



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 and local social workers and stakeholders. Nevertheless, many respondents preferred to fill in the questionnaire not in Italian.

The administration took place through direct contact or via e-mail, chat and social networks.

The 3 questionnaires for **migrants** 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 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:

Migrants Digital Skills	Migrants Language Skills	Migrants Entrepreneurial Skills	Social Workers	Stakeholders
21/24	26/24	17/24	16/10	5/3

The responses obtained from social workers and stakeholders were numerically higher than expected. The questionnaire for migrants on language skills has also reached a greater number than the target, while those for migrants on digital and entrepreneurial skills have received lower answers.

The Digital Skills Questionnaire for Migrants

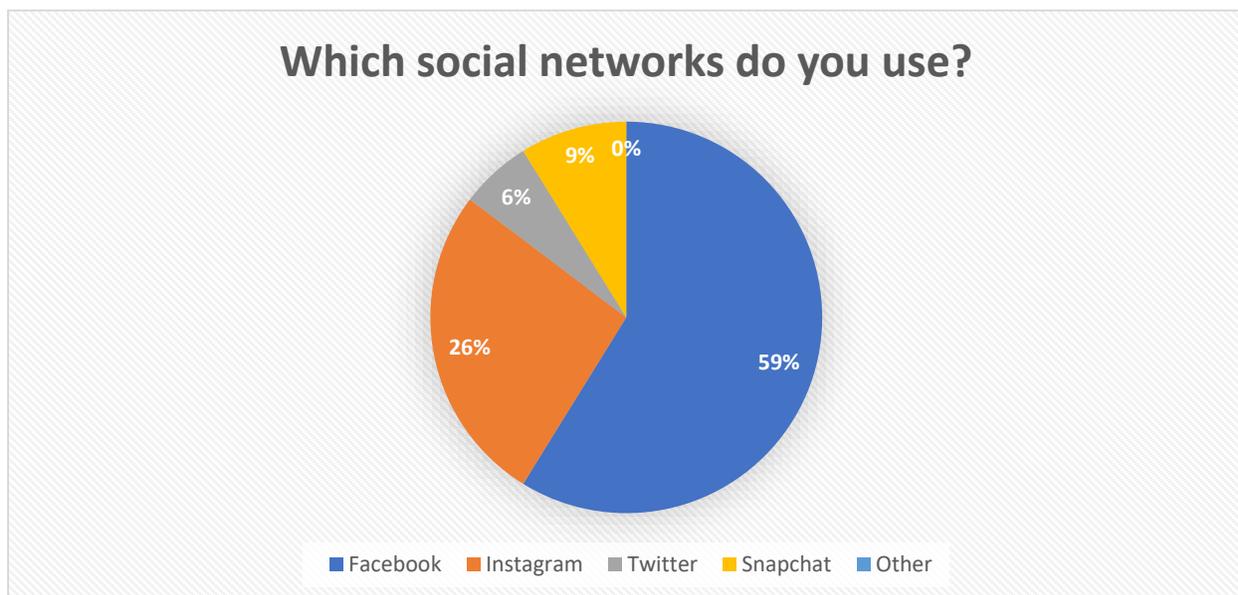
18 male and 3 female migrants replied to the questionnaire on digital skills. The average age of the sample is 28 and their educational level ranges from elementary school to university degree.

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

Many migrants 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.

Facebook and Instagram are the mostly used social networks.

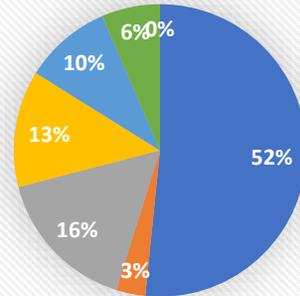


Most of them know how to share a file but they don't know how to manage website contents.

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 softwares, but very few migrants are able to use graphics or audiovisual programs and generally they don't know how to customize softwares.

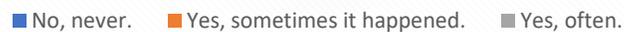
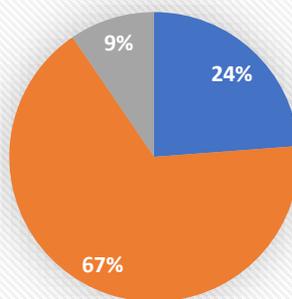
Which of these softwares do you know how to use?



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.

Do you happen to post photos of minors on Facebook or other social networks?



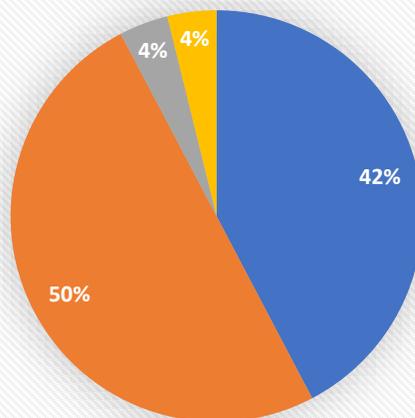
The answer to the question "How many messages (SMS, FB Messenger, Whatsapp, etc ...) did you write and/or receive between yesterday and today?" was very explanatory, with an average of almost 180 messages a day.

The Language Skills Questionnaire for Migrants

The questionnaire on language skills was the most successful among those for migrants. 22 male and 4 female migrants replied. The average age of the sample is 28 again and the educational level of the respondents ranges from elementary school to university degree.

Migrants have generally difficulties with the written language above all (comprehension and writing), while they work better in oral comprehension, spoken language and communication interaction.

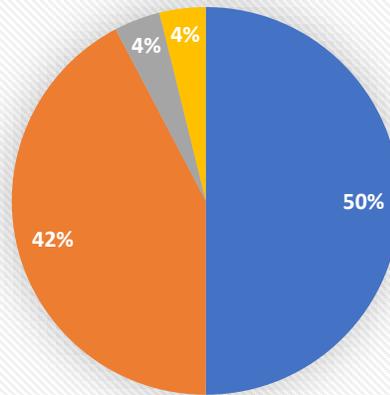
4. With reference to the theme of **WRITING**, what level do you think you have in the language of the country hosting you?



- 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.

Also the level of knowledge of the language of the host country in relation to the search for a job seems to be quite low.

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



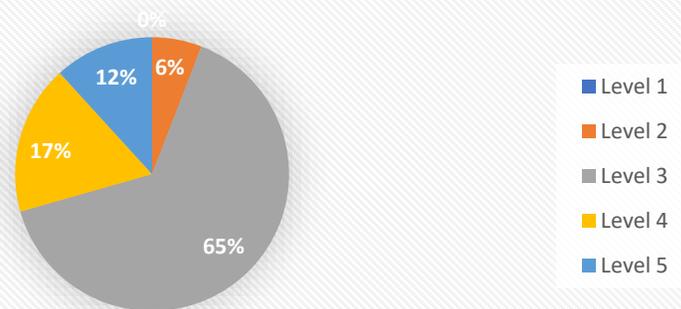
- 1. I need help to know where to find an ad or job offer; I need to be oriented and helped to write the curriculum; I do not know how to hold a job interview.
- 2. I know where and how to find ads and job offers; I can write the curriculum and present my main experiences in a job interview.
- 3. I know 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

15 male and 2 female migrants replied to the questionnaire on entrepreneurial competences. The average age of the sample is 28 and the average of their working experience is more than 8 years, developing several activities related to the restaurant, housekeeping, mechanical, agriculture, warehouse, social, financial, welding and carpentry sectors.

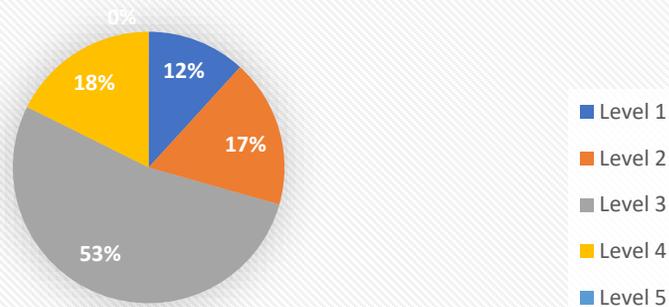
With reference to the ability to use their imagination and to identify opportunities, the migrants level is medium.

With reference to the ability to use your imagination and to identify opportunities, what level do you think you possess: I can proactively look for opportunities to address my or specific user groups' needs that have not been met

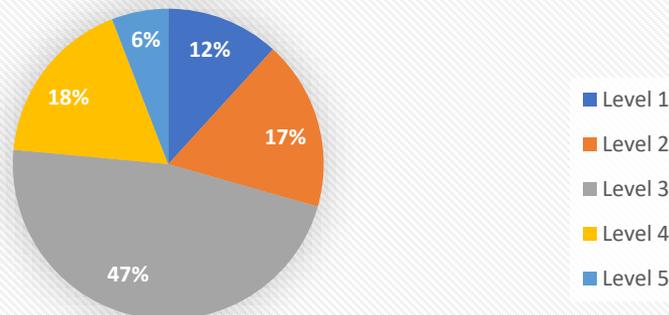


Also with reference to the ability to develop creative and purposeful ideas, work towards the vision of the future, make the most of ideas and opportunities, assess the consequences and impact of ideas, opportunities and actions, believe in themselves and keeping developing, make decisions dealing with uncertainty, ambiguity and risk, team up, learn by doing, collaborate and networking, the level is generally medium.

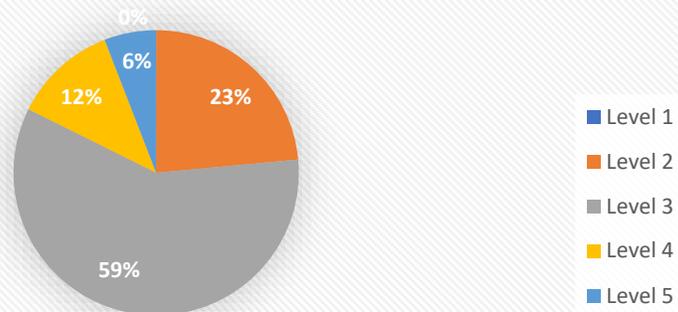
With reference to the ability to use your imagination and to identify opportunities, what level do you think you possess: I can set up processes to involve stakeholders in finding, developing and testing ideas, transforming them into solutions with basic



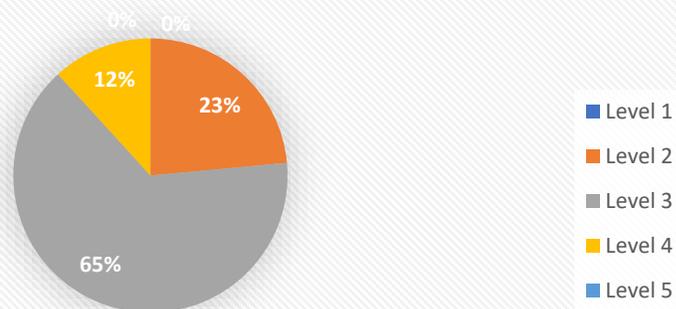
With reference to the ability to work towards your vision of the future, what level do you think you possess: I can identify different strategic visions to create value and identify the changes needed to achieve my vision



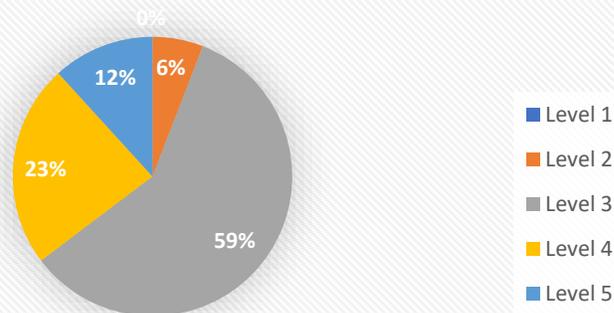
With reference to the ability to make the most of ideas and opportunities, what level do you think you possess: I can show how different groups, such as firms and institutions, create value in my community and surrounding areas



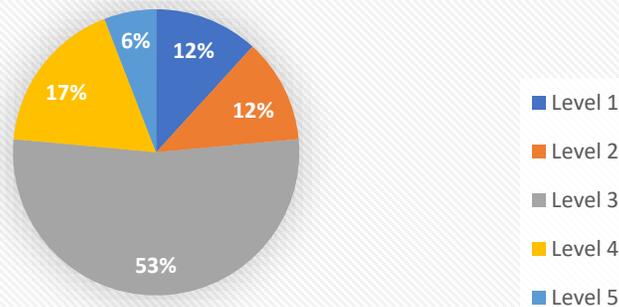
With reference to the ability to assess the consequences and impact of ideas, opportunities and actions, what level do you think you possess: I can apply ethical thinking to consumption and production processes, identifying the impact of specific choices



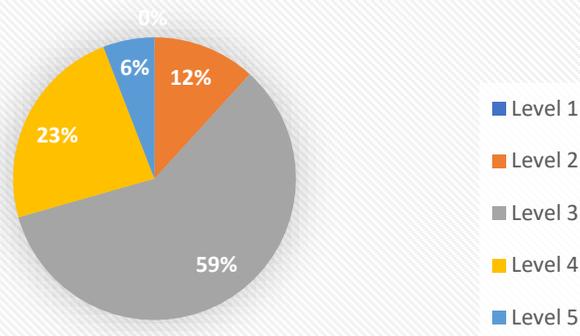
With reference to the ability to believe in yourself and keep developing, what level do you think you possess: I can design professional development strategies for my team and organisation based on a clear understanding of our strengths and weaknesses



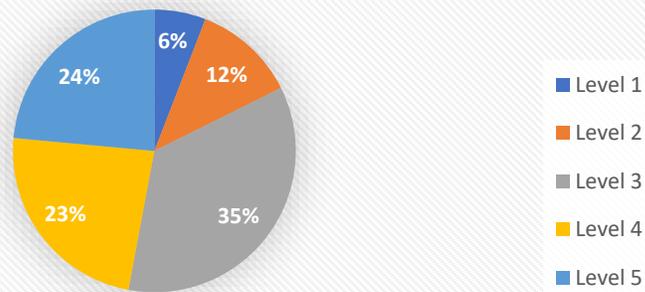
With reference to the ability to make decisions dealing with uncertainty, ambiguity and risk, what level do you think you possess: I can evaluate high-risk investments, use strategies to reduce risks and monitor data to take decisions based on sound evidence



With reference to the ability to team up, collaborate and net-work, what level do you think you possess: I can design physical and virtual spaces for team working and work with a remote team of people, contributing independently to a value-creating activi

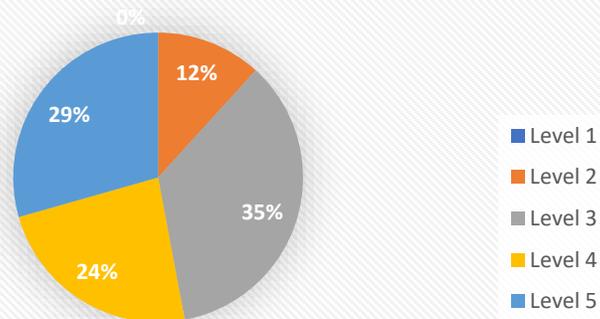


With reference to the ability to learn by doing, what level do you think you possess: I can learn lessons from monitoring and evaluation processes, as well as design and implement a strategy for my business to continue to generate value

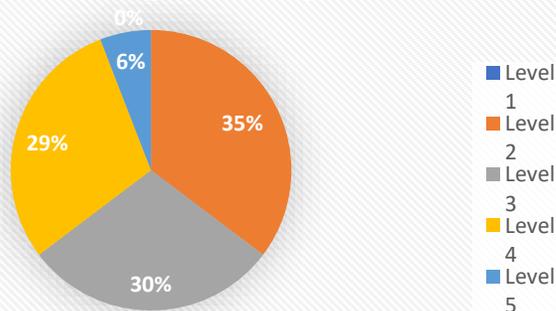


With reference to the ability to staying focused and not give up, gathering and managing the needed resources, inspiring, enthusing and getting others on board, trying, prioritizing, organising and managing, the level is generally medium-high.

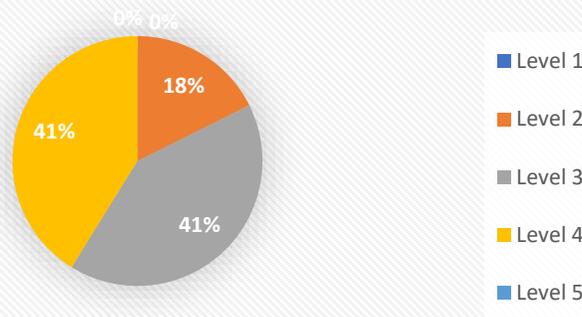
**With reference to the ability to stay focused and not give up, what level do you think you possess:
I can use strategies to stay motivated (for example, set goals, monitor performance and evaluate my progress) and keep creating value despite setbacks**



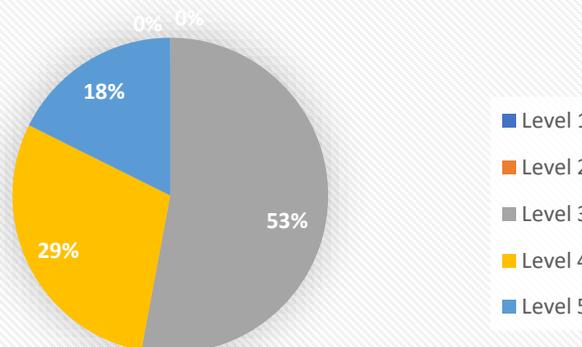
With reference to the ability to gather and manage the resources you need, what level do you think you possess: I can develop a plan to manage limited resources when setting up my value-creating activity



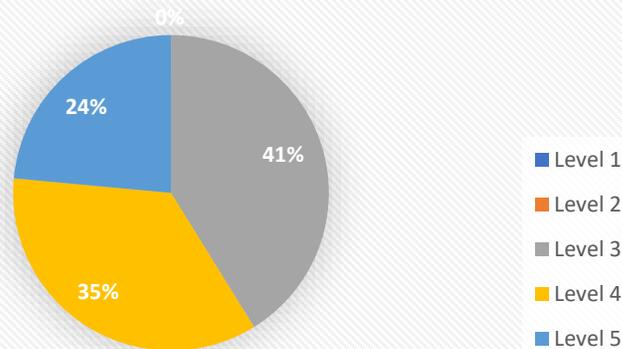
With reference to the ability to inspire, enthuse and get others on board, what level do you think you possess: I can maintain momentum with my team, partners and stakeholders in challenging situations, as well as define a communication strategy



With reference to the ability to try, what level do you think you possess: I can help and encourage others to take initiative in solving problems and creating value

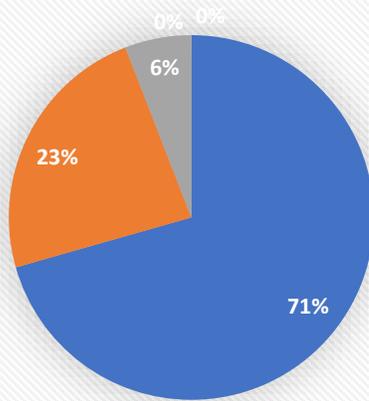


With reference to the ability to prioritize, organise and manage, what level do you think you possess: I can identify my goals, define the order of steps needed in a simple value-creating activity and carry out a simple action plan



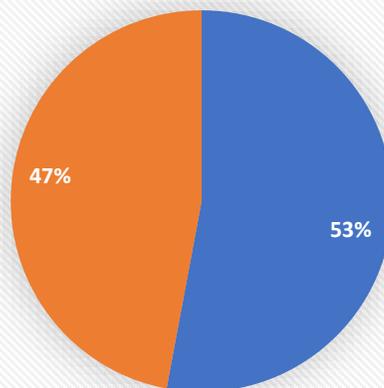
Regarding the ability to understand financial and economic concepts, is quite low for example the level of understanding the main forms of funding, but the percentage is almost half and half about the understanding of taxation logics.

With reference to understanding the main forms of funding, what level do you think you possess?



- Level 1: I can identify the main types of income for families, businesses, non-profit organisations and the state
- Level 2: I can explain that value-creating activities can take different forms (a business, a social enterprise, a non-profit organisation and so on) and can have different structures of ownership (individual company, limited company, cooperative and so on)
- Level 3: I can choose the most appropriate sources of funding to start up or expand a value-creating activity
- Level 4: I can apply for public or private business support programmes, financing schemes, public subsidies or calls for tender
- Level 5: I can judge an opportunity as a possible investor, balancing possible risks and rewards

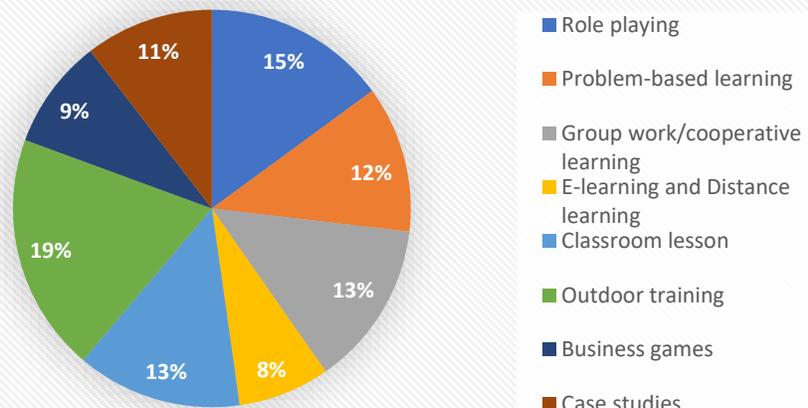
Do you understand the logics of taxation?



■ Yes ■ No

About the activities that a training course for entrepreneurial skills should include to be more effective, migrants above all prefer outdoor training, role playing, group work/cooperative learning and classroom lessons.

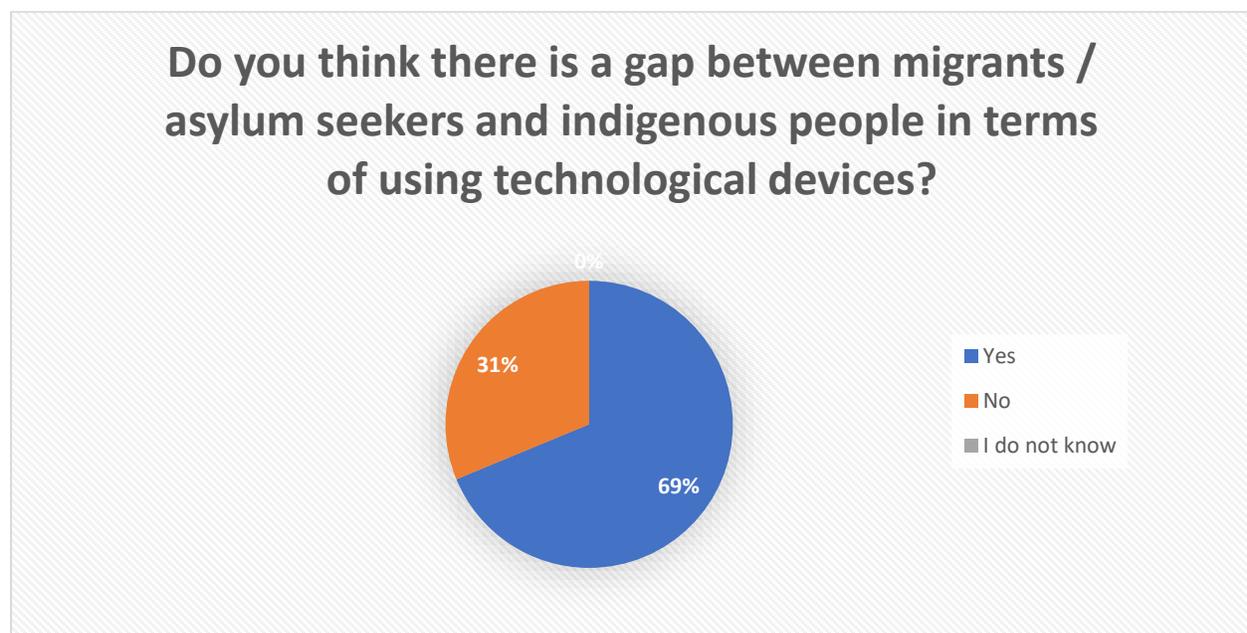
In your opinion, what kind of activities should a training course for entrepreneurial skills include to be more effective?



The Questionnaire for Social Workers

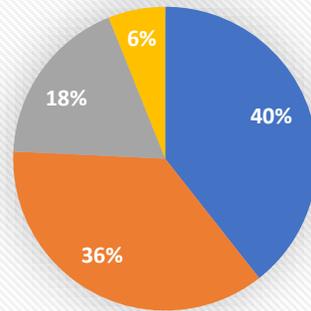
The questionnaire for social workers was the most successful in the survey. 3 male and 13 female professionals replied. The average age of the sample is 34 and the educational level of the respondents ranges from secondary school to master's degree. The average of their working experience is more than 5 years, realizing activities in the migration, culture, health, research and teaching sectors.

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.



Regarding 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.

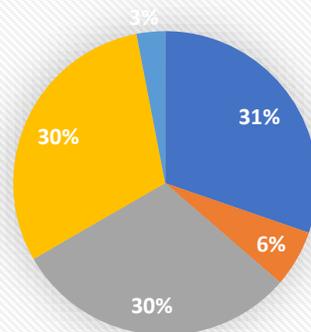
Do you think that the communication gap (knowledge of the language of the host country) can:



- Condition the integration possibilities
- Condition the chances of finding a job
- Creating the conditions for a failure of the migratory project
- The problem lies not in the knowledge of the language but in something else (politics, prejudice, etc.)

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?



- Poor knowledge of the language
- Poor knowledge of technological tools
- Prejudice by employers
- Regulatory / legislative system
- Other

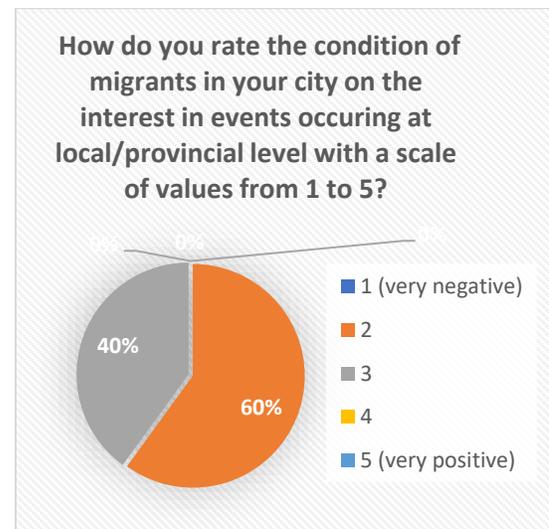
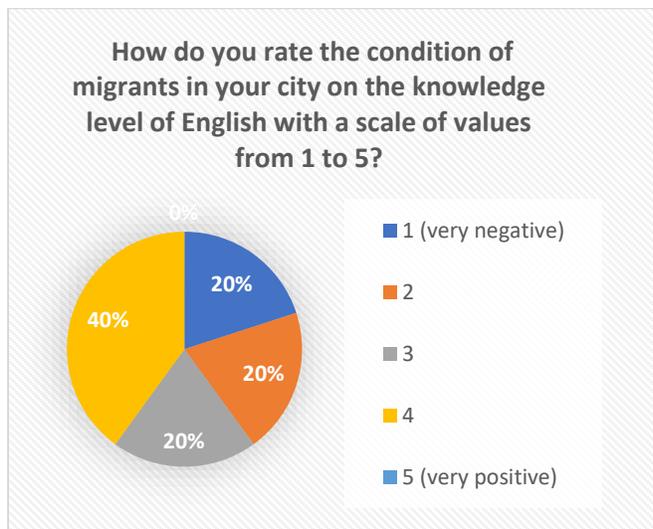
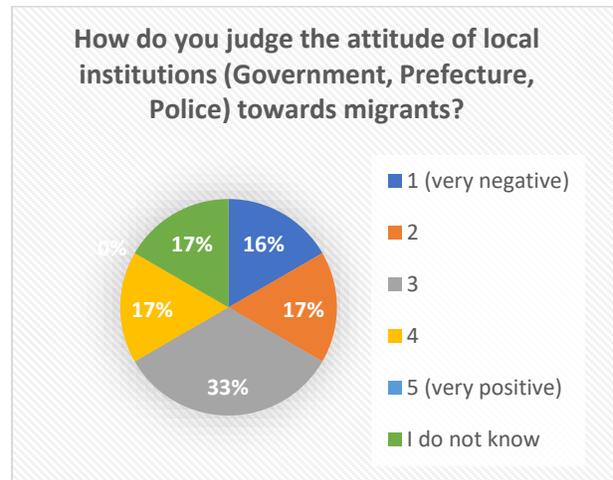
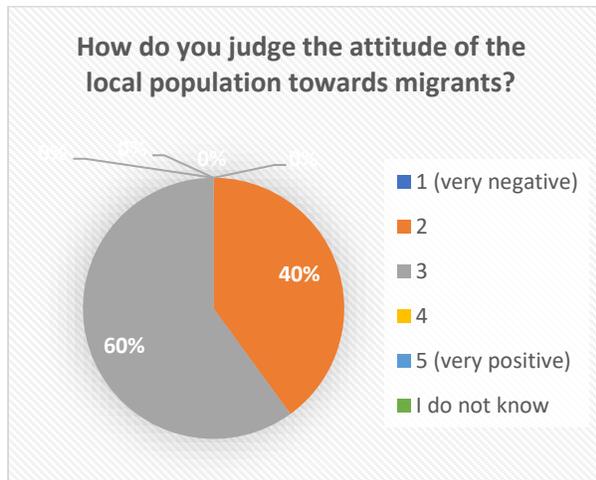
Finally, the most suggested topics on which a training could be set up in order to fill the digital gap of migrants are:

- job searches via web and application for vacancies by CV writing;
- use of e-mail (and attachments);
- IT, communication, language and content creation trainings.

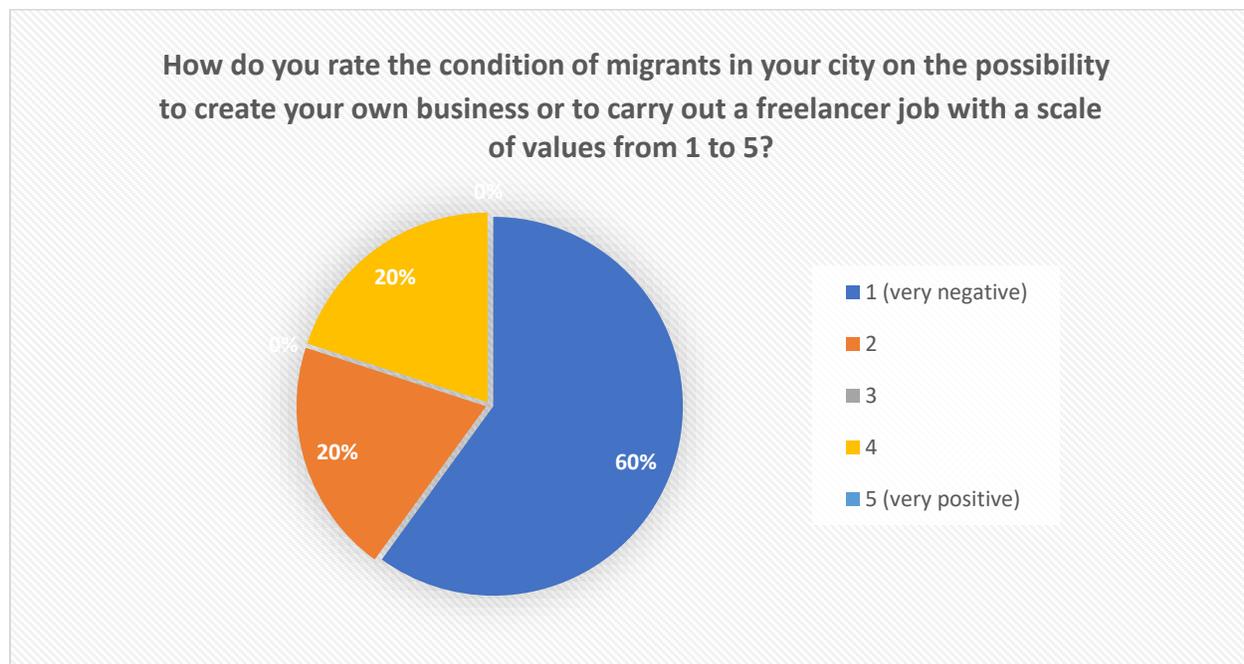
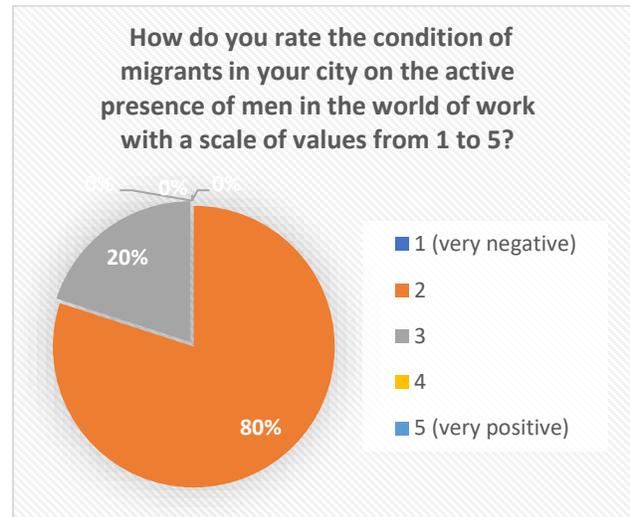
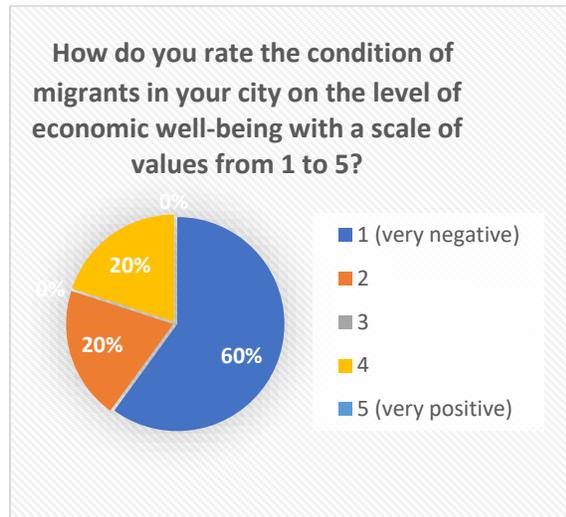
The Questionnaire for Stakeholders

The questionnaire for stakeholders was replied by 1 male and 4 female sectorial representatives. The average age of the sample is more than 35 and the educational level of the respondents ranges up to the master's degree. The average of their working experience is more than 10 years and they realize activities in the migration, trade and communication and professional training fields.

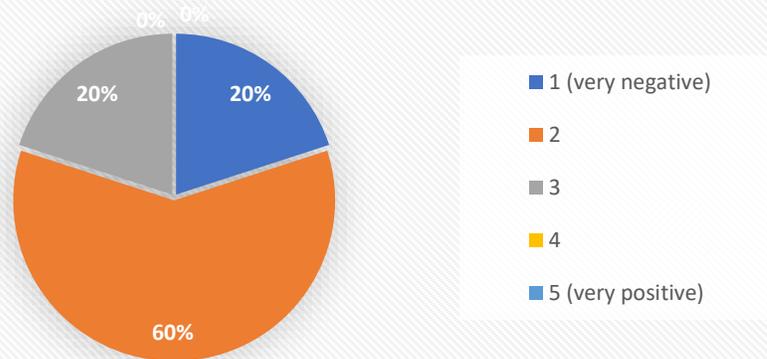
The attitude of the local population, institutions (Government, Prefecture, Police) towards migrants is not so good, such as the personal linguistic skills and cultural interests of migrants on local events.



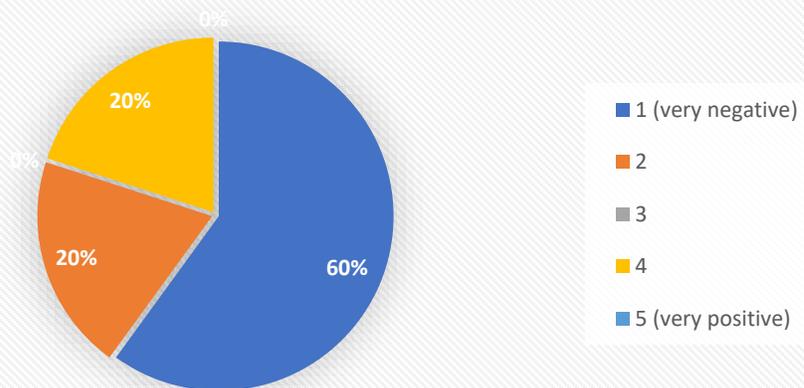
The evaluation of the social-economic inclusion and well-being of migrants is quite low.



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



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



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 job market.