

Finnish Immigration Service strategy 2021



Vision

From immigration to citizenship;
building a strong and secure Finland.

Goals

- Focus on the customer
- More effective operations
- Improved preparedness
- Great work place

Values

- Innovation
- Responsibility
- Influence



We are a brave innovator

We react quicker to changes in our operational environment. We improve our skills, are not afraid to try new ways of doing things and learn together while trusting each other. We see changes as possibilities and can change and adapt our operations quicker than before.

We act responsibly

All employees are responsible for our results and the well-being of the work community. We take pride in our work, appreciate our customers and fellow employees and take responsibility for our actions. For our clients, this means that it is easy to handle matters at the Finnish Immigration Service and that the decision-making process is straightforward.

We are an influencer in our networks

We are a trusted specialist and an active partner in the networks within immigration. We share our knowledge and learn from others. We understand the meaning of our work for society as a whole.

Values

- Innovation
- Responsibility
- Influence

We focus on the customer and make it easy for our customers to handle matters

We are increasing the degree of self-service and are helping our customers use our services correctly on their own.

We are focusing on the customer and are concentrating our services in our e-service.

We are not afraid to try new service channels and tailor our communication for different purposes to an even higher degree.

We use proactive and open communication to build trust for our operations and increase the feeling of security.



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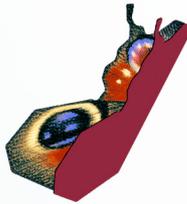
We continuously work to make our operations more effective

We automatise our operations by making the UMA system a part of all search processes. The e-service, automatisisation and digitalisation guide and speed up the process for the customer.

We start using more effective operations models. We use different tools for communication effectively and purposefully. We actively put forward proposals for solving cross-governmental road blocks, questions of authority and legislation.

The quality of the decision-making remains high.

We carry out the reception operations in an overall durable way when it comes to costs.



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We develop the consistency of the decision-making in a growing agency that has a flexible work environment.

We create national and international networks and are an active participant in them.

We develop our operations and processes to be more cost-effective and economical.



We have an improved preparedness to act in changing situations

We proactively produce information to support the discussion about immigration and the decision-making. We improve the production of information in support for leading as well as the analytic processes.

We take into account the effects of our operational environment. We include these and the demands they cause when preparing our budget and the use of appropriations.

We make sure that we have sufficient resources to notice factors of change that affect our operations and control even a prolonged crisis situation.

Together with different interest groups, we improve the large-scale control of immigration to Finland.

If need be, we quickly change and adapt our operations according to the situation.

We communicate more actively and in a more planned way in changing situations, especially within the work community.



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The Finnish Immigration Service is good and popular workplace

We improve leading and make it objective-oriented and inspiring. We encourage our leaders to communicate clearly and lead the way, offer training to the work community, promote innovation and treat employees as individuals.

We recruit and train our employees based on our values. We make sure that we are capable of changing and adapting our operations according to different situations. We train our specialists to be flexible digital workers who are skilled at leading themselves and know how to communicate with the work community and work in networks.



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We create a physical, social and digital work environment that supports health and learning, flexible work arrangements and a sense of community.

We use fair rewards to motivate our employees and develop a culture of rewarding based on our values.

In changing situations, we take our responsibility as a good employer and make sure that job satisfaction remains high.



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