unknown Speaker 11 5:09 is not different. I can open morning royal website, there is a website for all the Netherlands, people allowed to open it and exchange my house there if I want. So, I don't feel excluded from looking for a new house.

INTERV. 5:30 So, you never had like difficulties because you don't speak Dutch for the houses. I mean,

Unknown Speaker 11 5:37 I can understand that. So, I don't have difficulty in reading websites in Dutch. So and yeah, it's the only thing is that if you, you apply to find the house, it takes you too long time for house companies. If you want to use house companies for finding house to exchange your house, so it takes you lots of years.

INTERV. 6:07 Yeah, I know. So, have you ever felt discriminated for not being Dutch?

Unknown Speaker 11 6:15 In the housing process or in general? No, I don't feel discriminated. **Sometimes. I mean, in the housing topic.** I haven't went through any discrimination because they dealt with us. Yeah, in a very respectful way. The only thing is that finding house for can peep refugees in camp. Yeah, not. Not for me. It was fair. But for other refugees. It wasn't fair. Yeah. So, because they said that there weren't enough houses, houses. So for me, it was a smooth procedure. But for other refugees. It wasn't.

INTERV. 7:17 Yeah, good. But then the housing situation here is pretty critical. Yeah. So, have you ever felt stereotyped here? Yes. Why?

Unknown Speaker 11 7:38 Yes. **Because they I first stereotype because they don't know about my current culture. And they have their opinion from venues or the social media. So they, before I meet Dutch people here, they have an expectation about me, which might not, which might not be true. So that's why they, they still with me, according to the news, or to the information they got from social media, which is not, which is not always true. So social media and news doesn't reflect everything going on in my country. So in this way, I Yes. I felt like there's lots of stereotypes that they know about my culture, which is exaggerated.**

INTERV. 8:43 Yeah. Okay. And it's bad. Have you ever been discriminated for your nationality or language? Or maybe you already said?

Unknown Speaker 11 8:55 Yeah

INTERV. 8:57 Do you feel more comfortable with your fellow citizens or like compatriots' people like coming from your same country?

Unknown Speaker 11 9:08 Yes, **of course. Yeah. I feel more included with people from my country. However, I'm trying to be open minded and try to be to integrate more with international people. Yes, yeah. This is also part of my study.**

INTERV. 9:30 And last but not least, did you feel safe, while like looking for a house? For example, like the process of getting a house, did you feel safe? The moment

Unknown Speaker 11 9:47 Yeah, I feel like safety is. Is considered finding houses so because there's lots of rules, lots of documents. and housing companies, they have waiting lists so I don't think that they someone can get the chance before other one who's waiting on the waiting list. So, I think they respect the rules and I feel like it's felt unsafe.

INTERV. 10:20 Yeah, it is true. Okay, thank you so much for answering.

## 12) Twelfth speaker

INTERV. 0:00 So, hello and welcome to my interviews from my thesis. The topic of my study is the concept of inclusion for international students. And now finding a house can solve or create problems to the inclusion of the students here. I'm gonna ask you the first question, what is your age?

Unknown Speaker 12 0:24 My age is 20 years old.

Unknown Speaker 12 0:27 You're so young. Really?

SPEAKER: Yep.

INTERVIEWER: You're 20 years old

INTERVIEWER: 0:35 Okay.

INTERVIEWER 0:37 What is your gender?

Unknown Speaker 12 0:40 Female

INTERVIEWER: 0:41 Okay, what is your nationality?

SPEAKER: Bulgarian.

INTERVIEWER 0:47 And What languages do you speak?

Unknown Speaker 12 0:52 I speak English. A little bit of Dutch, Russian, Bulgarian. A little bit of Spanish and Italian also.

INTERVIEWER 1:03 polyglot. Where do you live?

Unknown Speaker 12 1:08 I live in Utrecht.

INTERVIEWER 1:11 Okay. And how long have you been living in the Netherlands?

Unknown Speaker 12 1:18 In this August, it will be two years.

INTERVIEWER 1:21 Do you live alone?

SPEAKER 12: No.

INTERVIEWER: Do you have international housemates?

Unknown Speaker 12 1:32 Yeah, only one international housemates.

INTERV. 1:35 Okay.

INTERV.1:36 And do you live with Dutch people?

Unknown Speaker 12 1:49 no.

INTERV. 1:53 And how did you find your accommodation?

Unknown Speaker 12 1:58 This one right now? I found it on the site Pararius..

INTERV. 2:08 And what kind of platforms you have used to find your house or room in general?

Unknown Speaker 12 2:17 As much as I can. I've tried different apps. But they're in Dutch. So, it's difficult. I've tried all the websites I can like, but it was just one of the biggest ones. Like Funda and then I've also tried Facebook groups. But impossible for many reasons.

INTERV. 2:39 Yeah. And have you ever used the Facebook page Kamer in Utrecht?

Unknown Speaker 12 2:45 Yes. I receive notification daily. Yeah. Yeah.

INTERV. 2:52 Welcome to the club. How long did it take for you to find a house?

Unknown Speaker 12 2:59 At first, I was. It took me about; I think like two weeks. Because at first, I didn't know where to find it. And I just found like, very expensive option. And I knew that I didn't have enough time to find like more like less expensive options. So, I found that through there to site go to university housing.

INTERV. 3:26 Yeah, so it's a big deal here. Yep. And what kind of house are you living?

Unknown Speaker 12 3:35 Right now, I'm living in a two-bedroom apartment.

INTERV. 3:41 And have you ever been excluded from the research of an accommodation because foreign there?

Unknown Speaker 12 3:49 Yes. Okay. A lot of times

INTERV. 3:54 have you ever had difficulties while looking for an accommodation because of the lack of Dutch language?

Unknown Speaker 12 4:03 I'm not that much I but I think it's I think it's one of the main reasons why people don't want internationals because they don't know that. Then another part of the people, I guess. So, I think these things I think it's a very main reason about not finding an accommodation because you're boring, I guess.

INTERV. 4:32 Yeah. And have you ever felt discriminated for not being Dutch?

Unknown Speaker 12 4:42 Yeah, knowing just housing situation but in school even sometimes at work, even my customers it's a very big part but there's also a lot of open minded, like 50/50 I guess.

INTERV. 5:05 And about that. Have you ever felt stereotype here? Yes. Why?

Unknown Speaker 12 5:14 Yeah, it's because I'm from Bulgaria. Like it's a country in the Balkans and yeah, there was like a stereotype. I think for Italian people I've seen like a lot of stereotypes.

INTERV. 5:31 yeah,

Unknown Speaker 12 5:31 I don't know for like for my country depends once Have you heard? But there's like this city on the beach for example when it's like a lot of partying like a lot of cheap drugs and alcohol. So

INTERV. 5:47 yeah, remember that? What's the name?

Unknown Speaker 12 5:50 It's, it's called Sunny Beach.

INTERV. 5:52 Yes. Sunny Beach. Yes.

Unknown Speaker 12 5:53 Yeah. So yeah, it's a very much relating only to that, that. And we have so much more in my country that, yeah, like history and like a lot of that. And it's only Yeah, it's only about this. And I'm like, no. So yeah. So much more.

INTERV. 6:16 I get it. I mean, now that I remember, I didn't remember that sunny beach was in Bulgaria, because I thought it was in Montenegro

Unknown Speaker 12 6:38 no, it's not on the other side.

INTERV. I would never remember Bulgaria for sunny beach.

SPEAKER 12: 6:39 Yeah, well, if you fail at this, and you're not all about trucks

INTERV. 6:48 have you ever felt discriminated against your nationality or your language?

Unknown Speaker 12 6:56 I'm not about my language, because I don't speak it that much. In public. But I've seen cuz people don't argue not make a difference between like, for example, Russian and Bulgarian. Yeah. And because of the war on him, I saw like this guy that had speaking Russian and like some that people would like to nationalists, like, make, like patriotic people were trying to like, be very, like, bad to him and like, judging and he was very bad situation. And just because he was speaking Russian. So yeah, I'm just scared about this fact. But not really that I'm Bulgarian. I haven't been discriminated, which is good.

INTERV. 7:47 Man, do you feel more comfortable with your fellow citizens or people from Bulgaria?

Unknown Speaker 12 7:55 Um, I like, for me, in my country, it is more dangerous to live than the Netherlands. So, I'm probably most more safe in the Netherlands. Just because the people are much calmer. And they don't really care about other people. Like they would just want to live their life.

INTERV. 8:18 You mean here, so?

Unknown Speaker 12 8:26 Yeah, I feel more safe in the Netherlands, I guess. Yeah. But I think it's, yeah, cuz, so when I was looking for a house, they were there and there was this website. And they were like, oh, you should not live in this neighborhood. It's like a really ghetto kind of vibe. And when I actually lived there in that ghetto vibe, and it was not at all ghetto, like in my country. So, I think there aspects and not look on things are much more different than mine. So it's much safer there than my country.

INTERV. 9:04 Yeah. So, I have the same, the same opinion. So you're not the only one, no worries. I mean, I get it. Like Yeah. But then I think, you know, something, I don't know. This is like a thing. Like I'm, I'm a bit dodgy but when I moved here, I said, okay, I want to live like, in a good place. I want a quiet place. I'm coming from like a city that people should or robbery and other kinds of things. So for once in a while after like 24 years, they're like to live in a place where I can feel safe. About that. Did you feel safe while looking for a house like regarding scammers. fraud or hospi and viewings?

Unknown Speaker 12 10:07 It depends because I was I was mainly I was doing the research because my friend was working. Yeah. So I was going on viewings, I was messaging a lot a lot. And honestly, there are some stuff that can throw you off in that you can see that your scar like he was calm. I've yeah, I've on the viewings I've been, it has always been like women in the house and renting I didn't even see it. We rented it before seeing it. So, the price can kind of like but it's also very important. For example, the landlord to call you and actually have talked with you and like to get to know the renters and stuff like that and not just like oh paying the money. And it's going to be yours. And or like a viewing but yeah, it's I would I probably wouldn't be so safe around like looking at Facebook, because it's not companies and I'll be more safe to like look with companies or like renters for them to help me with house. But that's kind of expensive. So, I have to do it themselves.

INTERV. 11:38 But yeah, yeah, I mean, also, for example, Kamer net that you have to pay housing anywhere you have to pay.

Unknown Speaker 12 11:51 And yeah. Yeah, and yeah, housing anywhere. It was the company that was doing university housing, which was, I was renting it. And it's not that they're scammers, but the living conditions in my apartment were very horrible. Basically, I was living with people I didn't know, like, I was just going there and you have no idea what your roommates are. And it's not even it's go to university housing, but it's not only students so just basically random people. So maybe that's at first that made me a little unsafe because also kimono and it's you don't know who that person is. You don't know if it's like a psychopath or something. So like I'm happier than me and my best friend we found an accommodation for only the two of us so

INTERV. 12:54 yeah, it is true. Yeah, once like I was thinking like living with that one girl like that was strange girl. One day I was like sitting and I said I'm leaving with a total stranger. It my own stuff here. Why am I doing this? Like why should I do this? I

Unknown Speaker 12 13:13 I knew I had to but at least we had we can like we can lock our rooms but at one point we became all the guys who became really close friends. So the choice to each other that Yeah, everyone like one person should be there in the house almost at any time or watching their so we just need each other but at first. I was like, What the fuck? Like how do I feel safe? Are they when I don't know anyone have seen the draft in general?

INTERVIEWER: Okay, thank you for answering to my questions..

### 13) Thirteenth speaker

INTERVIEWER: 00:00 So, welcome to my thesis case. And the topic of my thesis is in inclusion, perception of inclusion for international students, and how the inclusion can affect the housing research. So, I'm going to ask you 21 question about stereotypes, inclusion, and international students in general. Okay. First of all, what is your gender?

Unknown Speaker 13 00:31 Male

INTERVIEWER 00:32 Yes. What is your age?

Unknown Speaker 13 00:35 I'm 23.

INTERVIEWER 00:37 Okay. What is your nationality?

Unknown Speaker 13 00:42 I'm Italian.

INTERV. 00:43 Okay. And What languages do you speak?

Unknown Speaker 13 00:48 I speak is Italian, English and a bit of Spanish? Whenever I want.

INTERVIEWER 00:55 Where do you live?

Unknown Speaker 13 00:58 I live in Utrecht, the Netherlands.

INTERVIEW 01:01 Okay. And how long have you been living in the Netherlands?

Unknown Speaker 13 01:07 Four and a half years?

INTERVIEW 01:09 Nice. A lot of time. Do you live alone?

Unknown Speaker 01:15 do you mean Like a shared room?

INTERVIEWER 01:20in general, do you live alone?

Unknown Speaker 13 01:22 no, I don't live alone.

INTERVIEWER 01:23 okay, do you have international housemates?

Unknown Speaker 13 01:27 Yes, I do.

INTERVIEWER 01:28 Okay, do you live with Dutch people?

SPEAKER: Yes.

INTERVIEWER: 01:35 Okay. All Dutch or partial?

Unknown Speaker 13 01:39there is a full Dutch and a girl that is from Suriname. Okay. she has lived here for all her life. So, she, she doesn't look Dutch but she's basically Dutch.

INTERVIEWER 01:54mmm, how did you find your accommodation?

Unknown Speaker 13 02:02 My own room is quite small. And I mean, it's cheap. So I wasn't expecting anything really comfortable and looked serious. It's nice for what I was looking for is okay. Could be better. But, again, I wasn't looking for anything really sophisticated. Anything cool. So, I'm, I'm okay with it.

INTERVIEWER 02:27 okay...No, I mean, also, how did you find it? Did you find like, how did you find it? but that's fine.

Unknown Speaker 13 02:35 I thought like, how, how is it for you? I found it through connection. A friend of mine from university. He told me that he was leaving that room.

INTERVIEWER 02:45Oh, nice. better. Yeah.

Unknown Speaker 02:48Because I wasn't finding anything else.

INTERVIEWER: 02:51so, you think that knowing people and having like, knowing people in general can help you to find a room here?

Unknown Speaker 13 03:00Yes, absolutely. I mean, before I was just on the Facebook group for some months, and I was sending a bunch of emails, I think about 30 emails that I sent, and most of them were no response or just saying that? No, they were not interested. So, I was just very lucky to know someone that was leaving a cheap place. And that somehow, remember that I was also looking for a place otherwise, I don't know what I would have done.

INTERV. 03:32 yeah. I have the same sensation that I was going to ask you what kind of platforms you use for finding your house / room. By you say like, Facebook pages.

Unknown Speaker 13 03:47 just Facebook groups. I had some friends that found it through a bunch of Facebook groups. You know, there's the main one Kamer in Utrecht.

INTERV. 03:56yeah, I was going to ask you, have you ever used the Facebook page Kamer in Utrecht?

Unknown Speaker 13 04:01 laughs\*Yeah, I mean, I tried. \* laughs\* I tried, but it didn't go well. Yeah, I mean, I use those, that one in order two or three that were just suggested to me. And I did what everyone tried to do. So as soon as you see something that that seems nice for you just trying to send, like, make a nice message bigger

than they need. It's more similar to finding a job, to settled for on accommodation. We The only problem is that if you don't find it, then you're homeless, not just without a job. So, you know it.

INTERV. 04:41 yeah...How long did it take for you to find a house?

Unknown Speaker 13 04:48Oh, I mean, I started looking in January and I think in April or May, I found out now I started January I think around March like March, I started really searching for it. Because before all the announcements were on dates that were just too early for me. So, I just waited for when all the announcements were on for the period in which I was interested. And then I started looking like I think, mid-February, March, I started looking around. But yeah, as I said, if that didn't work, then in the end I, just find out that this friend of mine was leaving. And that was, I think, around me. And then I left all the other options. So, I started looking, but I didn't even find it. It just happened that someone contacted me. So, it had nothing to do with my search process.

INTERVIEWER 05:43just luck.

INTERVIEWER 05:44 And have you ever been excluded from the research of a house or an accommodation because foreigner?

Unknown Speaker 13 05:53 They never said he was because of that. But the problem is that if you're a foreigner for foreigner, and a male, you're like, the least searched person to live with, because usually the ones that they're looking for are, like, top list Dutch girls, then Dutch general that maybe internationals, but girls, and then in the end, there's guys International. So yeah, that didn't make it easy, because most many posts just start with Dutch only Dutch girls only or girls only, you know, so many, many opportunities just were not reachable. Because, like from the start, they were not looking for someone like me, or were many others. So yeah, I mean, when they responded to my emails, they never mentioned that, that they didn't accept me because of that. But that could have been a reason. Maybe they chose someone else rather than me because they, that person could speak Dutch, or it was a girl. Yeah. I mean, I can understand the I don't say that I agree with the logic, but I understand the logic. But I mean, it's still pretty shitty for us, especially because maybe someone Dutch, they might have, you know, another option. Maybe they still have their parents' house in the country. But well, if you're not, and no one gets you then you might end up in a tent.

INTERVIEWER 07:20Yeah, I mean, I am partial. So, I cannot see anything, but it's true. Yeah

Unknown Speaker 13 07:27mean, of course, I'm not saying yeah, for me that was... discrimination.

INTERVIEWER: 07:31this. No, you can say yes. I mean, you can say but then there are like a lot of like, how not to say like, factors, let's say.

Unknown Speaker 13 07:42Yeah, yeah, no, of course I didn't want to say that. The absolute is that bad. Often that was the case, but I know that many people have trouble, so you don't want to victimize myself and just.

INTERVIEWER 07:55 no, no worries your argument in fine. So, I'm not going to ask you Have you ever had any difficulties while looking for an accommodation because of the lack the of the Dutch language? Yes. You said before? Yes.

Unknown Speaker 13 08:12 I would say yes. Yes. Definitely.

INTERVIEWER 08:14 Have you ever felt discriminated for not being Dutch?

Unknown Speaker 13 08:18 No, no, I don't think so. Maybe they maybe they did, but I didn't care. And actually no, I don't I don't think I ever felt discriminated. \*laugh\*

INTERV. 08:38 Have you ever also felt stereotyped here? Yes. Why?

Unknown Speaker 08:46 Yeah. \*Laugh hard\*

Unknown Speaker 13 08:48 oh boy. Every day to me, you know it come on. As soon as I people get where we are from, they start moving their hands and talking in weird ways. And at the beginning, it can be funny, like, Okay, sweet. It's cute. But then after four and a half years, it's gonna shut up. While you're talking about I mean, for me, too. Yeah, sometimes some people, they get annoyed immediately, but I don't think any of you tried to



be like, okay, stereotype is funny. Sometimes it's still funny some other time. \* laugh\*It's not also friends of mine, they just make fun of me sometimes for certain things. And in that case, in order to get...

Unknown Speaker 13 09:33 I mean...

INTERV. 09:58 have you ever like being discriminated for your nationality or your language?

Unknown Speaker 13 10:05 No, no. I mean, sometimes we may people just complain because if I was with all Italians maybe, not speaking English at some point and just switching for Italian but there's no discrimination. I mean, in education, we're not really respectful me in that moment. So, it has nothing to do it with your nationality. It's very so no, I don't? I don't think so.

INTERVIEWER 10:32Okay. Do you feel more comfortable with your fellow citizens or compatriots?

Unknown Speaker 13 10:40 Oh, generally? Yes, I would say yes. I mean, I feel like, you know, when you meet someone abroad from your own nation, it's kind of like you're sharing a similar experience. So, it's even more easy to get along to bond and do stuff together. Maybe we would have met in Italy, we wouldn't have liked each other. Do you know what I mean? So, it's kind of like, I think it's easier to get along with people here.

Unknown Speaker 13 11:21 I mean, I met many of my best friends, so not Italians. So it just, I mean, I yeah, I really bound a lot within Italians here is not that that's the only people I get along with. I mean, I'm also I think I also get along with anyone, especially for people and like sometimes the Dutch students, maybe they tend to stay together. Also, if they're more international people, they create their own group, which also can make sense. Like, if you don't want to it's all right. So, I would say, Yeah, it's like basically people that are not Dutch and get a bit better.

INTERVIEWER 12:05Okay, and last, but not least, did you feel safe while looking for an accommodation or house regarding also the fact that there is plenty of scammers or fraud? And you have to go to hospis sometimes or viewings.

Unknown Speaker 13 12:22 Yeah. I never went I never made it to HOSPI so I've never felt safe just because they've never accepted me. So that's out of my experience. But for scamming, I was, I was on the edge of getting scammed. I managed to find out in the very end but the beginning was quite credible. But then the more I went on the more it was clear that it was not real so fortunately I stopped but it was almost happening

INTERVIEWERS 13:00 now remembering all the time that I got scammers like everything is coming again like flowing again. Hey oh these scammers that I got; this is crazy.

SPEAKER 13 13:14 No, I had only one, but it was going quite far because I said at the beginning was quite credible.

INTERV. 13:19Yeah?

Unknown Speaker 13 13:20 you're sending me pictures and stuff but then you know that your sales one thing that yeah, it's now really easy. Like it shouldn't be like this but it's a little thing maybe it's okay but then they keep accumulating and in the end is like taking one game over. Yeah, so the only ones that mean so many that you can see many ones on the Facebook groups. Most of them are recognizable, but some of them are a bit more sneaky and might...

INTERV. 13:49 also they like strange names. So again like.

Unknown Speaker 13 13:53 Yeah, exactly, exactly.

Unknown Speaker 13 13:54 It really is there like once I found out that one of the scammers there was like scamming me wanted to try to scam me was also like putting like photos on the University of Milan Polytechnic. I think. Also, there. Nice,

Unknown Speaker 13 14:15 nice way to make a living. Yeah. Good for them.

Unknown Speaker 13 14:20 Okay, thank you so much. And it was this was the last one. The last question of the interviews and results we come after the thesis as soon as it as possible, I guess. Hope so. If you want to know the results of your international fellows...

## 14) FORTEENTH SPEAKER

INTERVIEWER: 0:00 So, hello. As you know, my name is Alessia and I'm going to ask you 21 questions for my interviews for the analysis of my thesis. And the topic of my thesis is the c conception on inclusion for international students. And how the inclusion can relate to the searching of a house or room in the case of the students. So first of all, what is your age?

Unknown Speaker 14 0:32 I'm 26.

INTERV. 0:34 Okay. What is your gender?

Unknown Speaker 14 0:37 I'm a male.

INTERV. 0:38 Okay. What is your nationality?

Unknown Speaker 14 0:42 I'm Italian.

INTERV. 0:45 okay ...And What languages do you speak?

Unknown Speaker 14 0:49 Italian, English, Dutch, and Spanish.

INTERVIEWER 0:53 Where do you live?

Unknown Speaker 14 0:54 In Utrecht.

INTERVIEWER 0:56 Okay. And how long have you been living in the Netherlands?

Unknown Speaker 14 1:02 **Three and a half years.**

INTERVIEWER 1:04 A lot of time. Do you live alone?

Unknown Speaker 14 1:08 **No, I don't.** \*laugh\*

INTERVIEWER 1:09 do you have international housemates?

Unknown Speaker 14 1:17 **Yeah, no, yes one.**

INTERVIEWER 1:21 Do you leave with Dutch people?

Unknown Speaker 14 1:23 **Yes.**

INTERV. 1:23 okay. And how did you find your accommodation?

Unknown Speaker 14 1:28 on **Facebook.**

INTERVIEWER 1:31 okay. And what kind of platforms ever use to find your house or room?

Unknown Speaker 14 1:36 **Mainly Facebook and other websites like funda? pararius's and I went through also agencies like...**

INTERV. 1:48 nice. Have you ever used the Facebook page Kamer in Utrecht?

Unknown Speaker 14 1:53 Yes. **Okay. I might have my room from there. Actually.**

INTERV. 1:58 You don't remember anymore?

Unknown Speaker 14 1:59 I don't remember. \* LAUGH\* Yeah, **it was probably posted like on three different groups. So, I don't know which one I reacted. First.**

INTERVIEWER 2:06 "I'm here I want this room". And how long did it take for you to find a house?

Unknown Speaker 14 2:14 Almost **one year**.

INTERVIEWER 2:16 Nice. welcome to the club. \*laugh\*What kind of house are you living?

Unknown Speaker 14 2:24 It's uh, yeah, **we don't call it a student house. But it's it is. We are six people. It's a very big house, but kind of small for how many people live it.**

INTERVIEWER 2:36 Yeah. And have you ever been excluded from their search of accommodation? Because you're a foreigner?

Unknown Speaker 14 2:47 **mmm Not directly. But yes, I was just not Dutch.**

INTERV. 2:52 I mean, I have another question. It's about the Have you ever like had difficulties while looking for accommodation because of the lack of the Dutch language, but in your case, you speak Dutch, but you have like, had ever like difficulties? Because I don't know. Maybe your Dutch was no, like, super perfect at the moment. Like that moment?

Unknown Speaker 14 3:13 No, **also because I think because of the like, political politically correct. behavior. No one ever told me so I will never know. But I don't was an influence. I think it was related to other factors.**

INTERVIEWER 3:31 Okay. And have you ever like felt discriminated for not being Dutch? Of course, in general.

Unknown Speaker 14 3:42 In **general, yes. Because of the no international advertisement is like always in. Yeah, a requirement to be Dutch. But I never felt the discrimination on my skin to be honest.**

INTERVIEWER 3:58 better. And have you ever felt stereotyped Here? Yes. Why?

Unknown Speaker 14 4:07 **I feel stereotyped every day when I say so. I yeah, I mean, I would say yes. And above everyone from Dutch people. They are the first ones who like stereotype you like big time?**

INTERV. 4:26 Yeah, I mean, have you ever been discriminated against your nationality or your language?

Unknown Speaker 14 4:35 No. **So they are not directly? No...**

INTERV. 4:45 Do you feel more comfortable your fellow students or compatriots? Let's say.

Unknown Speaker 14 4:53 **No, I think I feel I'm okay with people from all over. Like I actually prefer a mixed bunch of internationals, of course, being with Italian sometimes helps, especially language wise, but I don't feel less comfortable with people who are not Italian.**

INTERV. 5:15 I have the same feeling... And last but not least, did you feel safe while looking for a house regarding the scammers, the hospi situation the viewing of the house is so the situation the houses here is pretty difficult and severe. So do you feel safe?

Unknown Speaker 14 5:32 No. But there is something interesting about this question is that when the like, **the announcements are coming from a bunch of people living together, and it's like I don't know, a community or a student house, then I feel safer to apply for the room. Whenever he's coming from ambiguous profiles or just like really kind of like, price convenient places, and then you find out they don't exist. They are when the announcement are coming from people who are not really like reliable, you can tell it's a weird feeling. But sometimes you can tell and there are like many factors that actually make it feel like that. But I didn't feel all the time you're safe all the time when looking for I always had to be ready for the scam was coming**

INTERV. 6:25 in. Also there is like people having like social anxiety that has to go through the situation, of the hospis And yeah, you have to also think about that. I mean, yeah.

Unknown Speaker 14 6:38 my case, oh sorry, my case was really specific. **When I went to the hospi to the house that then I yeah, I ended up living in, I went there with no expectations at all. I had a lot of extra expectations for previous hospi I went to, and I was always like putting a lot of effort in making a good**

impression and shit. But then this time, I just went there and I had like, Okay, I don't care. Take me, I don't care. I was just myself. So yeah, there is a lot of social anxiety, I think it's like, the most influential influencing factor when you go in the hospi before people see for yourself or not. And that were actually made them choose me. I mean, they were having I maybe I can think back to one of your questions and be like, okay, they were looking for an internationally it was a need, because another guy was German. So they needed another English speaker, and not necessarily a Dutch one, to make, you know, the environment a bit more mixed. And something that I always tell to people and then I feel on my skin and always felt it is that when you are not Dutch, so like you're sort of like exotic, but people is, \*laugh\* yeah, they want you around for a certain amount of time. In my case living together was you know, kind of like thing.

INTERV. 7:58 a big deal.

Unknown Speaker 14 7:58 Yeah, because you know, when you have to deal with a person for and I figured that is not about the language, they couldn't care less about the language they are, they can speak English, it's more of a cultural need of keeping it together with people they share their nationality with. And it's directly discrimination because you realize that they don't want you because you're not Dutch. And as much as direct they can be, they will never tell you that they're not taking you because you're Dutch, but they want to keep it to themselves. It occurred to me to understand that this country is extremely internationalized by a lot of people coming up from all over the world. So as much as they're welcoming, as much as they're really welcoming. They also need and want to keep it as Dutch as possible. So and you can see this everywhere on work environment, in the housing situation, they, they really on the language especially, I mean, that is going to probably disappear if people stop speaking it and if like, it becomes such an English speaking country, so they really want to keep it together. And I understand that honestly, I changed my mind many times. I was really kind of reluctant and skeptical about it. But then I realized, okay, you know what? They're right. This country is way more welcoming than other countries. And if they don't try their best to keep it to themselves, they're going to lose it. Maybe it's a drastic view, but I see it this way. You know, I've heard from many people telling me if I am Dutch, I go to Amsterdam, and I can't order a beer in my own language anymore in the bar. And think about Italy if you have to go somewhere you cannot speak your own language in Rome in a bar because Rome is so international you can order a cappuccino in Italian because it's like only people speaking English are working in that place. How would you feel about that?

INTERVIEWER 9:54 Are you know Yeah, it's a lot of factors

Unknown Speaker 14 9:58 with being off topic. Sorry, but if oh no

INTERV. 10:00 it's really interesting No I mean I want like to people to argument

Unknown Speaker 14 10:06 Yeah

INTERV. 10:07 no I get it....So, thank you so much for answering to the questions...

## 15) Fifteenth speaker

INTERV. 0:00 Okay, so welcome to my thesis interview. As I said, I'm going to ask you to into one question about the perception of inclusion for international students, and how it can affect the research of a house or room for a student. And so first of all, what is your age?

Unknown Speaker 15 0:21 I'm 25.

INTERV. 0:22 Oh, you're 25. What is your gender?

SPEAKER: I'm a female.

INTERV. 0:27 Okay. And what is your nationality?

Unknown Speaker 15 0:31 Well, I'm Russian. I'm Armenian, but I was born and raised in Russia.

INTERV. 0:37 nice, you have both things. And What languages do you speak?

Unknown Speaker 15 0:43 I can speak English, Russian, Armenian and a bit of Spanish.

INTERV. 0:48 Okay. Where do you live?

Unknown Speaker 15 0:52 I'm live in the Hilversum. So, it's nearby Utrecht.

INTERV. 0:55 Okay. Yeah. How long have you been living in the Netherlands?

Unknown Speaker 15 1:01 Oh, almost five years?

INTERV. 1:04 Wow. It's a lot of time. Yeah, it's. And do you live alone?

INTERV. 1:10 yeah. So, you don't have like international housemates? Or Dutch people like living with you?

Unknown Speaker 15 1:16 I do have I do have because we're renting the rooms. Also, I do have Dutch people like living nearby me.

INTERV. 1:24 All the Dutch people or international people?

Unknown Speaker 15 1:27 also, international people too, as well.

INTERV. 1:29 Okay. And how did you find your accommodation?

Unknown Speaker 1:35 Like they have like a local website and app to its Marketplace.

INTERV. 1:43 Okay,

Unknown Speaker 15 1:44 so I found there like the room renting and we found this place and we loved it. So...

INTERV. 1:52 nice. And what are their like, kind of platform you used to find your house or room?

Unknown Speaker 15 2:00 So it's KAMERNET? I think it's like the most popular ones. Kamernet, Market place something like, huur living.? And I forgot, like, but this is like three the most popular ones? Yeah.

INTERV. 2:22 Ok., have you ever used the Facebook page Kamer in Utrecht?

Unknown Speaker 15 2:26 No, I do. Because I actually, like stop using Facebook. As far as I do, take a look there.

INTERV. 2:33 Okay. And how long did it take for you to find a house? Or room.

Unknown Speaker 15 2:38 at least like three months if you have to have like to find something? Okay, you know, like, so he's just going to like, meet all your, like, financial part thing. Like also like how, like, how long you should travel and everything. So yeah, yeah, like for a perfect match.

INTERV. 2:57 Yeah. And what kind of a house are you living?

Unknown Speaker 15 3:02 So it's a private house. So basically, basically, like, I'm living with my landlady. And she's just like renting some rooms that she has, like....

INTERV. 3:12 okay. And have you ever been excluded from the research of house? Because foreigner?

Unknown Speaker 15 3:21 I would say like, it's much harder to find a house or because like, they do asking, like for people who can at least like speak Dutch? So I think you know, it's a bit hard. Yeah. And then it's also because like most of the rentals, like, who is like giving you the right thing? Yeah. They're like, kinda like old people. And that's why most of them like not good in English. That's why they prefer more like Dutch.

INTERV. 3:52 So you add you ever, like had difficulties while looking for an accommodation Because of the Dutch language?

Unknown Speaker 15 3:58 Yes.

INTERV. 4:00 And have you ever like felt discriminated for not being Dutch? In general?

Unknown Speaker 15 4:05 of course, yes, even at work, like, they asked him like, why I'm not speaking like good Dutch, or why I'm leaving here. Like, why I'm working here in like, and I cannot like speak Dutch. Well, so. Yeah.

INTERV. 4:25 And have you ever liked, felt stereotyped, if yes Why?

Unknown Speaker 15 4:31 The stereotype about my nationality?

INTERV: Yeah, by your nationality...

Unknown Speaker 15 4:35 was like in a joking way. But my, like, teachers at university when they know that, like, I'm Russian. They always want to see me with a bottle of water. It always says, oh, do you have a vodka there? I was like, Yeah, of course. And I have a gun in my bag. You know, like you want to see like,

INTERV. 4:57 nooo, that is bad.

Unknown Speaker 4:58 I'm trying to joke too, but sometimes It's really annoying, you know, one day, all the time like repeat. It's like, no...

INTERV. 5:04 don't worry we have mafia in Italia Yes, sir. Yeah, it's like criminals everywhere. \*laughing \*I mean, like, of course. And have you ever like being discriminated for your nationality or for your national? You said yes. Also, for your language?

Unknown Speaker 5:25 I will say like, Dutch people, they, when they hear that you can speak in like, when you're speaking different language, they kinda like, give them like, a distant , you know, like you because they, of course they don't understand like what I'm saying. But most of the time, I'm not like trying to speak in different language. So I'm trying to speak all the time, like in English, so everybody can because I don't like that thing. You know, when I can speak, for example, in the Russian, but everybody don't understand me. It's kind of all you like, I can say something in Russian, but I immediately like translate to them. So, they're not going to feel excluded. You know, like, I don't, because I know how it feels. And I don't want them to feel the same like me. No.

INTERV. 6:09 like they say in Russian , KANIESHNA.

Unknown Speaker 15 6:10 Yeah. Oh, you know what This means.

INTERV. 6:14 Yes, "sure".

Unknown Speaker 15 6:15 Yeah.

Unknown Speaker 15 6:16 Okay. That's cool. \* laughing\*

INTERV. 6:18 Yeah, no, I study like Russian for like, almost one year, like, on and off like months. But then was like, too difficult for me. So, I decided to like to study Dutch. Oh,

Unknown Speaker 15 6:30 yeah. I can understand that. Yeah.

INTERV. 6:32 And now like, I don't know, it's like, If I can ask you? Do you feel like more discriminated for the things that are happening? Like now, you Russia. And I know that you're like super tolerant, but you feel like you can understand like them. stereotyping or discriminating you?

Unknown Speaker 15 6:51 Yeah, I do feel something. But I know how to like, because lots of people asking me like what's happening there. Because like, they're like, is better to asked me then to hear the news. And I feel like, don't ask me. I don't know. Like, what's happening.

Unknown Speaker 15 7:09 I don't live there I don't know what is happening.

INTERV. 7:13 I mean, like, yes, it's such a hard situation.

Unknown Speaker1 15 7:16 It is.

Unknown Speaker 15 7:17 And I do understand, like, I totally agree with Russia on the fault. Of course.

INTERV. 7:24 yes ...And do you feel more comfortable with your fellow citizens or compatriots? You know, like, people from your same country?

Unknown Speaker 15 7:35 Actually, no, I'm okay. Because like, I'm super, like, talkative and friendly. I can talk with anybody. Like, I like I don't feel something like, oh my god, they're not Russians. Oh, my God. That's bad.

INTERV. 7:48 No, I mean, there's people like that saying that. That they feel more comfortable with your they're like, compatriots, because they speak the same language. You know, like, there is like people saying I feel like more comfortable. But still, I like to I have like international. Like friends.

Unknown Speaker 15 8:08 of course, yeah. Just some of your feelings and words you can more express in your own language because you're Native in your language.

INTERV. 8:17 Yeah.

Unknown Speaker 15 8:17 So it's sometimes hard to

Unknown Speaker 15 8:19 it's hard.

Unknown Speaker 15 8:20 to say it in English and like, you understand me like, you know, like, it's hard. But of course, when you talk in your own language, it's more easier to understand. Like you're matching to each other like a in international people. Yeah, it's difficult.

INTERV. 8:38 Yes, it is. Okay. And last but not least, you feel safe, like while looking for a house since there are a lot of scammers like fraud. And there's also things that like viewings or hospis, you know, you'll be like get invited from people

Unknown Speaker 15 8:57 actually, like all these years like when I was looking for the place I was okay I never have been scammed. Thanks God \* laughing\* like but it's because like most of the websites, they're asking for money you to pay so most of the scammers they're not going to pay of course, because you have to pay like an like a premium account or something. Basic account so you so you could like message to our landlord or landlady.

INTERV. 9:22 Yes.

Unknown Speaker 15 9:23 So I think it's a bit more safer to get a scam.

INTERV. 9:29 Okay, that's the 21 questions thank you so much