



## OUTPUT 1

Identification of skill and gaps of target migrants related to: language competences, entrepreneurial spirit/competences, Digital basic skills applied in creative/cultural sector.

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# IO1/A2

NATIONAL ANALYSIS REPORT



## Erasmus+

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## The methodology

After realizing the national translation into Italian, the 5 questionnaires were administered to migrant people, local social workers and stakeholders. The social workers are mostly employed in Arnera and working with migrants in the reception system managed by the cooperative.

The administration took place mostly through direct contact.

The 3 questionnaires for **migrants**, like the ones for the social workers, were delivered to people included in the Italian first and second reception system (CAS and SPRAR), asylum seekers, refugees and first or second generation permanent foreigners living in Italy. The questionnaire for **social workers** was delivered to professionals working with migrants (asylum seekers reception system operators, researchers, psychologists, nurses, language teachers, intercultural mediators and volunteers). The **stakeholder** questionnaire was administered to voluntary associations, vocational training centers and reception centers.

The questionnaires were a bit complicated and difficult to understand for some migrants who pointed out that the questions were too many and sometimes they didn't understand well their meanings. The presence of workers helped the understanding of the questionnaires, but there were some difficulties.

In particular the workers had a lot of problems to administrate the entrepreneurial skills questionnaire to the migrants. It was considered too complicated and, probably, the levels of knowledge and integration with the culture and the society requested were too high for the migrants that Arnera hosts. For all these reasons there is just one questionnaire of that kind.

The pre-established numerical sample was 24 responses for the 3 questionnaires for migrants, 10 responses for that one addressed to social workers and 3/4 responses for the stakeholders' survey. Finally the **answers** obtained were:

<b>Migrants Digital Skills</b>	<b>Migrants Language Skills</b>	<b>Migrants Entrepreneurial Skills</b>	<b>Social Workers</b>	<b>Stakeholders</b>
24/24	24/24	1/24	13/10	11/3

The responses obtained from social workers and stakeholders were numerically higher than expected. The questionnaires for migrants on language and digital skills have reached the target number, while the one on entrepreneurial skills, like it's said before, have received just one answer.

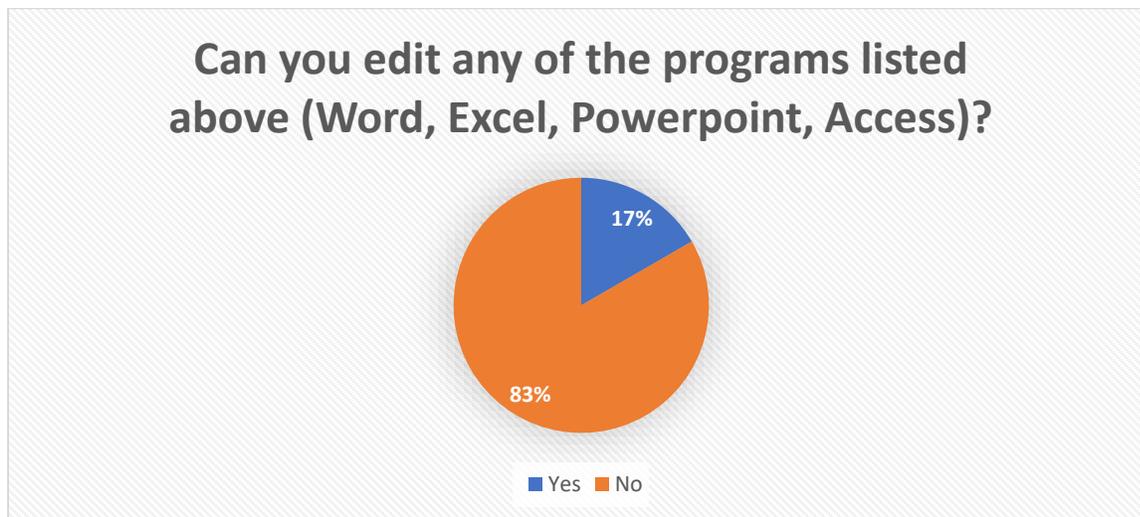
The last particularity is that all the migrants that participated to the survey are males.

## The Digital Skills Questionnaire for Migrants

All the 24 migrants replied to the questionnaire on digital skills. The average age of the sample is 25,5 years and their educational level is mid-low, ranging from no degree to secondary school.

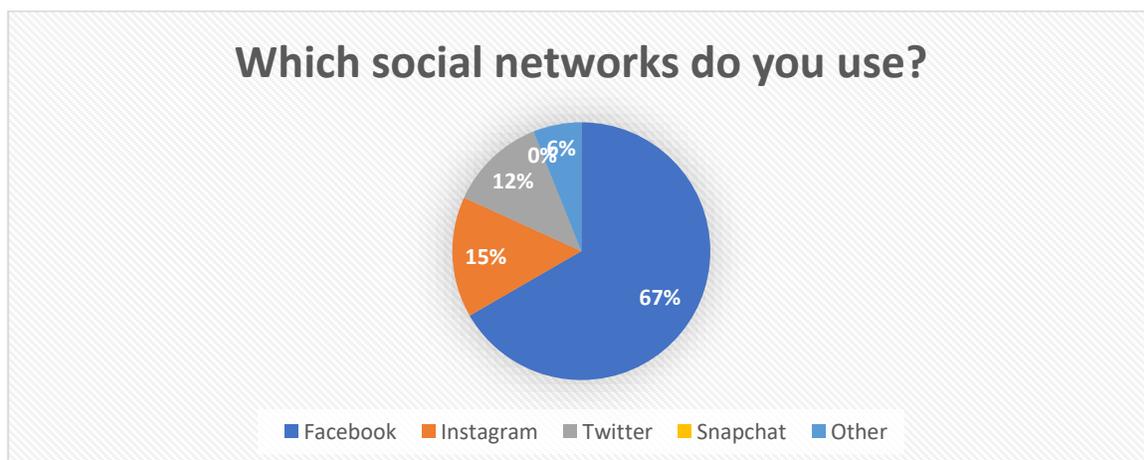
Most of them use the smartphone with the Android system or the pc with the Windows operating system.

Just a small part of them know how to use the main writing programs (Word, Excel, PowerPoint and Access) but they don't know programming languages.



Everyone has an e-mail and many know how to use it but just 1 on 3 knows how to configure it.

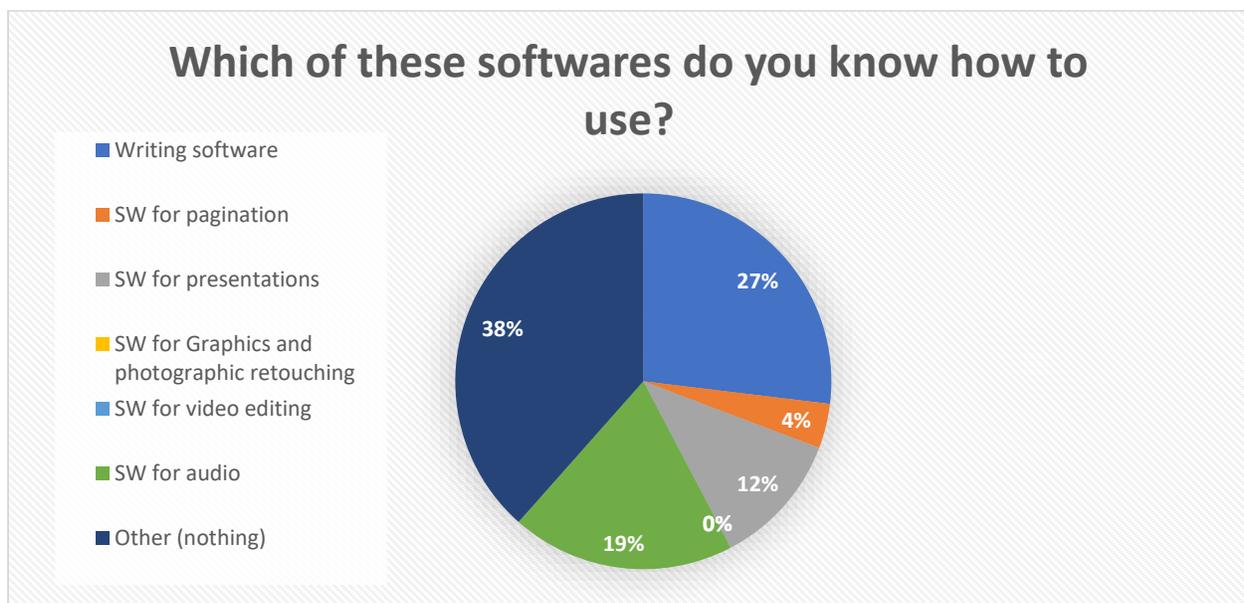
Facebook and Instagram are the mostly used social networks. Someone knows also twitter, Pinterest, foursquare and uses YouTube with the same aim of a social network.



Most of them know how to share a file but they don't know how to manage website contents.

All respondents realize independent researches on the web but not everyone knows how to archive and retrieve information from internet.

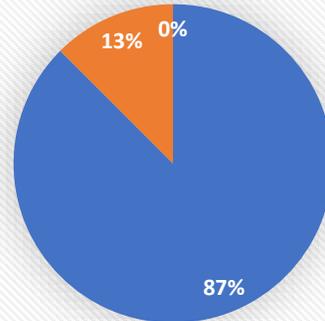
More than half of them knows how to convert files and how to use writing software, but very few migrants are able to use graphics or audiovisual programs and generally they don't know how to customize software.



Everyone knows the meaning of copyright but only 2 know what the creative common is.

Most of them know the IT security policies but they don't always apply them.

## How many posts a day do you post on social networks?



■ Less than 5 ■ Between 5 and 15 ■ More than 15

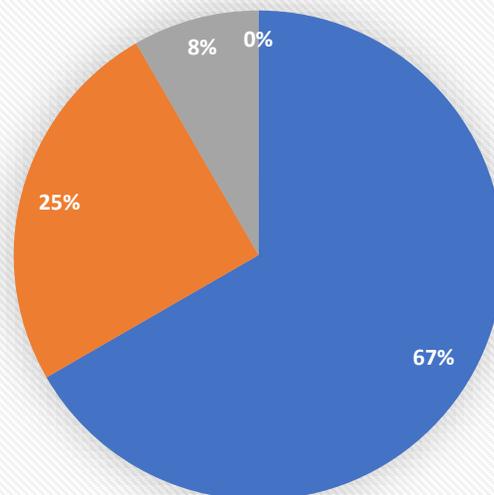
The answer to the question "How many messages (SMS, FB Messenger, Whatsapp, etc ...) did you write and/or receive between yesterday and today?" was interesting, with an average of about 30 messages a day.

## The Language Skills Questionnaire for Migrants

The questionnaire on language skills had the same sample of migrants that answered: 24 males replied. The average age of the sample is 25,5 too and the same for educational level, with a lot of people without any degree and some of them with secondary one.

Migrants have important difficulties with the written language, especially with writing and with the theme of job search, while they work better in oral comprehension, spoken language and communication interaction.

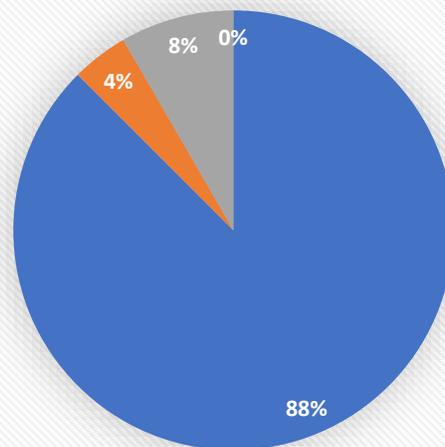
### 4. With reference to the theme of WRITING, what level do you think you have in the language of the country hosting you?



- 1. I can fill out simple forms, mainly personal data.
- 2. I can write simple texts related to direct and concrete experiences with one or more minimum sentences.
- 3. I can tell in writing what happens to me during the day and about topics related to my personal life; I can use and understand the words necessary for fluent use of language in everyday life.
- 4. I can correctly write texts of various kinds, appropriate for situation, subject, purpose, recipient; I have and I can use a good vocabulary, also made of specialized terms; I can summarize using multimedia tools if needed.

Like is written before, the level of knowledge of the language of the host country in relation to the search for a job is quite low. Probably this is due to the Italian welcoming system, that is just a first step and, for this reason, puts a particular attention to the documents and the bureaucracy and not to the personal and social integration in the hosting Country.

## 6. With reference to the topic of JOB SEARCH, what level do you think you have in the language of the country hosting you?



- 1. I need help to know where to find an ad or job offer; I need to be oriented and helped to write the curriculum; I do not know how to hold a job interview.
- 2. I know where and how to find ads and job offers; I can write the curriculum and present my main experiences in a job interview.
- 3. I know the services dedicated to work and productive activities; I have a complete curriculum; I can face a job interview, enhancing the strengths of my skills and experience.
- 4. I can appropriately manage a job interview, making the most of my skills and experiences; I have a complete and appropriate curriculum and I update it over time; I know and use the services related to work.

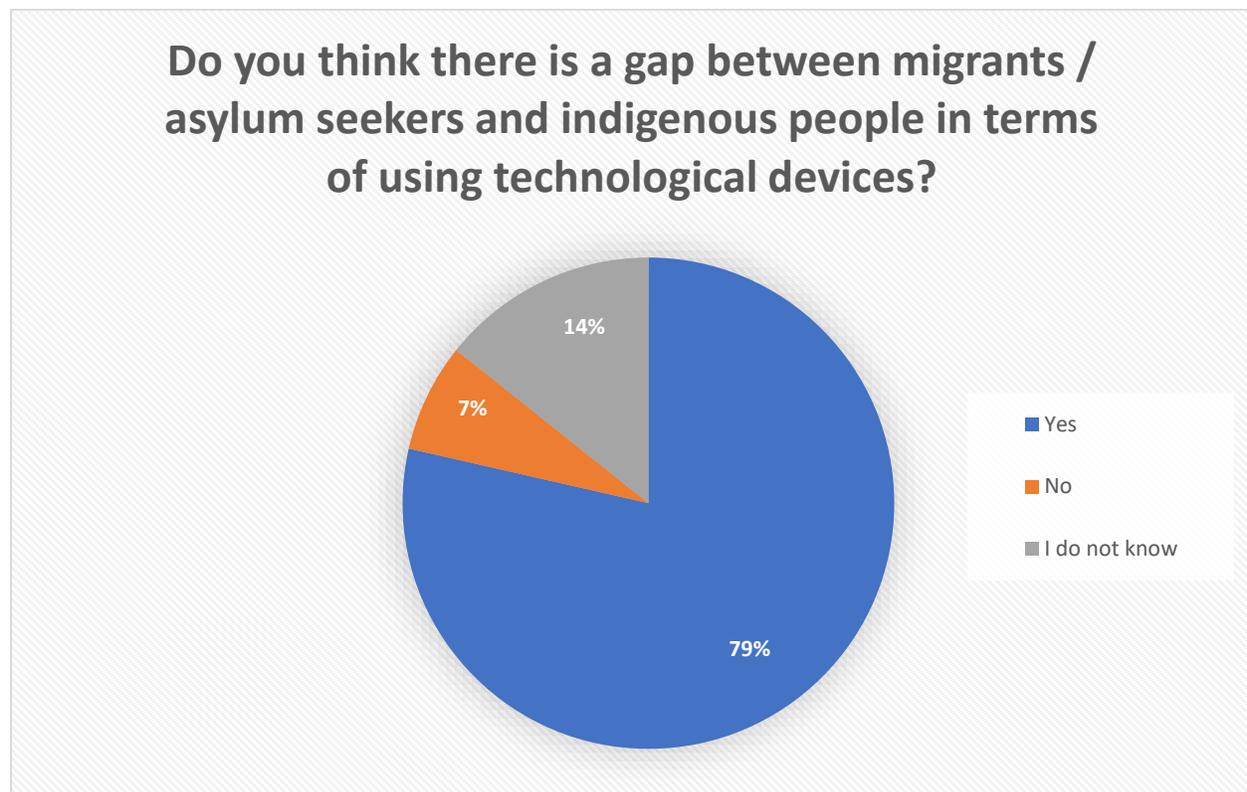
## The Entrepreneurial Skills Questionnaire for Migrants

Probably for the same reason just one migrant answered to the entrepreneurial skill questionnaire. Almost the whole group, like it's written before, didn't understand the sense of this questionnaire and refused to answer, so there is not any significant data to show and to explain.

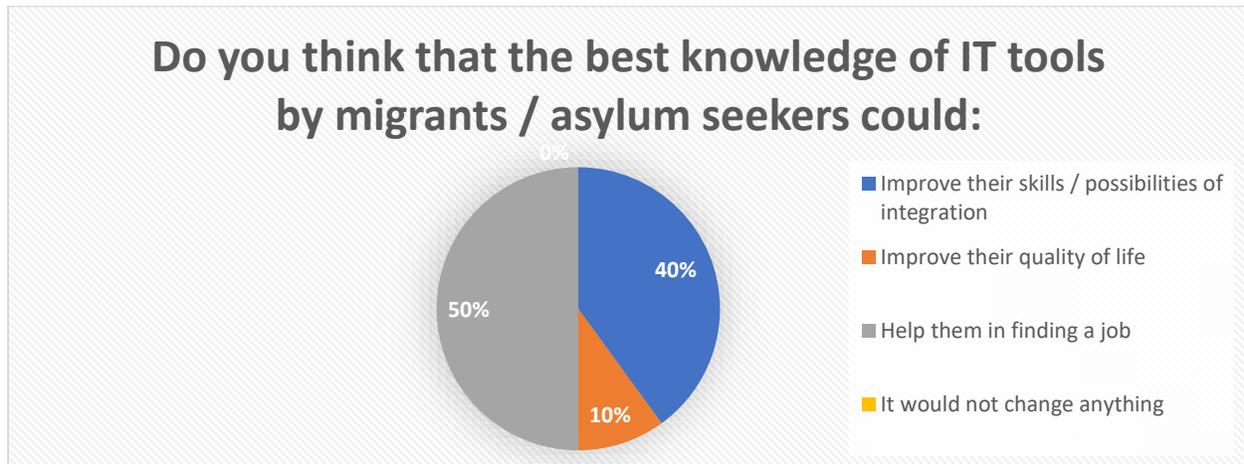
## The Questionnaire for Social Workers

The questionnaire for social workers received the replies of 7 males and 6 females professionals. The average age of the sample is 38 and the educational level of the respondents ranges from secondary school to master's degree. The average of their working experience is about 4 years, most of them realizing activities mainly in the migration sector.

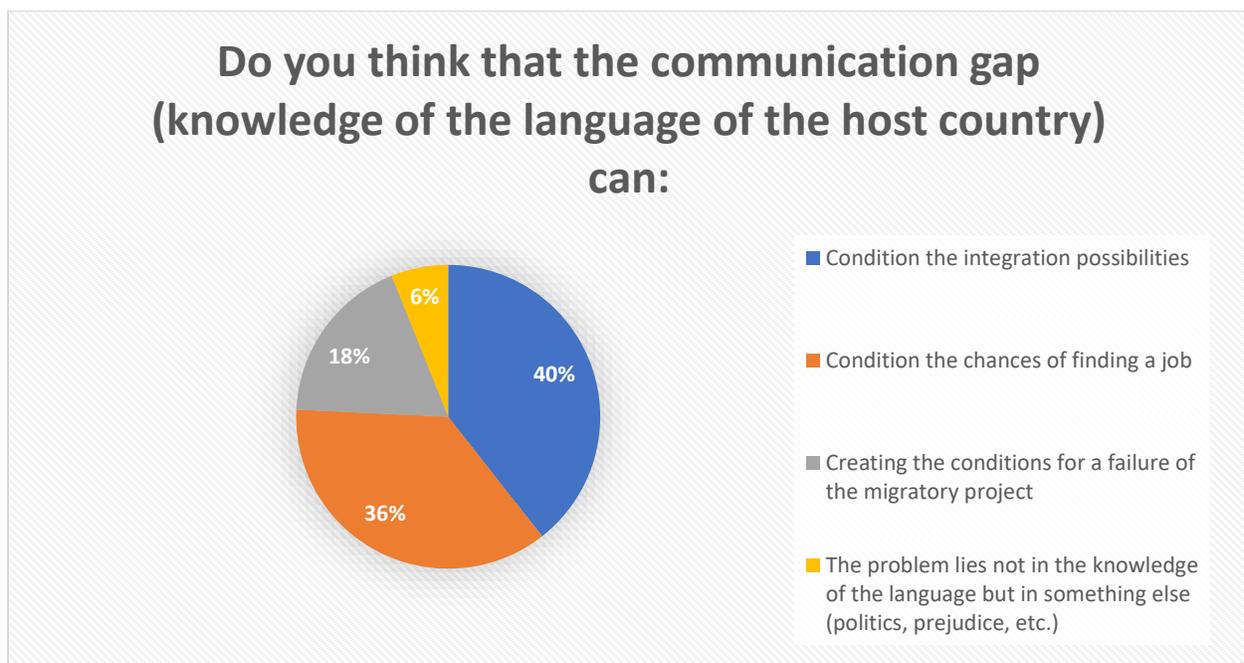
Regarding the IT tools knowledge, most of the social workers think that a gap between migrants/asylum seekers and indigenous people in terms of using technological devices exists and that the best knowledge of IT tools could above all help them in finding a job.



It's interesting to compare the answers about the knowledge of IT tools and the ones about the knowledge of Italian language. To have knowledge of IT tools allows to be more integrated and to find a job with less difficulties.



The same about the knowledge of the Italian language. Most of respondents think that the communication gap between migrants and local people can mostly condition the integration possibilities and the chances to find a job.



Having the same entrepreneurial abilities of locals, the poor knowledge of the language, the prejudice by employers and the regulatory/legislative system prevent migrants from entering the labor market.

## In your experience what is preventing migrants / asylum seekers from entering the labor market?



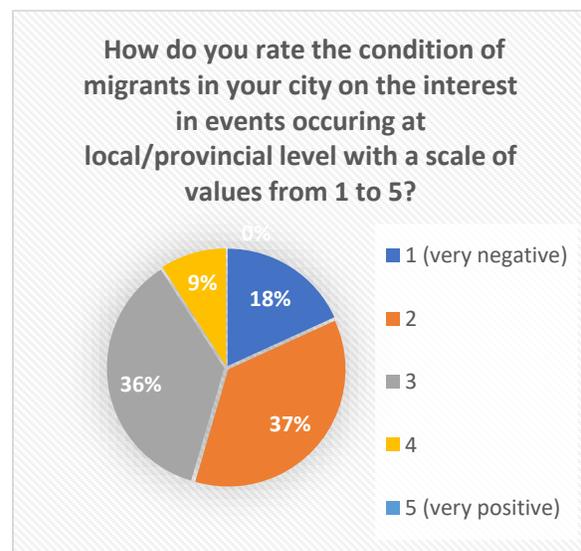
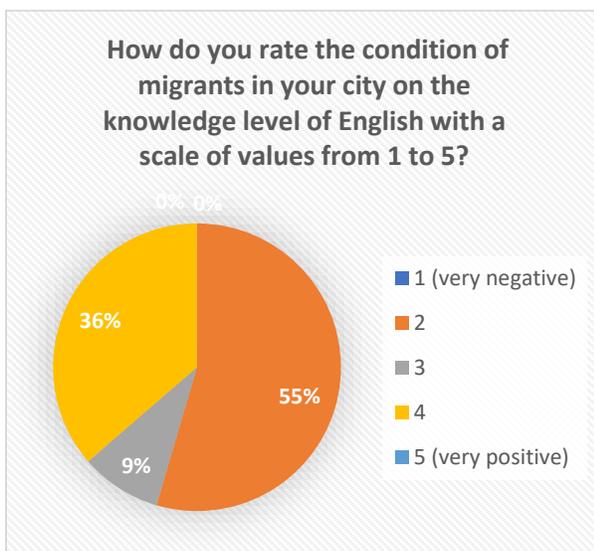
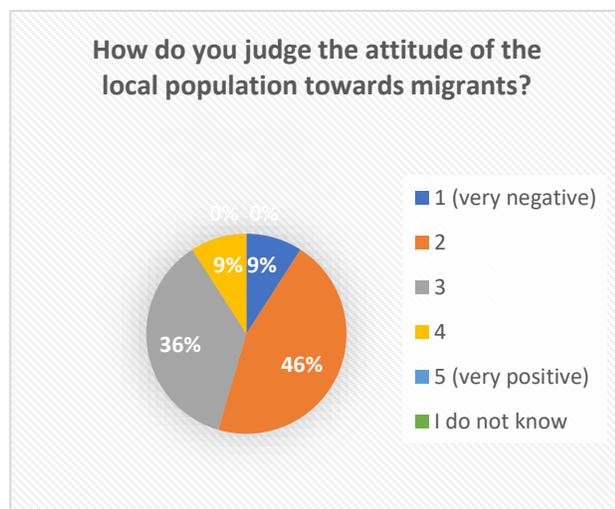
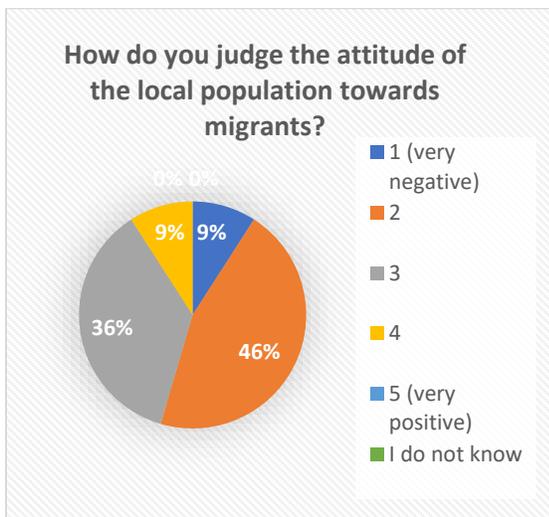
Finally, the most suggested topics on which a training could be set up in order to fill the digital gap of migrants are:

- job searches via web and application for vacancies by CV writing;
- Basic IT knowledge;
- Communication language and learning to consult main institutional sites.

## The Questionnaire for Stakeholders

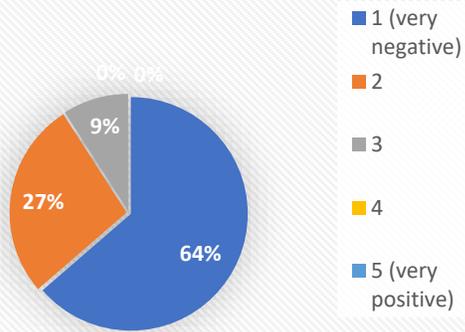
The questionnaire for stakeholders was replied by 7 male and 4 female sectorial representatives. The average age of the sample was more than 35 and the educational level of the respondents ranges up to the master's degree. They realize activities in the migration, trade and communication and other professional training fields.

The attitude of the local population, institutions (Government, Prefecture, Police) towards migrants is not so good, such as the personal linguistic skills and cultural interests of migrants on local events.

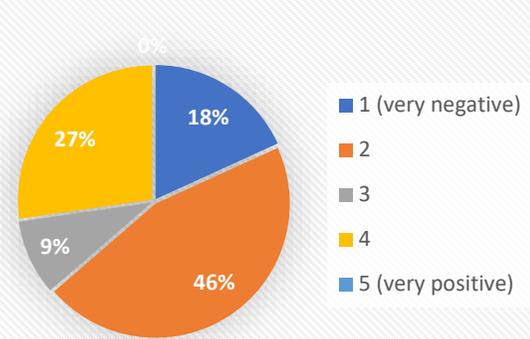


The evaluation of the social-economic inclusion and well-being of migrants is quite low.

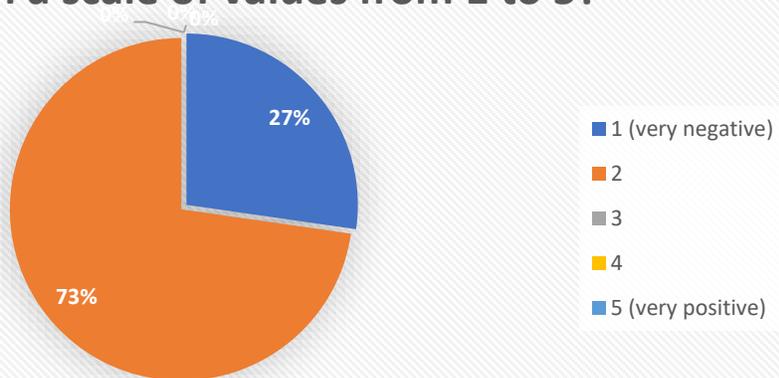
How do you rate the condition of migrants in your city on the level of economic well-being with a scale of values from 1 to 5?



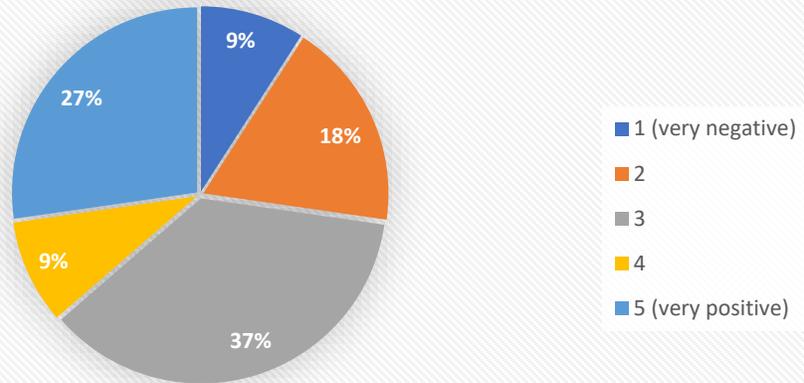
How do you rate the condition of migrants in your city on the active presence of men in the world of work with a scale of values from 1 to 5?



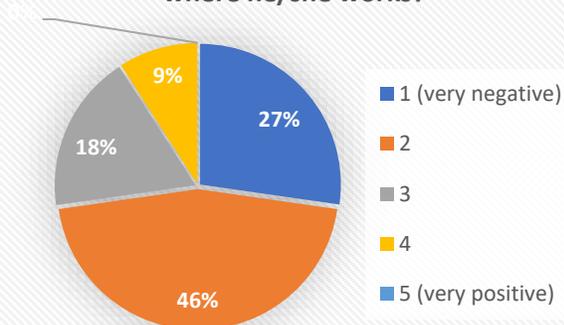
How do you rate the condition of migrants in your city on the presence/participation in trade unions with a scale of values from 1 to 5?



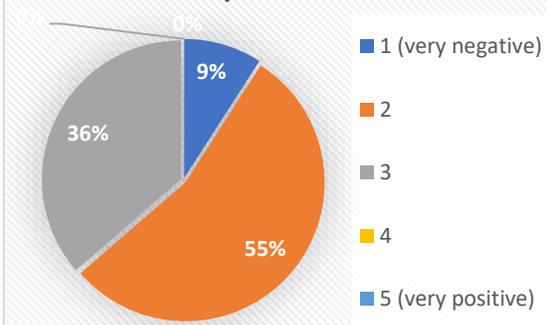
## How do you rate the condition of migrants in your city on the discrimination on work perceived by immigrants with a scale of values from 1 to 5?



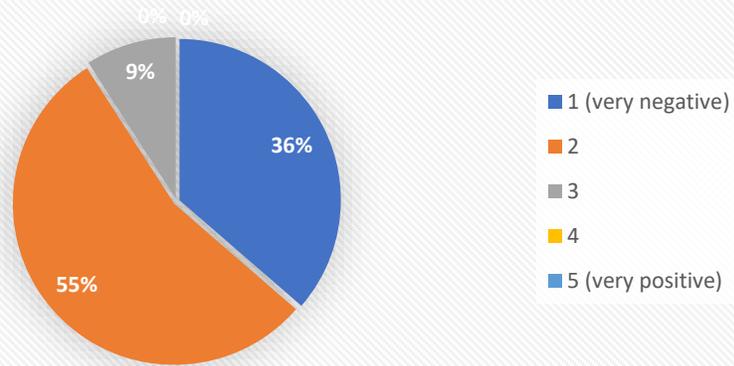
### From 1 to 5, how do you evaluate the policies for the social integration of migrants activated by the municipality where he/she works?



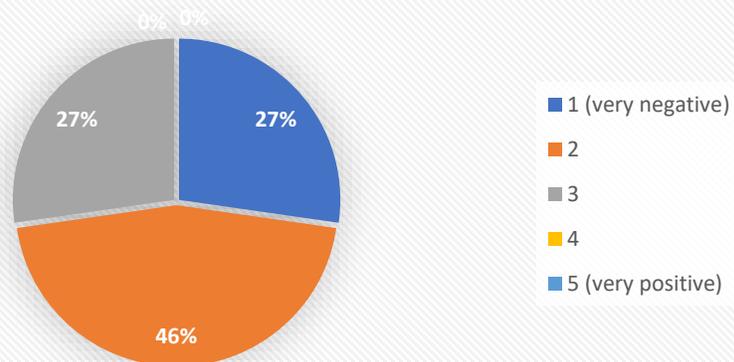
### From 1 to 5, how do you evaluate the policies for the social integration of migrants activated by the state?



**How do you rate the condition of migrants in your city on the possibility to create your own business or to carry out a freelancer job with a scale of values from 1 to 5?**



**As a whole, what is your opinion concerning the feeling of belonging to the country in which he/she lives?**



Finally the 100% of stakeholders involved in the survey agreed that if migrants could fill the linguistic and technological knowledge gap with the native population they could have greater possibility to access to the world of work.