



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.

Author
ARNERA

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TRANSNATIONAL ANALYSIS REPORT



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Introduction

A comparison analysis among European Countries regarding the language, digital and entrepreneurial skills of migrants and refugees and the stakeholders' point of view

The project INCREA, “Social **IN**clusion of Migrants through **CRE**ative Industries” is dedicated to support migrants/refugees and social workers in their integration process in the European societies enhancing their language and entrepreneurial skills through the exploitation of ICT tools.

Exploiting their personal cultural background, the project will develop a complete package of learning material aiming to address the lack of adequate language and employment-related skills (including digital skills) and to promote language, entrepreneurial and Digital skills learning in order to foster the entrepreneurship spirit.

The specific purpose of the proposed project is the development of training modules and activities considering the different characteristics of the individuals to support them in their integration process in the European societies enhancing language and entrepreneurial skills. In particular, INCREA will develop an innovative ICT tool – based on the methodology of Serious game – to be used in a blended-learning environment aiming in transferring knowledge toward target migrant/refugees together with a manual that fosters creative entrepreneurship exploiting personal cultural background.

The main objectives of the project are:

1. The social inclusion of new immigrants in order to increase their contribution to grow towards an innovative development creates new job opportunities in Europe in the near future.
2. The consortium intends to raise awareness about the benefits of social innovation and inclusion, along with the opportunities offered by included people with different cultures, with the aim also to leverage among the various stakeholders identified. In this respect, the project also aims to have an impact in the promotion and diffusion of the impact investing.
3. At a local level, the project will provide local participants and stakeholders with the tools and techniques to improve the processes of running and developing their operations to reach the goals.
4. At a regional level, the increased inclusion of migrants in the economic tissue will be materialized into a generalized economic growth and a diminution of social poverty.
5. At a national, European and International level, the project will influence policy and help to shape the future of social and labour inclusion as long as partners continue to learn from each other.

The group of organizations involved in the project is composed by six organizations coming from five different countries.

- Crystal Clear Soft (CCS), the Coordinator of the project, is a Grecian software development company actively researching on innovative uses of state of play technology in digital publishing, education, training and knowledge dissemination. CCS is a mainly commercial company with international presence and an impressive list of customers, especially in the publishing and corporate training sectors.
- Materahub, from Italy, is a consortium that works at the international level to supports enterprises, startups and aspiring entrepreneurs, institutions and organizations through European projects. Materahub is member of the Puglia Creativa District and part of CRESCO, the cultural and creative organizations network in Basilicata. Finally, the consortium has recently joined the NICE, the Network for Innovation in culture and creativity.
- DomSpain Consulting is a Spanish adult education organization specialized in the field of education and training, vocational studies, occupation, social and intercultural skills, languages and new technologies. It is specialized in foreign languages, computer technology and economy, and offering a wide range of courses and workshops, which can be tailored to specific needs in any form (long-term or intensive courses, online e-learning, etc.).
- UPI-LJUDSKA UNIVERZA ŽALEC is a public, non-profit institution for education and training of adults in the Savinja Valley region, Slovenia. It is specialized in diverse range of formal and non- formal education programs. Further more, it provides quality guidance and counselling services to different target groups of adults such as the unemployed, migrants, NEETs, seniors and adults in general.
- Società Cooperative Sociale Onlus ARNERA is a multi-professional association founded in 2014 that works in different districts of Tuscany and is able to cover the needs of the territory through careful analysis and implementation of appropriate strategies. ARNERA aims to create job opportunities and provide services close to the territory in a view of networking and empowerment in order to promote life quality, wellbeing and rights of citizenship.
- Coopération Bancaire pour l'Europe is a Brussels-based European Economic Interest Grouping (EEIG) funded in 1992 by a group of European Banks. CBE has 10 members from 3 European countries, including European banks and chambers of commerce, reaching a large network of banks, SMEs and economic associations from all over Europe. CBE aims to foster economic development in Europe and to contribute to the achievement of the Europe 2020 Strategy targets by providing its members and their clients with information and support to properly understand EU policies and strategies.
The project design provides to build training modules to support integration and inclusion processes of migrants in the European society, especially about language, and entrepreneurial skills, through ITC tools. The aim is to promote integration without hiding the personal background of persons that arrive in Europe running away from poverty and wars.

The Research methodology

One of the objectives for this survey is to understand what is the real target and what are the differences in that. This analysis is necessary to understand how to develop the software and the training modules, to adapt the kind of training to the base level of the target group.

The survey was conducted by the partners through three questionnaires concerning the following arguments:

- Language skills;
- Digital skills;
- Entrepreneurial competences.

These three questionnaires were addressed to adult migrants, refugees and asylum seekers. In addition, two more questionnaires were addressed to stakeholders and social workers, to collect their point of view about the needs, experiences, abilities and good practices about training in digital and linguistic skills of the migrants they work with.

The questionnaires have been addressed in paper for most of the migrants with the help of operators. Many of the migrants, in fact, were not able to understand properly the questions and were not used to this kind of questionnaires, as well as they didn't have a sufficient level of language comprehension. For these reasons they were addressed by social workers. Furthermore, in some cases they didn't answer to some questionnaires because they didn't understand the questions and the topics, particularly for the questionnaire about entrepreneurship competencies.

For instance, UPI's report, like DomSpain, underlines the difficult of filling questionnaires online by migrants and the need to be accompanied by operators in explanation of questions. They say: *"The majority of migrants who decided to fill in the questionnaire was not able to do it on themselves because they did not understand questions. It especially concerns the entrepreneurship questionnaire which can be exhausting for a person who is not used to deal with documents: sentences are long and it contains a lot of technical terms. We agree with that in all cases, educators had to provide their counselling, which resulted in much more working hours than had been previously planned"*.

Here is a summary of the number of interviews addressed by each partner:

	Digital	Language	Entrepreneurship	Social workers	Stakeholders
CCS	35	35	35	10	12
Domspain	40	40	40	13	8
UPI	46	46	46	16	0
MateraHub	21	26	17	16	5
Arnera	24	24	1	13	11
CBE	21	22	21	5	6
TOTAL	187	193	160	73	42

Even if some partner didn't reach the number agreed, the total number of questionnaire is significant for a study and to have indications about needs and topics to elaborate.

The mean ages of the groups of migrants are mainly over 30 for the groups contacted by CCS (36,5); DomSpain (37); CBE (32); UPI (about 38), while the Italian organizations recruited younger people: Arnera has the lower average age (25,5yo); Materahub is following with a mean age of 28 years old.

The educational level is proportional to the mean age of the groups: the older group has the higher level of education; the younger one has the lowest. The highest level is University and Master degree for some persons of CBE and MateraHub; the lowest is nothing for some people contacted by Arnera.

Most of the people that answered to the questionnaire were males, except for the operators, which had a majority of females.

National reports

There are differences among the samples in the Countries involved, so there are differences among the answers and the priority of arguments collected from the organizations. It seems to depend from the groups of migrants involved in the survey and from the other parameters listed in the previous chapter.

Here follows a short summary of the questionnaires administrated by each organization. After that, in the next chapter, there will be a discussion about similarities and differences emerged in the analysis of answers.

Greece – CCS

CCS has focused on the entrepreneurship questionnaire. However, issues and significant indications around language and digital gaps have a high impact on entrepreneurial skills.

Digital competencies: in general the knowledge are not so deep, but there is a good basic competence that needs to be improved. They all use digital devices, like a smartphone; most of the sample know how to use word or excel, a email and they have an account on a social network of some kind.

The 91% of the sample affirms that they are able to seek for information without help of other people and more than half of the people interviewed use the internet to be updated about their Country of origin or to contact their relatives. It's interesting, if compared to data of other samples, the number of messages posted or sent by the CCS group: the average data is 5 post a day for the social network and about 35 messages with the smartphone.

Language competencies: This section includes questions oral and writing skills, communication interaction and job searching skills.

With regards to oral comprehension of the language, 60% (21 out of 35) of the participants replied that they can only listen to conversations and summarize the main information. The answers about written comprehension and production reveal that the language understanding represent a gap that needs to be filled. Many questionnaires affirm that the comprehension is still with keywords and the expression is basic and this reflects a difficulty in finding a job and in the integration in the hosting Country. Only 12% have a complete CV and are able to deeply understand the requirements of a job interview, while 57% needs help to understand that.

Entrepreneurial competencies: 21 persons on 34 of the sample have a job in the main following fields: gardening, building and construction, baby-sitting and cleaning, with a average experience of 9 years.

The group average capacity to find spotting opportunities is medium-good, but they have a low level about problem solving abilities and in developing alternative ideas to experimenting new techniques to improve products or activities.

Most of the interviewed people have a good motivation about the vision and a positive motivation to build a better future for themselves. This high level desire decreases when they are asked to build specific plan to reach their aims. The same happens when they need to implement any strategy more complex, either about their future, or about business strategies. For instance, most of migrants have good ability to find and demonstrate examples of value-creating activities (Level of possession 3-4), but they are not able to make decisions (Level 2), while they have importantly low skills (Level 1) in developing business strategies to evaluate new activities. The levels of self-efficacy and self-awareness are high on average but, like in the previous examples, decrease in a very fast time when the people are asked to design a strategy to develop self-efficacy or to overcome weaknesses. The good level of motivation, however, remains and it can help a lot to make them reach their objectives.

Another example of this pattern can be found in the questions about ability of mobilizing resources: most of the participants possess a medium level (Level 3); however, their level decreases (level 2) when it comes to developing financial plans and defining strategies to allocate enough resources for their organization's action plan. The same about migrants' ability of planning and management. It can be concluded that most participants possess a medium level (Level 3) of prioritizing and organising. However, their level decreases rapidly (Level 1) when it comes to business planning and designing detailed professional processes of management for complex value-creating activities.

In general, this pattern repeats in a lot of different fields regarding business, team-work, planning and almost everything about professional business.

These are the main fields to work for building a training pack, together with the language improvement.

Stakeholders: the stakeholders group says that on average the migrants receive a good welcome, even if some of them live difficult situation, like house, social life, political and trade unions' participation. They evaluate neutral the situation about access to social services and school but, at the same time, they notice that there is a low level of integration. The situation, then, is very complex and sometimes contradictory.

Social workers: from their point of view there is a strong gap in the use of IT and this, in the opinion of about 1/3 of interviewed persons, reduces the chances of integration. Another 33% thinks that the most important problem is the prejudice of employers and of the population. A 25% affirms that the linguistic gap is a strong obstacle to find a good job.

In the end social workers suggested several topics on which a training course could be set up aiming in bridging the digital gap. Most popular topics are related to internet use, cybersecurity, computer programs and software (word, excel, powerpoint, social media, databases) and creating CVs. They believe that the digital gap between migrants and natives entails problems that lowers the migrants' quality of life.

Belgium – CBE-GEIE

Like CCS, the main work of CBE is on the entrepreneurship. The results of the other questionnaires are quite different from the other partners and there are some interesting topics to look at.

Digital competencies: In the Digital skills questionnaire, the mean knowledge of migrants is much higher than the other groups. 33% affirm that knows how to use a database and how it's built; most of them knows how to find and retrieve information from the internet; they have a large range of software they use; some of them says that know how to use programming language, primarily HTML, CSS and PHP. That's not usual in other organizations' questionnaires.

Language competencies: Overall the respondents have no problem with language, neither spoken, written or communication interaction, and felt comfortable managing a job interview and curricula. Probably this good level is related to the educational level of the migrants interviewed, going from secondary school to master's degree.

Entrepreneurial competencies: A group of 13 male and 9 female answered to the questionnaire on entrepreneurial skills. The average age of the sample is 35.73, and all of them replied that they are currently in training or work.

The confidence in the ability to find opportunities to help others is evenly distributed between a very low level of confidence and a fairly high level of confidence.

The same findings can also be observed in reference to the ability to:

- Recognize opportunities to create value
- Explain what makes an opportunity create value
- Proactively look for opportunities to address needs
- Describe analytical approaches
- Seizing opportunities at the right time
- Grouping different opportunities
- Spot and take advantage of opportunities to maintain an advantage
- Develop ideas
- Describe and experiment with different techniques
- Test value of solution with end users
- Set up, tailor or design new processes to involve stakeholders

We can find the same pattern of CCS questionnaires in the vision of future. The interviewed people say they have a good confidence in a better future, but they lack of ideas and instruments to build opportunities for themselves to make it real.

Some questions have answers spread in all the scales. When the questions begin to ask about abilities to organize, manage, using personal capabilities to transform ideas in concrete activities, the average level of self confidence becomes immediately low, expressing difficulties in this important passage.

For instance, it can be observed widespread answers when the questionnaire takes a more personal turn and asks about the personal preferences of the respondents. For instance, in reference to the ability to believe in themselves and keep developing, or in ability to find individual strengths and weaknesses, or in ability to utilize the strengths and weaknesses of a team to the fullest and to influence people and situations.

The low level of self-confidence, instead, appears in questions like “ability to try”, “ability to prioritize, organize and manage”, “ability to make decisions dealing with uncertainty, ambiguity and risks”, “ability to learn by doing” and other questions, involving the abilities of concretization of ideas and risk management. In general, the group splits in two main parts going from low to high level of self-confidence.

A little bit better is the ability to work in team and to build team.

Stakeholders: For the most of topics the attitudes are mainly neutral, or widespread towards migrants. So, the attitude of population is mainly neutral and positive, while the political authorities one is spread over all the possible positions. The same happens regarding the access to social services, the access to school, while the participation in political parties, trade unions and associations is mostly negative.

The integration level of immigrants is considered among the respondents to be fairly neutral, but with a more negative than positive attitude. The attitude towards policies activated by the State is spread all over the scale.

In the end there is a unanimous consensus that migrants would have greater possibility to access to the labor market if the technological and linguistic knowledge gap with the native population could be filled.

Social workers: Five social worker answered to the questionnaire so it's not significant by statistical point of view, but we can receive some points to focus on.

While the majority of the respondents say there is no gap between migrants and indigenous in term of using technological devices, 40% believe there is. In their experience this is due to a poor knowledge of IT tools as well as a simplistic use of the tools.

By improving this, the migrants could improve their possibilities of integration as well as improve the chances of finding a job. The same goes for the ability to use social networks, operating systems, browsers etc.

The communication gap can condition integration, job search and possibly create conditions that cause the migratory project to fail. It's interesting to notice that they find that migrants and asylum seekers have mostly the same entrepreneurial ability as natives, but fewer possibilities.

According to then, migrants are prevented from entering the labor market by poor knowledge of the language and technological tools, as well as prejudice by employers.

The social workers think that migrants can be helped by courses in how to use a computer and basic software like Word, Excel, browsers etc., as well as linguistic training.

Conclusions

The digital skill level, in opposite to the other groups, is not is at a so basic level; in addition some respondents even had knowledge on programming languages.

The respondents say they have a strong mastery of the local language.

While the respondents express knowledge of their own strengths and weaknesses and future visions, they also say that they don't actually know how to enter the job market or how to be an entrepreneur.

The social workers respond that migrants are generally facing negative opinions and attitudes and other social challenges. They also believe that a lack of technological and linguistic skill prevents this from changing.

The stakeholders report that the conditions for access and participation for migrants are generally negative. Negative opinions are considered to be widespread. Every stakeholder believes that this would change by closing the technological and linguistic knowledge gap.

Italy – MateraHub

Materahub and Arnera have the younger sample of migrants. The average age of the answering people for MateraHub is 28. They are 18 male and 3 female. They have a educational level that ranges from elementary school to university degree.

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.

Digital competencies: nThe average knowledge of IT is quite low, but there is some basic competencies to work on. So, all the migrants use a smartphone or a pc and they know how to use the main writing softwares and how to use a email. Facebook and Instagram are the most used social networks.

Like other reports, they have a basic knowledge of software and IT. A interesting data is the number of messages sent o received in a day. The average is 180(!) among the various platforms.

Language competencies: 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.

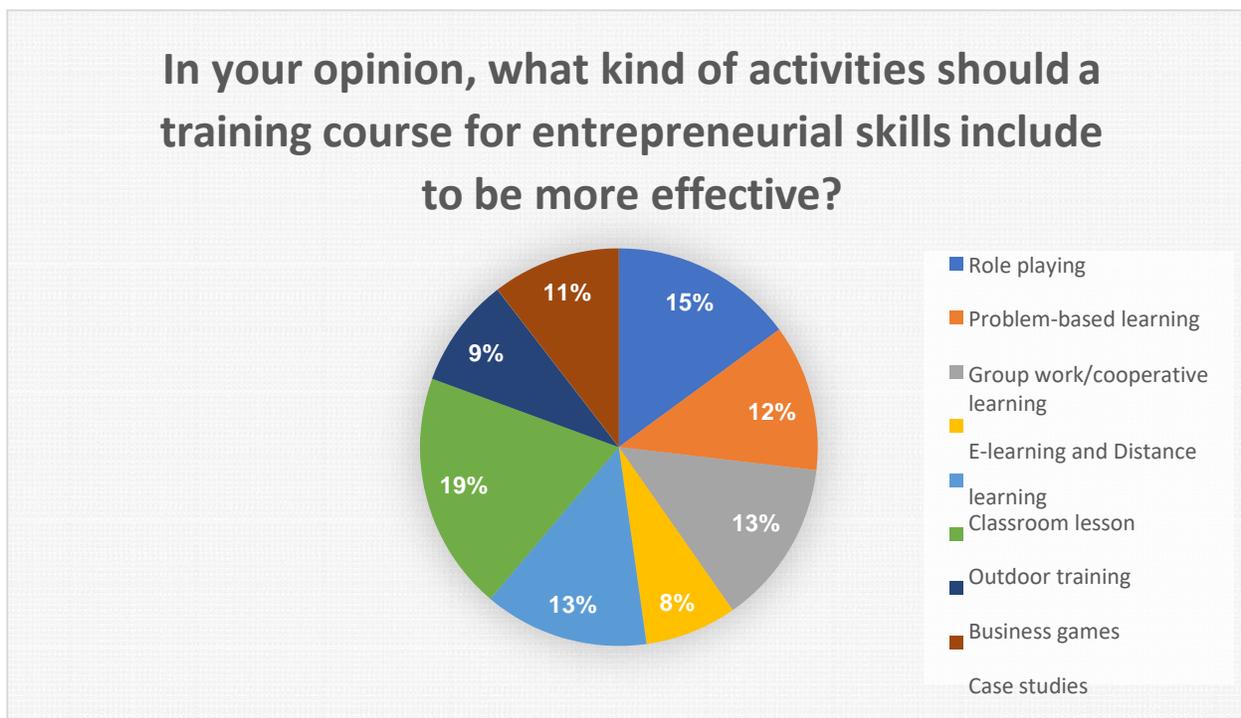
As seen in other questionnaires, also the level of knowledge of the language of the host country in relation to the search for a job seems to be quite low.

Entrepreneurial competencies: Differently from the other organizations, the questionnaires about entrepreneurship gave an average higher level of self-confidence than the other groups of migrants. In general the level is medium-high. In particular 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, spreading among the various levels but not going lower like other groups.

It's interesting to underline that, 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.

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.

To the question about the activities that a training course for entrepreneurial skills should include to be more effective, migrants answered this way:



It's clear that it's difficult to choose the preference in training with this so well distributed landscape of colors.

Social workers: 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 a similar situation with the knowledge of language and the possibility of a better integration. The social workers think that there is a prejudice from the employers and this adds to the linguistic gap and the difficulties of Italian legislative system. All of these factors prevent the migrants to find an adequate job or to enter fully in the labor market.

The main suggestions for a training course to promote the migrants enter in the labour market 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.

Stakeholders: 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. Also the stakeholders suggest 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.

Italy – ARNERA

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.

All the migrants that participated to the survey are male.

Digital competencies: Most of them use the smartphone with the Android system or the pc with the Windows operating system. Everybody has access to a digital device.

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

Like in questionnaires of other organizations, the respondents seem to have a shallow knowledge of IT and they use just for the daily needs, without specific interest.

Language competencies: Migrants have big difficulties with the written language, especially with writing and with the theme of job search, while they manage better oral comprehension, spoken language and communication interaction.

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.

Entrepreneurial competencies: Probably for the same difficulties in understanding specific language 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.

Social workers: 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 a better knowledge of IT tools could help them in finding a job.

In the opinion of social workers to have knowledge of IT tools allows to be more integrated and to find a job more easily.

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.

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;
- Help in the knowledge of the bureaucracy.

Stakeholders: 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. In the end, also the Italian stakeholders 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.

Spain – DomSpain

The 3 questionnaires for migrants were delivered to foreigners of first or second generation permanently living in Spain, and particularly, in the Tarragona province.

The majority of migrants who decided to fill in the questionnaire/s was not able to do it on themselves because they didn't understand questions. It especially concerns the entrepreneurship questionnaire which can be exhausting for a person who is not used to deal with documents: sentences are long and it contains a lot of technical terms. In all these cases, our educators had to provide their counselling, which resulted in much more working hours than had been previously planned.

Digital competencies: Like other organization's questionnaires, the digital skills are medium-good. All the answering persons are able to use the main softwares and use or have access to a pc or a smartphone. They know how to configure and use a email, with some positive exceptions, those are able to use a CMS or a database. It seems they are aware of the use of social network, because they affirm they read the disclaimer and post less than 5 posts a day.

Language competencies: In this area of the questionnaire we find the higher likeness among the organizations than in any other areas. All the respondents say that they have generally difficulties with the written language above all (comprehension and writing), while they work better in oral comprehension, spoken language and communication interaction. In addition, the existence of Catalan and Spanish made more complicated for the migrants who arrive to obtain good competence in languages.

However, the migrants answered that they have a good comprehension of language with reference of the topic of job search. More than 50%, in fact, say that they are able to find job offer independently, have a complete curriculum and managing a job interview.

Entrepreneurial competencies: This group, especially because of their level of the language of the country they live in, don't feel confident in themselves to be entrepreneurs.

Practically, all the interviewed had difficulties to go through the questions of the questionnaire. Not all of them understood the meaning of the questions/statements and they had to ask for help. After that, they were able to answer but were not very confident about it.

Based on the answers, we can divide the respondents into two groups. From one side, the people who in their original countries were entrepreneurs and, from another side, those who have never had an entrepreneurship idea. Careers in economics or marketing give the people more chances to think in the future like owners of their businesses.

Like in the questionnaires administered from other organizations, the migrants feel that they need more time to feel included in the society and they are not able in this moment (but yes in the future) to create their own company.

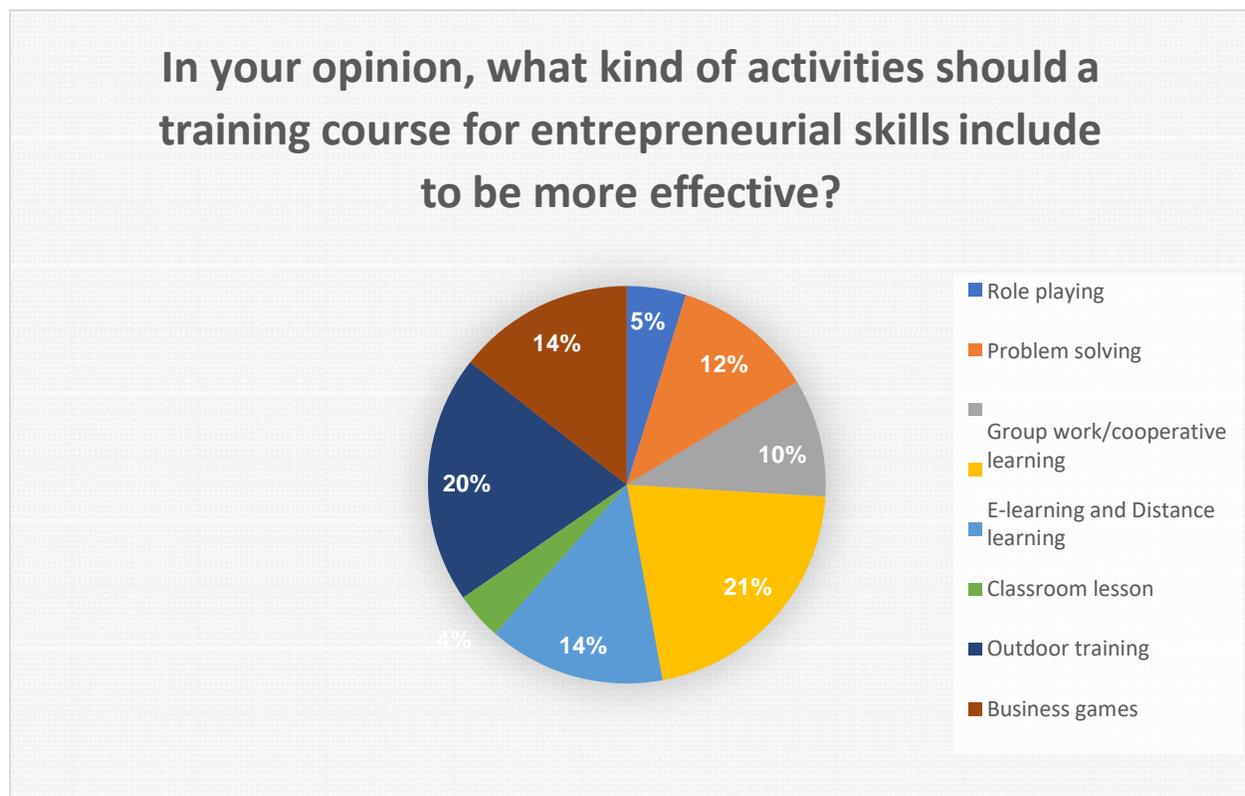
It's easy for them to find information and share with others but they are not enough confident on how to obtain resources to develop their entrepreneurship ideas.

They feel motivated to improve their status in the society and think that creation of a company is a good way to achieve this objective, but not now, perhaps in future.

The answers to most of the questions in this field are spread along the five levels, with a peak in the medium one.

Like in the previous questionnaire, the last question regarding the best kind of activities for a training course is very various. In addition, for non-teachers, it was a very difficult question. Some of low qualified migrants didn't know what E-learning or Distance Learning is.

Social workers: Most of the social workers think that migrants have less opportunities to find a job than native people. They think there is a real gap of knowledge, being technology and language the most important aspects.



Without knowing the language, migrants lack self-confidence to apply for a job and to integrate themselves in society. In Catalonia we have an extra difficulty, which is that there are two official languages: Spanish and Catalan.

Social workers also think that, although most of the migrant are familiar with new technologies, their knowledge is quite superficial and not enough for professional use.

For this reason, it is important that migrant take courses, mainly **language** and **IT tools**. In this way, they will integrate better in society, will have a better life and this will be positive for everybody.

In particular, from the point of view of social workers, they think that the communication gap can condition the integration possibilities, the chances of finding a job and create the conditions for a failure of the migratory project.

77% of social workers think that migrants have the same entrepreneurial ability, but fewer possibilities than the native people.

In the following question, the social workers think that the main reasons those prevent migrants to enter the labour market are the poor knowledge of language, the poor knowledge of IT tools and the prejudice of employers.

Answering the question “In your opinion, what are the topics on which a training could be set up in order to fill the digital gap of migrants / asylum seekers?” there are different opinions about what are the topics on which a training could be set up in order to fill the digital gap of migrants, but all of them suggest that we should provide incentives to migrants to start courses and give them the opportunities to participate in trainings to improve their digital knowledge.

Stakeholders: In general, stakeholders have a positive attitude towards migrants. They think that they try to integrate themselves and to look for a job.

Stakeholders also think that the access of migrants to education, health and social services is positive. Still, there is a gap between the education received in their country and the kind of work they can develop in Spain. The main reason for this is that they don't have enough language knowledge. For this reason, it would be positive that they can take courses to learn or improve the local language, Spanish and Catalan. This would help them to have more possibilities to get a better job.

In almost every question the answers of stakeholders are between level 3 and level 4, so the point of view is quite positive in every field of the survey.

100% of the stakeholder think that if migrants could bridge the language and digital knowledge gap in comparison with the native population, they would have greater possibility to access to the world of work.

Slovenia – UPI

Like DomSpain, the majority of migrants who decided to fill in the questionnaire was not able to do it on themselves because they did not understand questions, especially in which regarding entrepreneurship questionnaire, full of technical terms that the migrants are not used to deal with.

Digital competencies: Half of migrants answered that use tablet. They know and use windows. The majority don't know and use other or 2 device.
The goal for them is to attend a lesson for IT skills.

Language competencies: Writing, speaking, communication skills are not great, they are in general good.

Entrepreneurial competencies: The conclusion about answers in form – entrepreneurial skills, are very optimistic. The level was in most questionnaires between 3 and 5.
The migrants believe in themselves and in their goals. They have ability to work in team.

The most important needs that INCREA is going to cover

- Team building
- Finding out solution for better knowledge of IT
- Prepare them for create a game
- To improve themselves (motivation, team work)
- To improve their vision for creative ideas
- To provide a part in project INCREA
- To see more of world
- To be social included
- To find cultural view of other nationalities and countries
- They are NOT alone
- Important to connect and expand
- Follow the goals
- Have a possibility of cooperate, to participate, to listen, to share, to feel...
- To help understand
- Attractive to the market

Comparison analysis

The discussion needs to begin from the fact that this report and the questionnaires are a first draft; so they are the first attempt to focus some topic about the relationship between entrepreneurship and migrants.

At the first point we need to focus the migrants' samples we administrated the questionnaires. They are very different from each other in almost three or four characteristics:

- The average age and the distribution;
- The presence of genders;
- The educational level;
- The permaing time in the hosting country.

It appears that some of these characteristics are linked with the results, particularly with the level of language comprehension and with the integration in the hosting country. The differences in the samples become evident especially when we ask for training needs. The needs those emerge from the questionnaires are widespread and, when they are similar, they are however on different level of depth.

An example of differences among the samples is the number of questionnaires administrated by each type. For instance, the questionnaire about entrepreneurship was considered the most difficult for the presence of many technical words and because of the length of sentences. The questionnaires about digital and linguistic competencies were, probably, considered easier to understand than the other but not too much centered on what we were looking for.

This is just a first try to work on these topics and there are some interesting indications about the topics we were searching about, so this survey can be considered a good approach that needs some adjustment to reach the full goal.

The most important evidence that emerges from the survey is the relationship among language skills, in particular about writing comprehension and production, IT knowledge and job finding. From the questionnaires it's clear this correlation, related also to the integration level in the hosting country.

On the other hand it's true that to have a job and its kind are two parameters often used to evaluate the level of social integration. So, this kind of evaluation has a double face that must be taken in account.

From this general consideration, about the relationship listed before, some specificities of each partner emerge clearly, most of them linked to the situation of migrants in the hosting country.

One of the aspects that is underlined much times is the difficulty to transform desire, aspirations, ideas and personal competencies in concrete projects, plans and real business.

The reasons for why it happens are primarily two:

- Low level of self awareness;
- Low level of technical skills about entrepreneurship.

In addition, often people suffer a prejudice attitude from employers, like affirmed from some stakeholders and social workers.

In Italy, another complication is given by the legislative system and the bureaucracy, that makes very difficult entering in the labour market and to build enterprise.

General Conclusions

In the end, while there are some point individuated for training, is not exactly clear the proposal for the right methodology. Like is shown in the graphics at the end of the questionnaire report, the different methodologies are spread all over the choices, each one with similar percentage of the others.

In summary, the most critical points are:

- Very heterogeneous sample for age, educational level, years lived in the hosting Country;
- Social context very different for the migrants (and not just for them);
- Training needs very different and not well defined;
- Learning methodologies and types vary and some of them (for example e-learning) not well known.

Strength points:

- Some basic needs emerge very clear;
- There is need to go in depth with technical competencies, in particular about entrepreneurship;
- There is a strong need to work not only on technical skills but also on self-awareness and self-confidence, as well as on sensitization of employers and citizens in general.

A provisional conclusion is that there is the need to define better what is the target and what level of knowledge, mostly about digital and entrepreneurial skills it must have to be involved in the training project. Otherwise it could be useful to build some modular training pack that can be skipped if not right for the trainee.

Another point regards how to improve self-confidence and what are the topics in which focus the work towards the objectives of the project.

Suggestions

Some topics of the learning material to be developed later on shall be:

Language skills

- How to apply and behave in a job interview
- How to adjust yourself in a workplace
- How to collaborate with your co-workers

Digital skills

- Seeking for job opportunities in online resources
- Cyber security
- Promote your business online

Entrepreneurial skills

- Coming up with a business idea
- Creating a business plan
- Financial concepts