

BRIDGE

Full-capacity insertion for non-national workers in EU member states

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Report on the international confrontation on current services provided to non national workers in the partners Countries.

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Introduction

The importance of non-national workers in the EU job market is a clearly accepted and widely shared matter of fact, especially for what regards those fields that European citizens are no more willing to cover.

Since 2003 the European Commission has been pointing out the increasing need for more immigrant labour force to support the economy and competitiveness of the EU market. In particular, a great attention has been paid to the labour market and the demographic situation and trends in the EU, with its 2005 Policy Plan on Legal Migration and with its 2006 Communication on demography. Two directives proposals – one dealing with the admission of highly qualified workers (the so-called "EU Blue Card") and the other creating a single procedure for a single permit and providing for a secure legal status for third-country workers once admitted to a Member State – were adopted by the Commission in 2007, and they are currently being negotiated in the Council and the European Parliament (Source: Commission website).

Although new actions are under study to regulate the future immigration flux in the labour market of the Member States, the above mentioned directives do not consider issues concerning immigrants already living in the Member States territories and do not tell how to better support them to reach a full social integration.

Employment is considered as an essential aspect of the integration process and the effectiveness with which it takes place eases considerably the achievements set by the Lisbon targets for jobs and growth. Several studies support the idea that a 'suitable job position' is one of the main conditions to, on one side; increase the quality of life and, on the other, self-esteem.

Due to bureaucratic procedures and nationally intrinsic preservation systems protecting native citizens, in many cases school titles acquired in Third Countries are not recognized in the Members States. Therefore, the majority of immigrants are employed for jobs that are not strictly linked to their education, or they accept positions for which they are over-skilled.

This situation sometimes leads to social tensions, but, above all, to a high level of dissatisfaction. Even if quite complicated (see section 1) and even if they entered the European Community with a work permit, many of them are willing to change their job position in order to grant themselves and their families a better living or simply to improve their personal satisfaction (see section 2 for more information on this aspect).

The BRIDGE project was developed using those notions as a starting point for the concept planning: what does the territory do to support the ones that are looking for a better job? What are the services that the public institutions provide, specifically to immigrants looking for a job? What preparation is the service provider personnel given to support immigrants looking for a job? Is service provider personnel well-enough prepared to deal with people with a different cultural background? Are they informed on the legal documentation required to stay and work in a European country?

On a higher level, what has been done by the local administrations to support the social and work insertion? Are they organized to respond to the current situation?

Many of the above mentioned aspects are treated by interviews, surveys and discussions run by the partnership in the course of the first section of the BRIDGE project (more information on the project www.bridge-europe.eu).

It has been noticed that, often, current trainings addressed to the service providers are not adequate for the real needs and demands of the labour market. In this context BRIDGE plans to create tools, easily transmissible to the network and national/international actors, to facilitate and allow a better job integration and social cohesion of non-national workers.

In fact, one of the principal aims of BRIDGE is to create an innovative training tool, support material and manuals, on- and off- line training course and a website to be used by a variety of target groups specialised in employment services. The purpose of this document is to present the results of the 2 different investigations made by the BRIDGE partnership and which were conducted to analyse local situations, to consider actual needs and provide a shared solution and information so to deliver information and training as a result. Moreover, it will provide the needed support and motivation for the material that will be developed by the partnership at the end of the project.

The first section of this publication contains the results of the focus groups organized by each partner and an overview of the current status of services and information offered to the new comers. The initial survey was an occasion to study how the territory is organized and who the key-information holders are, and thus involve them in an active discussion, i.e. the focus groups.

The second section is dedicated to a more specific survey, conducted to better understand the needs and challenge that the three target groups (service providers, immigrants' workers, employers) are facing at the moment.

As later explained in details, the partners tried to put in relation the needs and experiences of the three target groups so to sustain the development of training materials that will be available on www.bridge-europe.eu at the beginning of 2011.

Part 1

1.1 A preliminary survey

In order to better understand the situations in the partners' countries and study how the Regional/National authorities deal with immigration, a preliminary survey was conducted with the aim to collect information on the actual service supply, the regulations and laws that ruling it, and the actions developed to support immigrants' work insertion.

1.1.1 The EU framework for integration¹

In 2004, the European Council adopted The Hague Programme with the purpose of strengthening freedom, security and justice². It underlined the need for a greater coordination of national integration policies and EU activities based on common basic principles.

The Council adopted the Common Basic Principles for Immigrant Integration Policy in the EU (CBPs)³ and in September 2005 the Commission put forth a Common Agenda for Integration which provides a framework for the integration of third-country immigrants in the EU⁴. The cornerstones of this framework are proposals for concrete measures to put the CBPs into practice, both at EU and national level. Furthermore, the Common Agenda provides supportive EU mechanisms to facilitate this process developing a distinctive European approach to integration through cooperation and exchange of good practices.

A comprehensive approach involving stakeholders at all levels is essential to develop an effective integration policy, as stated in The Hague Programme. Initiating a process of transnational cooperation at municipal level between public authorities, private enterprises, civil society and migrants' associations, with a conference Integrating Cities held in Rotterdam in October 2006, was a crucial step.

As stated in the report, employment is a key part of the integration process and the effective integration of immigrants into the labour market constitutes an important contribution to reaching the Lisbon targets for jobs and growth and the Commission encourages Member States to make immigrants' labour market integration a more explicit dimension of employment policies⁵. As also stated promotion of fundamental rights, non-discrimination and equal opportunities play a crucial role in the process of integration.

In order to better understand the local situation and in order to provide information and materials that can be useful to the system, the partnership of the BRIDGE project started by investigating how the Countries have met the above mentioned general principles and what they are doing to support immigrants' integration in the labour market and in the society.

In fact, those main problems are arising for immigrants coming from third countries (such as outside the EU27), as they need specific documentation (work permits, visas, permit to stay, and on...). These bureaucratic duties only increase and strengthen the sense of difficulty immigrants

¹ Third Annual Report on Migration and Integration, COM(2007) 512 final – elaboration by C.I.S.A.

² Council Document 16054/04

³ Council Document 16054/04

⁴ COM(2005) 389

⁵ Council document 6706/07

perceive when entering a country and which is enhanced by well-known aspects as cultural integration, language barriers, prejudice and diffidence (even if these latter ones affect foreigners in general they are perceived differently).

The 10 principles set forth by the Commission (the CBPs mentioned above) are quite general, and Member States need to implement them in harmony with the EU policies. For this reason, the Members States who adopt different measures to meet those principles and give priority to the points were considered more relevant at National Level.

In general, the contribution of immigrants to the economic growth and development of the host societies is increasingly recognised, as underlined by Greece, Italy and Spain. In Spain, a new system named 'Catalogue of Labour Shortages in Specific Occupations' has been set up to identify shortages and to allow a swift processing of residence and working permits. Portugal established 'Offices of Employment and Entrepreneurial Support for Immigrants' within the 'National Immigrant Support Centres', and it launched an advertising campaign 'Immigrant Portugal, Tolerant Portugal'. In Greece, interventions in favour of unemployed immigrant women are now a priority.

Moreover, and relevant for our study, in Italy, access to social services for immigrants is eased by mediatory services. Legal advice, information and orientation desks are available at local level. In Austria, special multi-language information websites are available for various services. In Portugal, national and local immigrant support centres are one-stop-shops set up for the delivery of services with the involvement of socio-cultural mediators. An 'SOS Service for Immigrants' and a simultaneous translation service provide help and information in various languages with the assistance of socio-cultural mediators.

The aim of the following preliminary surveys is to provide an overview of the different local situations and what the institutions and/or private associations are doing to support immigrants' integration. As our focus is given to immigrants' employment, the partners provided details on work-oriented services supplied to non-national workers and tried to understand if and how those services differ, and what are the points of excellence we can learn from.

1.1.2 Statistical data

On 1 January 2008, numbers showed 30.8 million foreign citizens living in the EU27 Member States, of which 11.3 million citizens coming from another EU27 Member state. The remaining 19.5 million were citizens of countries outside the EU27, of which 6.0 million were citizens from other European countries, 4.7 million from Africa, 3.7 million from Asia and 3.2 million from the American continent. Foreign citizens accounted for 6.2% of the overall EU27 population.

In 2008, the largest numbers of foreign citizens were recorded in Germany (7.3 million persons), Spain (5.3 million), the United Kingdom (4.0 million), France (3.7 million) and Italy (3.4 million). More than 75% of the foreign citizens in the EU27 lived in these Member States.

In 2008, 37% of the foreign citizens living in the EU27 were citizens of another EU27 Member state. The largest groups were from Romania (1.7 million or 15% of the total number of foreign citizens from another EU Member State), Italy (1.3 million or 11%) and Poland (1.2 million or 11%). Among the citizens of countries outside the EU27, the largest groups were from Turkey

(2.4 million or 12% of the total number of foreign citizens from countries outside the EU27), Morocco (1.7 million or 9%) and Albania (1.0 million or 5%).

Population of foreign citizens in the partnership's Countries and reference to EU27 Member States, 2008

	Total foreign citizens		Citizens of another EU27 Member State		Citizens of countries outside the EU27	
	000s	% of total population	000s	% of total population	000s	% of total population
EU27	30.779	6,2	11.302	2,3	19.476	3,9
Austria	835	4,2	290	3,5	545	6,6
Greece	906	8,1	158	1,4	748	6,7
Italy	3.433	5,8	934	1,6	2.498	4,2
Portugal	446	4,2	116	1,1	331	3,1
Spain	5.262	11,6	2.113	4,7	3.149	7,0

Source: Eurostat, 184/2009 - 16 December 2009

The share of active non national people in comparison with natives, demonstrates how in Italy and Austria, the level is far below the National (and European) level, and highlights the great percentage of non natives who are not active in the labour market. In those Countries women are less employed, due to different reasons, as analysed later in this report. Instead, in Greece and Spain the non-natives are more active than the local population.

Activity of recent immigrants to and within EU

	Share of <u>active</u> recent immigrants of the total employed population			Activity rate of recent immigrants			Natives
	Nationality in another EU27 country	Nationality outside the EU27	TOTAL	Nationality in another EU27 country	Nationality outside the EU27	TOTAL	Activity rate
EU27	0,8	1,1	1,9	77,7	63,4	68,8	70,9
GR	0,5	1,3	1,8	61,1	72,1	68,8	67,1
ES	1,7	4,1	5,8	76,5	75,2	75,6	72,6
IT	0,6	0,9	1,4	68,4	51,7	57,4	63,0
AT	1,6	1,2	2,7	72,1	51,5	61,6	75,0
PT	0,2	1,2	1,5	84,3	76,4	77,6	74,2

Source: EUROSTAT, Data updated June 2009, for person in the age group 15 – 64

Analyzing the non-national employed population data in the countries of the partners (people in the age group 15 to 64 with another nationality than the country of residence, tables refer to recent immigrants that have been residents for 5 years or less) and confronting it with the share of natives in the same age span, we can see how Italy or Austria show lower percentage of employment for the non nationals, or higher level of unemployment. Spain shows the highest level of immigrants employed in the local labour market and the difference between employment level for natives and non natives are almost the same. Greece is the only Nation that has a higher employment rate for non nationals.

Employment of recent immigrants to and within EU

	Share of employed recent immigrants of the total employed population			Employment rate of recent immigrants			Natives
	Nationality in another EU27 country	Nationality outside the EU27	TOTAL	Nationality in another EU27 country	Nationality outside the EU27	TOTAL	Employments rate
EU27	0,8	1,0	1,9	71,2	53,4	60,1	65,9
GR	0,5	1,3	1,8	55,5	67,7	64,0	61,9
ES	1,7	3,7	5,4	65,2	61,3	62,5	64,3
IT	0,6	0,8	1,3	61,0	43,1	49,2	58,7
AT	1,5	1,0	2,5	66,4	44,4	55,2	72,1
PT	0,3	1,2	1,4	81,3	66,1	68,4	68,2

Source: EUROSTAT, Data updated June 2009, for person in the age group 15 – 64

Recent immigrants to and within the EU – education level

	Nationality in another EU27 country			Nationality outside the EU27			Total population aged 15-64		
	Low education	Medium education	high education	Low education	Medium education	high education	Low education	Medium education	High education
EU27	25,6	48,7	25,7	40,9	35,2	23,9	32,2	46,4	21,3
GR	30,8	56,0	13,2	65,7	25,7	8,6	40,0	40,2	19,8
ES	34,5	42,0	23,6	47,7	36,1	16,2	48,7	23,7	27,6
IT	39,5	48,6	11,9	65,7	25,0	9,2	47,8	39,5	12,7
AT	13,3	60,9	25,8	39,8	42,2	18,0	24,4	60,5	15,1
PT	38,5	32,0	29,5	53,5	32,4	14,1	70,6	16,7	12,7

Source: EUROSTAT, Data updated June 2009, for person in the age group 15 – 64

It is very important to analyze the level of education in order to profile the new comers, and put them in a more feasible relation with the absorption possibilities of local national labour markets. In Portugal, despite the low education level, the new comers are more absorbed than in Austria, for example.

These sets of data are in general important to what are the States that better accept and integrate non national workers and what are the markets that work better to facilitate non national workers insertion. The following reports are also useful to investigate the data provided, as they provide details on why immigrants are better integrated in Portugal than in Austria, or why Italy shows a low level of active immigrants.

1.1.3 Overview of the existing services

Portugal has a specific National body, ACIDI, responsible for all services offered to immigrants. In addition, CLAI promotes job market insertion for immigrants. They have specific programs, such as 'Portuguese language for all' to promote language learning so to facilitate social and job integration. Portugal legislation is well designed, but sometimes implementation is not as complete.

In accordance with the Spanish Constitution the elaboration of provisions and most of the assignments regarding Immigrants, fall within exclusive competences of the National Government so the Regional Governments don't decide on these kind of matters and they are only in charge of developing specific services that achieve social and labor integration of Immigrants within the Autonomous Community.

The Austrian Foreigner Act (Fremdengesetz, FrG) issued in 1997 regulates short stays, long-term residence and employment immigration in combination with the Foreigner Employment Act (Ausländerbeschäftigungsgesetz, AuslBG) issued in 1975. Both acts were revised in a Comprehensive way on July 9, 2002. Austria, similarly to other leading countries, notably Germany and Italy, is with difficulty coming to terms with its new identity as a country of in-migration. A number of obstacles, ranging from legislation to housing, employment, and cultural and political rights stymie the integration of non-EU immigrants.

In Italy, from 1990 immigration issues have been at the forefront of the legislator's attention, albeit often with ad hoc and short term policies and laws, such as repeated laws to regularize the position of individuals who had been entering and living in Italy illegally. Due to the Italian organization of bureaucracy, Regional and Provincial local Authorities manage employment services within their competences.

As we can notice, Spain and Portugal have the most complete regulations and laws concerning immigrants' social and work insertion, and this is also reflected in the services provided to immigrants and foreigners. In fact, representative examples are the Spanish POPI: Information and Orientation Programme for the Labor Insertion of Immigrants, Actual Plan of Integration 2009-2012; 012 Service for Immigrants; Labor and Judicial Support Service; and the Portuguese SEF: Serviço de Estrangeiros e Fronteiras; CNAI – Centro Nacional de Apoio ao Imigrante and CLAI – Centros Locais de Apoio à Integração Imigrante.

For what regards Austria, most of the services offered in this country are public, but more and more private organisations and companies offer services to their employees independently. For example, the company Borealis started to create their own Web site, which helps foreign employees in Austria, especially in Linz. Furthermore, they are working with other partners (e.g. Siemens) on a Pocket Guide for Austria. The information provided are, for the most part, the same for national and immigrants workers, with details on the documentation and procedures that the foreigner who is willing to work in Austria has to abide.

In Italy, instead, employment services are the same for national and non national workers and employees while the social and work insertion support is sometime covered by non-public associations and institutions.

The structure of the services and the way the national administrations deal with the immigration phenomenon have also influenced the training provided to the personnel working in those services. In Austria, Employees of the federal state government have internal trainings concerning intercultural competences. Further all trainers at the “Arbeitsmarktservice” (Job Centre) have to attend a Diversity Management Training, but there is no indication whether the personnel working as service provider is trained specifically on those topics.

In Italy, courses are, above all, aimed at developing intercultural relations, but they don't tackle aspects which could efficiently help to match the supply and demand of job and avoid the above mentioned problems.

In Portugal, instead, services provider personnel is specifically trained and meetings are summoned at a regular basis to exchange experiences and good practices; they have also established an informal network to support each other when facing particularly difficult cases.

Finally, in Madrid, there are Specific Programs for Strengthening the Social Actors that work with the Immigrant Population and a School for Professionals of Immigration and Cooperation (EPIC).

1.2 Connection with the territory

1.2.1 Rationale

The BRIDGE project attempted to accomplish, on a limited scale, what the Hague Programme has announced as an essential step to develop an effective integration policy, such as the a transnational cooperation to connect public authorities, private enterprises, civil society and migrants' associations.

For this reason and in order to gather information directly from the institutions and bodies, each partner organized different focus groups to collect information directly from the actors responsible for the service supply, the ones that manage the territory as well as representatives from the production sectors and associations, in order to depict clearly the system.

Focus group is a quality data gathering technique used by social researches and its outcome results in information on a certain topic or subject gathered through discussions and questionnaires (Zammumer, 2003). The focus groups had almost all a bottom-up approach, in which the topic and the discussion were opened by chairman/moderator who gathered the emerging data. The solution adopted, let the participants follow their specialization, and offered many precious suggestions and ideas on possible solutions.

The partners individuated the following characters as key roles to be invited at the meetings:

- A politician (with knowledge of social or employment affairs)
- A professional association (commerce, agricultural...)
- A representative of the trade union
- A representative of the public services
- A representative of the private sector
- A representative from an immigrant association and/or religious group (if relevant at local level)
- An entrepreneur
- A job consultant or any other expert relevant at local level
- A research institute and/or NGO

With the support of a common set of questions, the partners used the focus groups to collect quality data directly from the sources and develop a sense of interest and responsibility toward BRIDGE and its activities. They created an active network, in order to enable the partnerships to establish preferential communication channels with all of them. On the long-term, this action will also ensure continuity to project results. Even after the ending of the project, the involved parties will be able to adapt and enrich the training contents, with new experiences and information.

Many of the participants expressed their appraisal for this kind of action, as they felt it as something definitely needed, but that no one had been able to organize. So, the meetings were also an occasion to let social parties that usually do not discuss those matters as a stand-alone topic, start to talk about an issue that is increasing its relevance day by day.

1.2.2. The National reports

All the reports (mirroring the reality in each country) display the same ‘vicious circle’: job insertion is dissociated from the residence authorization; to be allowed to take advantage from public initiatives and job opportunities, immigrants have to be legalized, but they can only be legalized if they have a job that allows them to stay in the country. For this reason in many situations, the public administration cannot support them. For example, when certain documents are missing, the service providers are unable to handle and put to practice or give way to the requests. All they can do is to reject them.

In all countries, the language barrier is still seen as a severe problem, especially because it is usually linked with the low educational level of the new comers. This obstacle is likely to affect mainly women who usually just follow their husband. They are discriminated both as women and as immigrants. As women because their cultural heritage often restricts and frames their freedom to accept work opportunities and as immigrants because of the several concomitant causes already mentioned by this report.

The actual economical crisis has furthermore complicated the issue. In order to protect national workers, the immigrants, who have been considered essential human recourses in the past years, are nowadays the ones more at risk, especially the unskilled. This situation stresses their precariousness, increasing their level of uncertainty and dangerously concealed social tensions, but sometimes it provides also a biased view of the local reality, as the institutions (due to the increasing level of services seekers) are just noticing the immigrants with difficulties and have no perception of the other portion of immigrant workers with a steady job and a good level of social integration.

In all the countries of the partners, one of the biggest issues affecting foreigners' job insertion is how to rank the education (specializations and school degrees) achieved in the native country. For some specific jobs (medical staff, for example) the non-national worker must first apply for an integration training so to practice, but the majority are not even accepted as valid candidates. This leads to mismatch the professional preparation and the job position, but also to enduring dissatisfaction.

Usually immigrants are employed for job position that the local native population is no more willing to be hired for. Hence, immigrants are no longer perceived as “competitors”, but still prejudice and distrust are quite dominant and blatant. Some countries are now discriminating foreigners on the basis of their native country, cultural/religious background and economical and/or educational level, leading to a biased perception of certain communities.

As mentioned before, the economical crisis, has led to an increased number of service seekers, (Bergamo Province, for example). The result is that the service providers are unable to meet the massive demand coming from job seekers, especially if immigrants. If prior the crisis, almost all the requests were satisfied, at the moment it is quite impossible.

In almost all the countries, the public administration just complies with the legal requirements, so that the private sector has to provide the missing services, and try to bridge laws and regulations, services and documentation required by law. The institutional services cannot deal with the personal level of the job seekers, as their tasks are limited to the ones dictated by the regulation. Where the phenomenon is more recent, it is not even taken into account. In many cases, the public administration (regional) and authorities (local) do not even have the perception of the

problem, as they completely ignore the topic, especially in the smallest towns. As a consequence, no actions are taken unless it's really obvious, and/or until the phenomenon has grown considerably. So again, private initiatives often fill the gap, and sometimes, at least at local level, even work better as they have more connections with the territory, they can deal also with the social cohesion issues. In general, public and private services have the same goals, but the former have more constraints and the latter is more concerned about the social matter of the topics. Moreover, the two levels are not in the least coordinated, so certain tasks are overlapping, spreading disorganizing information and wasting resources. As always, services work better where the people providing the services pay more attention and are more sensitive to the problem of the job seekers.

A general suggestion is that, if the private and public interventions were better coordinated and more eager to work in a network and as most of the information is already available and the services already exist, the problem concerning the job insertion of immigrants could easily be dealt with. So, if the service provider personnel were better trained and more informed on the local situation, probably, some of the issues could be overcome.

A better regional planning seems to be a shared wish of all the partner countries, without forgetting other matters that have to be solved, such as housing, schools able to support children with different cultural backgrounds, support to the families, equal opportunities, easier bureaucracy and more flexible regulations.

A better regional planning means also a better use of the (limited) resources and a decreased number of overlapping services at local level. The structure of the public services should be readapted to the real needs of the immigrant population, and more training and information should be given to the public administration workers who deal with immigrants. Job integration is only a part of bigger and complex issue and the change should be thought to encompass every related aspect.

Due to the imperfect structure of the public sector, immigrants usually rely on the informal networks, composed by fellow countrymen, friends and acquaintances, as they can have had similar issues and probably they already have a solution. Thus, the informal network is considered essential to have a direct link to the community and access to information. Unfortunately, it sometimes raises further problems, such as perpetrating illegal situations and illicit activities, segregation, exploitation and 'national specialization work niches'.

So, if the informal network (especially the informal community leaders) through the work of the associations was involved in the information spreading process in a larger network composed also by the public sector, some of the issues related to this phenomenon could be limited. New comers and the services seekers could be addressed to the right desk or relevant office.

Trade and worker unions founded by immigrants do not exist in none of the partner countries, but large national unions possess specific internal desks specialized to support immigrant workers. An exception is Spain, where immigrants get information from specific associations, because the unions have no such internal departments. This situation shows that usually immigrant workers are not aware of their rights and sometimes are more exposed to professional risks as they have no 'collective strength'. It is also true that they are inclined to look for associations (not unions) when they are in need of legal services and legal support.

1.3 Conclusions

The member States, and in particular the partner states of the BRIDGE project, provide a wide and assorted range of services for immigrants. Usually the services are managed at National level with a different grade of freedom left to the local and regional administrations. In general, the States provide the main framework to be followed which is then implemented by the local administrations. Usually, if the public structures are lacking on some aspects, private institutions fill in the gaps. To better analyse the phenomenon, the regional administration has established specific immigration observatory, in order to be continuously updated.

The documents that non-EU immigrants are asked to deliver are almost the same in all the partner countries, as those rules are defined by EU commission. Our study considers only legal immigrants and people with a nationality other than the country of residence, as our focus is mainly pointing at the cultural/multicultural aspects of the issues, rather than on the legal one.

The ultimate interest of our investigation is how the different territories organize their services to meet immigrants' needs in terms of employment. These conclusions will mainly try to point out what are the strengths, the best solutions and the suggestions we observed from our vantage point.

Due to the diversity of how the phenomenon takes place in each member state, some countries are more prepared and better organized to meet immigrants' needs and provide them with the services they actually are asking for. That is the case of Spain and Portugal. The past history of these countries could have accustomed them to deal with these issues. On the opposite side, we can notice Austria, that is not so used to receive 'spontaneous' immigrants. This kind of immigrants chooses the country they want to move to as they consider it to be a good place to work and live in. In the case of Austria its geographical location and/or national worker protection rules could have slowed down an effective settlement of this aspect, but still a considerable number of services are offered to the new comers. Between these two opposites, falls Italy which in the last years has been receiving more and more immigrants. Italy diversifies the services regionally and provincially because it depends on the industrialization of the target cities and economical situation.

All Nations provide the new comers with information on how to get documents and where, and often the documents (especially if available online) are translated in different languages. Often pieces of information are scattered over different bodies, and it is difficult to gather them and group them in a clear overview. In Portugal and Austria the services are centralized. This means that they are directly managed by the Government. Spain, as already mentioned, delegates all of them to local communities (that depends also on the governmental organization and the presence of independent bodies). In Italy, the power centres shift from regional to provincial, so the services offered are similar in most of the provinces.

As some public services are lacking, the private sectors (through associations, NGOs, civil society organizations and big companies, sometimes) try to fill in the gap by providing more specific employment services that are supporting immigrants to select the proper training course. For example, they help immigrants to look for local languages courses and support their families in finding a place to live and so on. Worker Unions in Italy are quite active and organized under this point of view. They support the family and provide work contracting assistance. In Portugal, private associations deal more with the social aspect of the phenomenon.

As mentioned before, because of the different history of member states, the local administrations have managed in different ways the supply of services. Spain and Portugal provide continuous training to the personnel working in close contact with immigrants, whereas in Italy the trainings are more usual in the province where the incoming fluxes are more relevant, and in Austria they are more concentrated on how to facilitate work conditions of people working in a multi-cultural environment rather than offering training to specialized personnel.

All the partners deal with the issues in a variety of ways, but they have few common points, such as:

- The public sector is ruled, indeed, by National/Regional regulations that have flaws or delegate to the lower levels certain matters. If these latter ones are not able to supply the needed services, the private sector/ civil society steps in.
- Often the information is scattered over different sites/places. This makes it difficult to gather and understand information and comply with regulations.
- If the services are provided by the non-public institutions, often the public providers are not aware of it, and only the ones more proactive are able to address the non-national workers to the right place where they can find better support.
- The people involved in service supply do not have the time to follow all the applicants with the due accuracy: lack of time, resources, preparation, or even little awareness of the problems that the immigrants are facing.
- As there is still a certain level of mistrust towards foreign workers, they are more exposed to risks (redundancy, national workers protection, low safety levels, ignorance on workers rights, and so on...)
- The employers still lack in the appropriate sensitivity towards the phenomenon and sometimes do not communicate properly to the immigrant workers their rights, their responsibility, etc
- Sometimes the personnel assigned to job insertion services is not sufficiently trained to be a 'professional', does not possess a 'customer oriented' view and has low interpersonal skills. In addition, they are not prepared to face intercultural matters and cultural differences.

The analysis of the documents and reports listed in this paper provided the partners a series of suggestions and cues that will be developed in the following steps of the project.

NETWORKING

Due to bureaucracy slowness and rigidity to adjust to real needs of a territory, a good solution to overcome problems and trace information is a functional network. As already experienced in the province of Bergamo and Portugal, on different levels, the network can supply the information that are not available for and at a service provider, but that exists on the territory. Moreover, it can provide a substitute to 'institutional' territorial bureaus in those areas where the public bodies are less prepared and slower to adjust to citizens needs.

So, from the network the service providers could learn where immigrants who still need to clear their position get to ask for institutional services (part of them are not accessible unless in possession of all the required documentation). As welcome websites and desks already exist, it

would be useful to have them catalogued or at least to know about them, so to be prepared to address the job seekers to the proper service if needed.

Two important aspects contributing to a proper job placement of immigrants are where and how immigrants can have their education and expertise recognized and what the training courses available at local level are. It would also be relevant to suggest language training and orientation.

To sum up, the information to be provided is:

- What are the desks that provide ‘induction procedures’
- How to get recognition of qualifications obtained in the native country
- Where to get training courses and local language courses
- Precise information on the laws and regulations that rule the non-national work permits, allowing immigrants to understand if the documents are regular and how (and where) the applicant can ask more information
- Where to get information on contracting, legal assistance, social security, and so on. (All the social aspects and safety/social protection for workers)

TRAINING

The creation of a network is strictly linked to the preparation of the service providers: they need to know how the network works and how to let it function at its best.

So, the training to those employment professionals should provide:

- Relational and communication skills, how to be more effective when providing information, cooperation skills, how to facilitate information exchange and establish mutual understanding
- Cultural and country/religion knowledge: tips on the most relevant aspects and backgrounds of other cultures, so to better meet the applicant's request
- Notions to improve employers/employees communication exchange, connections with the labour market, match applicant request with job offered: how to support mutual understanding, being less ‘assuming’ and more tolerant with people speaking another language
- Customer oriented behaviour and attention to the ‘client’, also for public institutions
- Provide case studies with successful stories and real experiences so to better explain what are the fundamental steps to support immigrants job insertion (especially for cases involving irregular immigrants that succeeded in the regularization)

ABOUT THE PLATFORM

- The structure of the platform should be generally understandable and easy to handle. It should be user-friendly.
- The contents of the platform should be easy to update so that the personnel of the service centres is always updated with the information they have and provide.

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- The contents of the platform should be chosen carefully and should be understood easily by users of different countries/cultures.
 - The structure of the platform should be organised in a flexible way so that new contents can be adapted easily.

THE FINAL BENEFICIARIES – on the long term

The debate conducted during the Focus groups also provide other interesting clues, which concern employers and employees attitude and behaviour

- The employers should be more aware of the difficulties faced by their foreigner employees: consider their needs in terms of information on the job to carry out, and be more explicit on the company rules, so to avoid misunderstanding
- Equal opportunities and treatment: avoid discrimination of any kind and offer the same incentives/opportunities to national and non-national workers
- The employees need to know their rights, so to be able to face the unrighteous employers and where to ask assistance if needed. For this reason, among others, a proper local language preparation is also important.



Part 2

2.1 Survey on Actual Needs

2.1 The Rationale

A survey is considered to be a method for gathering information for analysis, from a group of specific individuals' representative of the subject that is being studied. The group of specific individuals constitutes a sample of a larger population and reality that one wishes to study.

For the BRIDGE project, the sample was meant to be composed, for each partner, by 10 representatives for each group:

- Immigrants
- Managers and company's directors
- Public job placements and private job placement companies job consultants

These are the main actors in the project, and the target groups that will benefit from the material the partners are going to prepare and deliver.

It was not possible to obtain the precise amount of questionnaires, by each partner, but for each category a minimum of responses was assured: 68 questionnaires for non national workers, 46 questionnaires for managers and company's directors, and 50 questionnaires for public and private job placement services providers.

When collecting the data, the anonymity of the individuals and companies answering the questionnaire was assured, avoiding information that could lead to recognition, which served the purpose of assuring the veracity of the responses.

The aim was to analyse the whole insertion process, to discover deficiencies and lacks in the job insertion of non national people, and also to provide alternative solutions, good practices and strong points, by the international cross examination of the information gathered. The information provided also allowed to investigate the most significant factors that contribute to immigrants' employment and how to increase it efficiently.

The questionnaires were delivered using three methods: e-mail/online questionnaires; telephone interviews; and face to face interviews. The modality of replying depended on each partner on their availability and also on their situation.

The sample used in the survey is not fortuitous, nor representative, nor proportional to all the population (immigrants, companies' managers, responsible and employment services technicians...). For this reason the results only show a partial reality of the problem, which can not be extensive to all the territories and studied populations.

The design of the enquiry included both open-ended and closed questions, to enrich the data collected and to allow the partners to collect opinions without influencing them. Unfortunately, it was noticed that some answers were not fully completed by some groups, but the answers obtained allow us, despite that, to better understand this issue.

The questionnaires were structured in the following parts:

-
- Introduction with a brief explanation of the BRIDGE Project and the survey goals;
 - General questions about the person answering the questionnaire, and the company (if applicable) – facts that can provide a better understanding of the other opinions of the individual.
 - Specific questions according to the specific groups:
 - Immigrants:
 - Clarification of the job insertion process,
 - Difficulties or aids met,
 - Services they used,
 - General impressions of the entire process, ideas to improve job insertion.
 - Managers and company's directors:
 - Data about immigrants employed and reasons why,
 - Advantages and disadvantages in recruiting immigrants,
 - What should be done to change the situation in case any necessity of change was identified?
 - Public job placements and private job placement companies job consultants:
 - Tasks developed,
 - Services offered,
 - Difficulties met,
 - Changes needed to improve the quality of the work done in placing immigrants in the job market.

An excel file in English was provided to all partners, to insert the data collected, assuring the consistency of the data that is presented in the next part of the report.

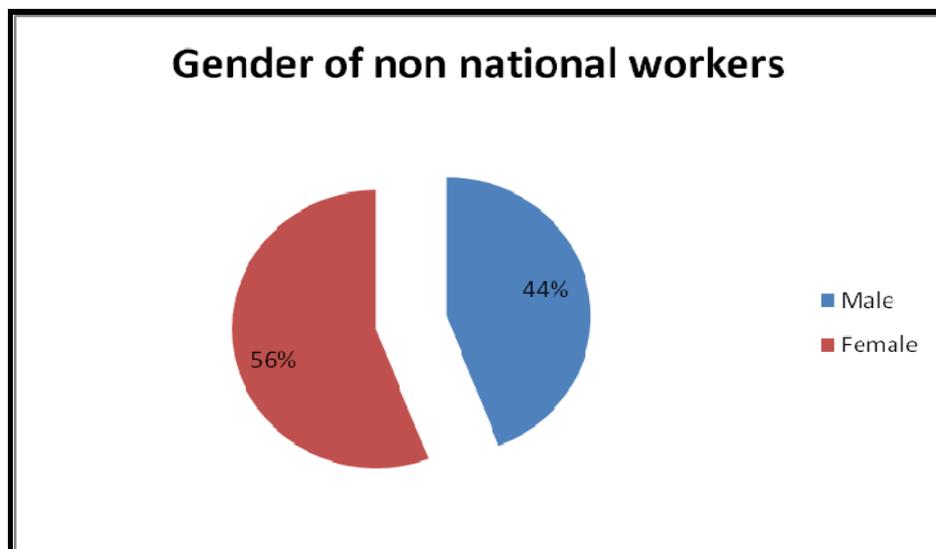
ANNEX the 3 set of questionnaires used.

2.2 The data

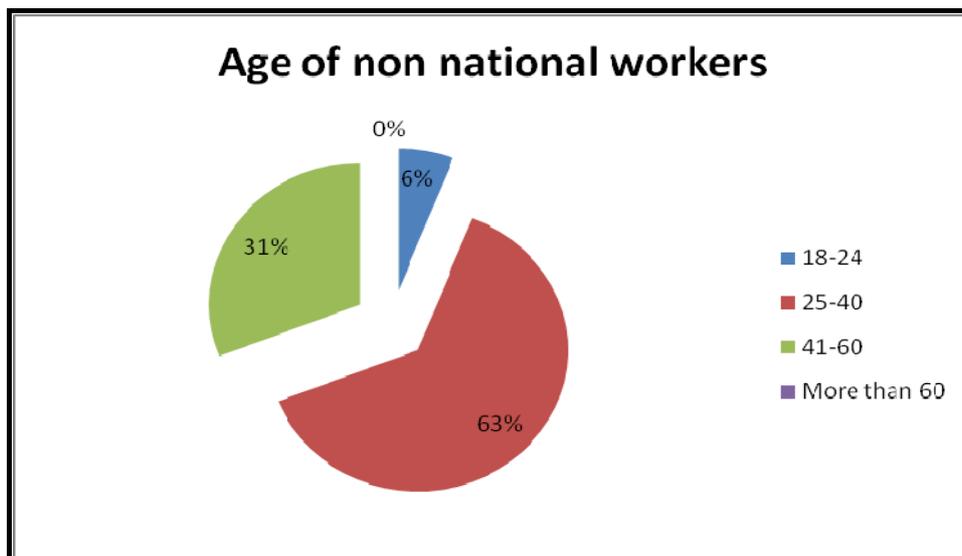
2.2.1 Non National Workers Report

There were 68 people answering the Non National Workers questionnaire: 32 answers from Italy (19 answers from the partner from Bergamo and 13 from C.I.S.A.), 16 from Spain, and 10 both from Portugal and Austria.

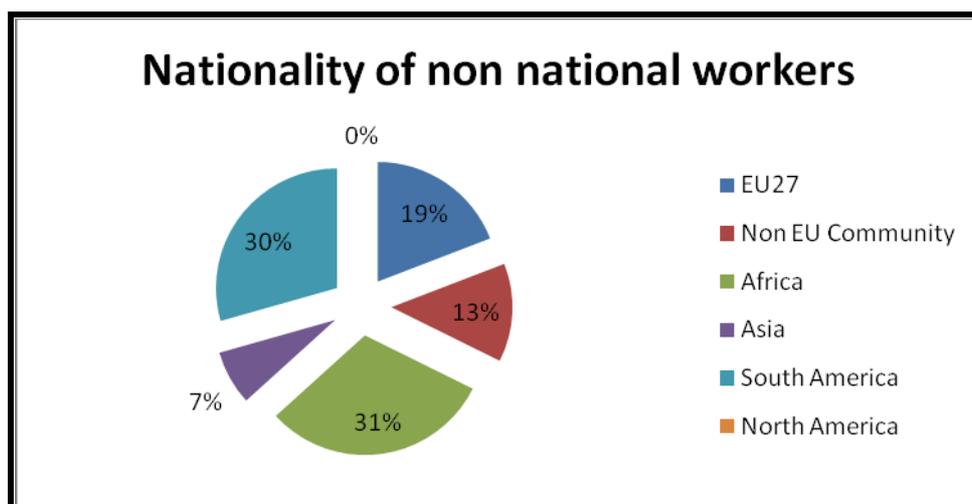
As it can be seen on the next chart, the sample was composed almost equally by men and women – 44% were male and 56% were female.



Concerning their age, the largest group of respondents to the questionnaire were between 25 and 40 years old. None of them were over 60, and very few (only 6%) were below 24; from 41 to 60 there were 31% of non national workers that participated in our survey. This information allows us to conclude that people coming to the partners' country to work are at the utmost of their working capacity.

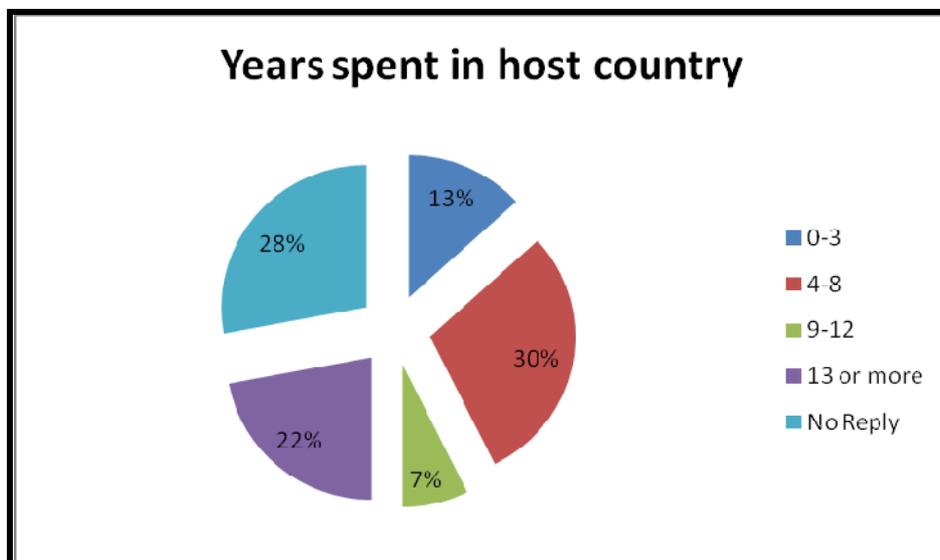


The geographic areas/continents where the non national workers come from are presented in the next chart. The largest amount comes from Africa (31%) and from South America (30%). This can be explained by the colonial past of some countries – to Portugal come people from ex-African colonies and Brazil and to Spain people from South American Spanish speaking countries. In Austria most of the immigrants were European (whether belonging to European Union or not, only one person answering the questionnaire was Asian) and in Italy, both in the questionnaires delivered by Provincia di Bergamo and C.I.S.A. we can see a wide variety of nationalities but with almost half of the people coming from Africa, from a wide range of countries most of them in the Mediterranean coast line or Upper Africa.



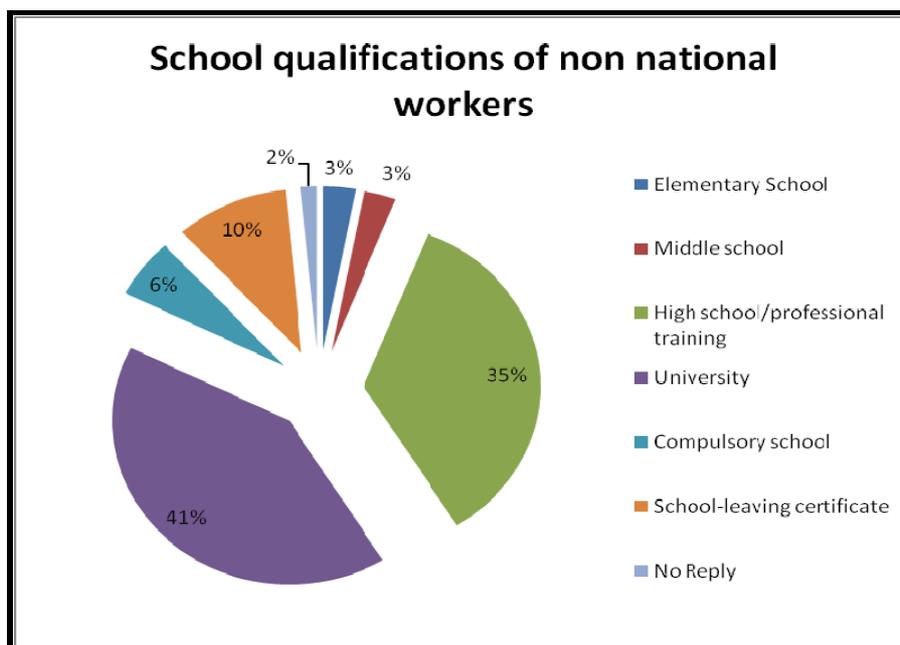
About the years non national worker spend in the host country, Provincia di Bergamo left this question unanswered, representing 28% of ‘No Replies’. Considering the answers collected by

the other partners, we realize that only a small amount of foreign workers stay 13 or more years in the host country, considering also that most of them arrived 4 to 8 years prior the survey.



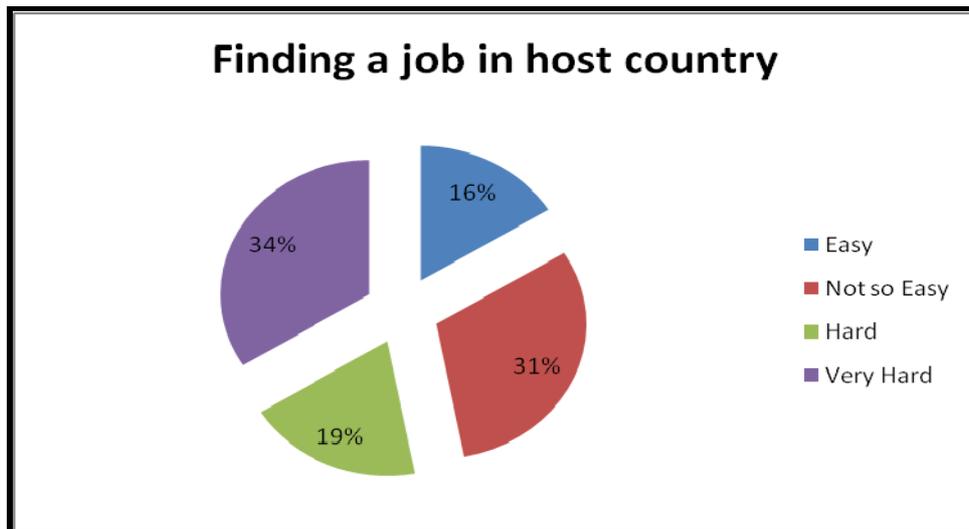
This tendency is very different in the different countries: in Spain more than 60% of the people lived there between 4 and 8 years, in Portugal this number drops to 20%, being more relevant the permanence up to 3 years in the country (40%); in Italy and in Austria the majority of the answers go to the period of living in the country ‘More than 13 years’, but with small advantage to the category “4-8 years”. Despite this, it seems to be consistent that few people have stayed in host country between 9 and 12 year, after which they probably return to their country of origin.

Most of the non national workers interviewed possess high levels of education – 41% have a University degree, and 35% went through high school or professional training. The other levels of educations are residual in this sample, but this might not truly represent immigrants’ population but it might be related to the questionnaire’s application, done by e-mail or with easily accessible people.



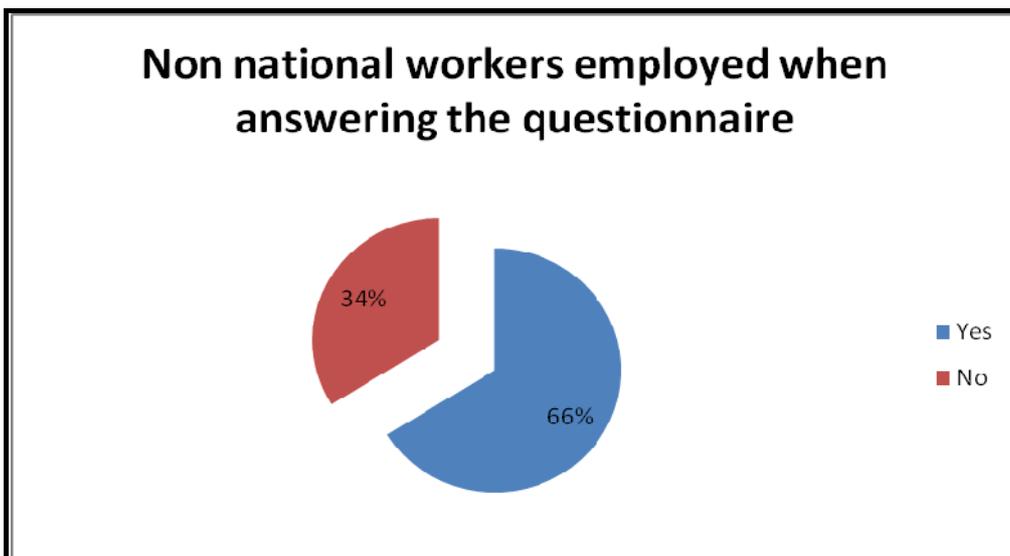
Both in the information reported by C.I.S.A. and B&P, most of the non national workers (92% and 50% respectively) have a university degree, and in Spain and Portugal 56% and 50% of the immigrants have a High schools or professional training certificate. Provincia di Bergamo reported that most of the non national workers (36%) have a school leaving certificate.

When asked about the easiness in finding a job in the host countries, the answers are quite segregated, but only 16% of the individuals found it “Easy”. 53% though it was “Very hard” or “Hard”, and 31% answered “Not so easy”. People who answered “Easy” justified in some cases with help from friends, or with contracts already signed when they went to the host country. To justify difficulty in getting a job, motives for not being so easy are diverse but consistent: due to economic crises or due to legal issues, such as work or residence permits, or recognition of school qualifications. 8 people appointed “racism” as a reason for being hard to get a job.

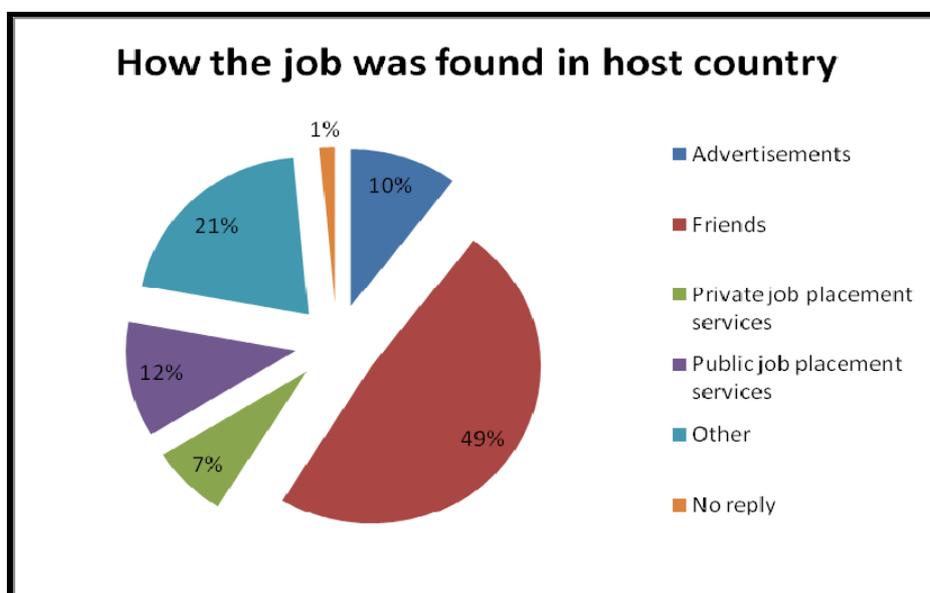


A significant part of non national workers (49%) found the job with friends' help, while 21% answered "Other" – which means, probably, with the support of the family or direct search on internet or enterprises. This tendency is common in the answers obtained by all the partners, even if in different percentages, "Friends" seem to be the best way to find an occupation. It is also important to highlight that only 19% of the people questioned looked for the help of employment services, whether public or private, which seems relatively low. This must be considered along with the educational level of the individuals; many of them possess university education, trained with other skills to find a job, although in case of C.I.S.A., for instance, that reported 92% of individuals with a university degree, 100% of the people questioned stated to be "Very Hard" to find a job in Italy. Also, the fact that many of them reported to have resorted to friends, sustains that almost half of the people answering the questionnaire already knew somebody when they got to the host country, allowing them to use the same informal networks as native people seem to do.

The non national workers that answered the present questionnaire for the BRIDGE project were mostly employed at the moment – 66% of them answered that they were working and only 34% said that they weren't employed.

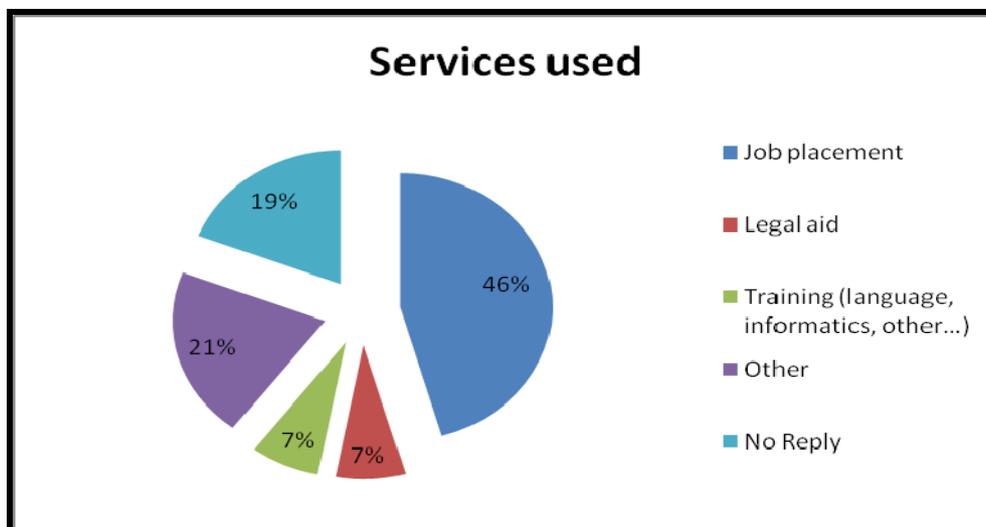


Although only 19% of the non national workers mention to have found the last job through job placement services, only 20% said that they never used an employment service. The reasons to call upon these services are very different but the ones that stand the most are “looking for a job position adequate to skills” (40%) and “looking for a more satisfying job position” (18%); 16% of the individuals said that they needed more information or that they couldn’t find a job on their own, opting to look for specialized support.

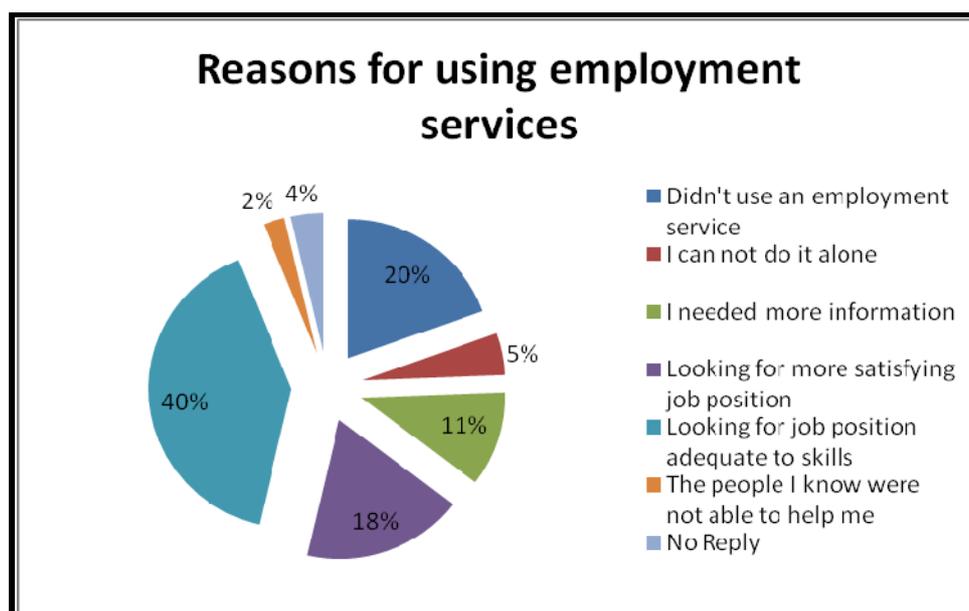


The services that are mostly used by non national workers are the ones presented in the graphic above. Most of the immigrants used services with the purpose of finding a job (46%). 21%

answered “other”, but when asked to specify which ones, only mentioned help from friends, so this cannot be considered as “other services”.



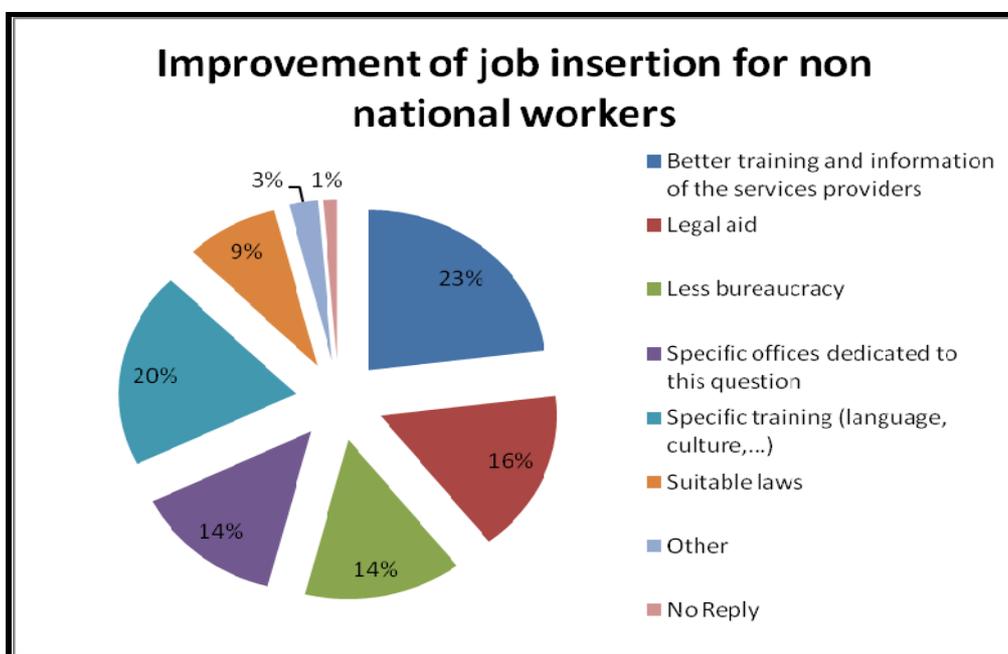
In the sample presented, 28 individuals answered that they did not received the needed information, and they think that the reasons lay in the poor preparation of the persons providing those services – some said they “don’t always know anything”. Many of them, although referring some language barriers, when using those services noticed some discrepancy between skills possessed and jobs offered (“supportive but they do not use my degree” – this can be related to the difficulties in the recognition of school qualifications or with economic problems that also affect national people).



Concerning the opinion about job placement services in general, the answers are very different. Some people refer that the services work “pretty well”, that working there is “good” and “kind”, while some others accuse them of not doing “enough”, offering only jobs that national workers don’t want or of being very slow and bureaucratic. Some refer that they should be more focused on labour orientation to immigrants or that they could be improved, providing more than just welcome information.

Several recommendations were made to support other non national workers looking for a job, with slight differences according to countries. In Italy, Provincia di Bergamo answers reflect the need to study the host country language as a mean to find a job; and according to C.I.S.A. non national workers, it is important to “get a school degree recognised in Italy”. In Spain, very different suggestions were made, the most relevant: “registration in unemployed services”, informal network (friends and family), and to get job oriented training. In Austria, once again the language issue arises, and in Portugal there is no clear recommendation - varied suggestions are mentioned, like being patient, go through specific training, resort to informal network of people or to look for information.

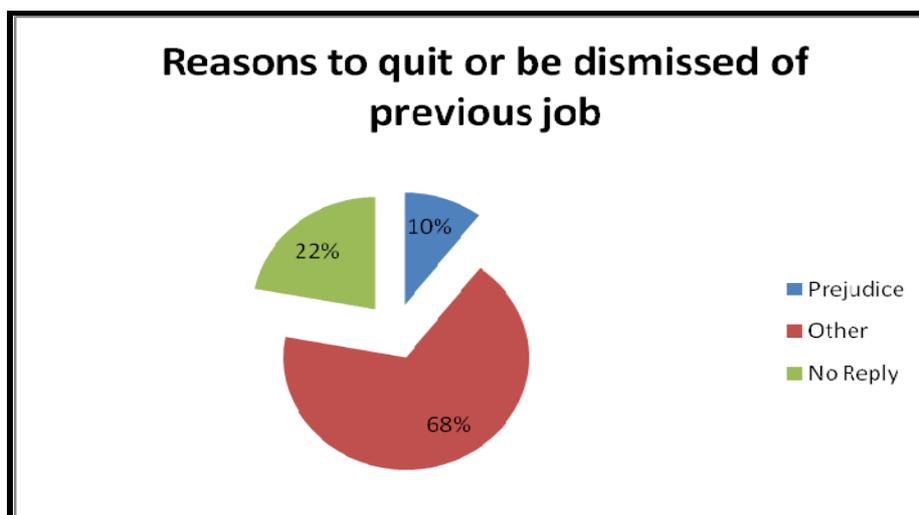
Concerning the immigrants point of view on how to improve job insertion, the top developments to be done concern ‘Better training and information of the services providers’ (23%), ‘specific training (language, culture,...)’ (20%), ‘legal aid’ (16%), and both less bureaucracy and specific offices dedicated to this question (14%).



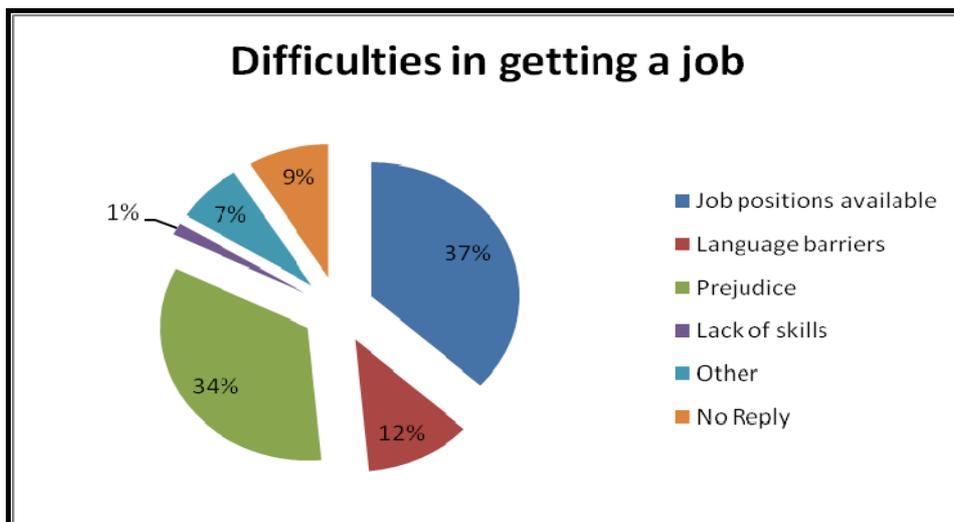
The information shown in the previous graphic reflects countries’ tendencies, with all the immigrants interviewed issuing the same opinions, although with small differences. For instance in Italy, Provincia di Bergamo doesn’t refer “suitable laws”, but C.I.S.A. mentions it as the second

most important. Non national workers living in Austria consider “specific training” of the people working in the job placement services as the most important issue to address to improve job insertion, and in Portugal the answers are balanced: “better training”, “less bureaucracy”, “specific offices dedicated to this question” and “specific training” all have 18% of the answers each. In Spain, offices dedicated to the issue and services providers’ training are the options mentioned more often.

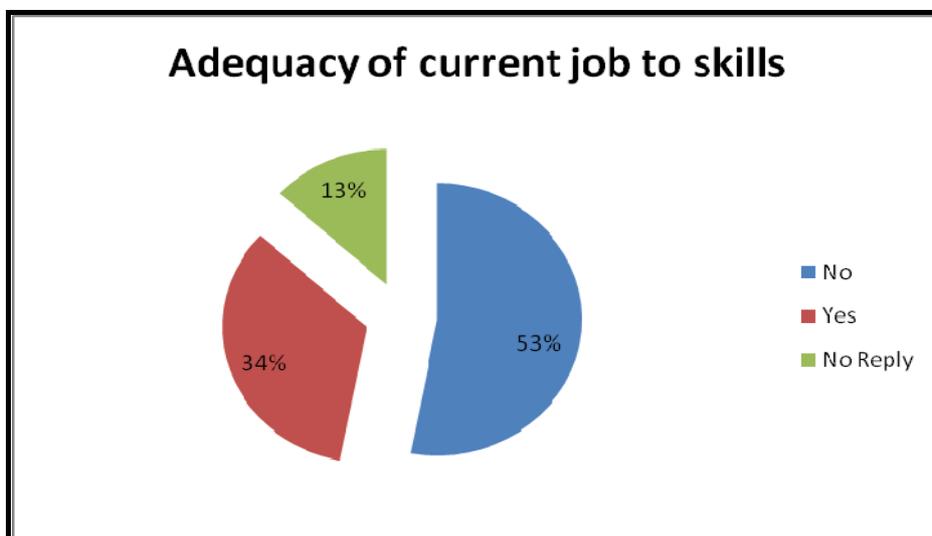
The reasons why immigrants quitted or were dismissed from previous jobs, and also the difficulties mentioned to find a job are important issues to somehow assess how secure or insecure people feel in the host country. Only 10% of the individuals replied to have left previous job due to prejudice; and because 22% did not reply to this question, 68% of the immigrants therefore consider that the explanations to justify the situation are other. The main reasons are economic crisis and also legal matters, whether involving the person or the employer. Some also refer that they wanted a job more suitable to their expectations, so they quitted when a better offer was presented.



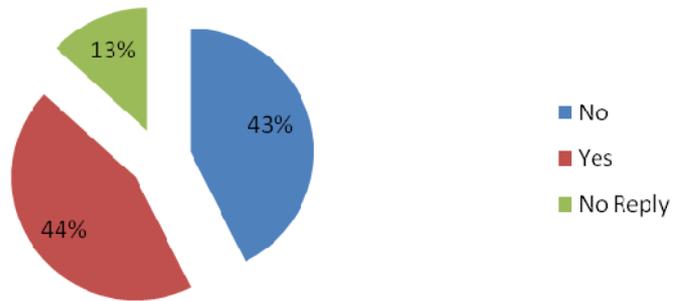
However, when asked about difficulties faced to get a job, 37% of the non national workers refer “prejudice” as a motive – it can be that this prejudice is felt only in the first impressions. The main reason is “job positions available” but only passing by three percentage points; language barriers is the third most voted difficulty with 12% of the answers. So even if, when starting looking for a job, people are usually afraid that prejudice or language barriers will be the most relevant factors, then in fact other reasons like the current economic crisis are also most likely to have some influence on the level of security of non national workers, as many of them refer.



Concerning the satisfaction with their current jobs, we can assume that people are not completely satisfied with their actual employ. 44% have responded that the job is adequate to the current expectations, but 43% have answered the other way. When confronted with the adequacy of the job to current skills, 53% is ready to assume that the job is not suitable to their capacities and all of them because they possess, for instance, better school qualifications or more training than what is required for the tasks currently performing.



Adequacy of current job to expectations

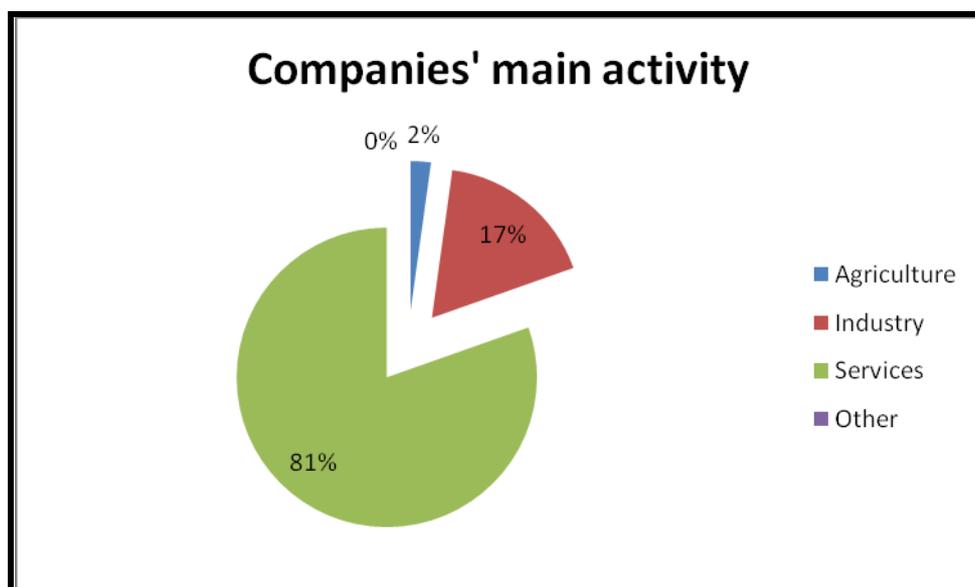


2.2.2 Managers, human resources and company's directors, and recruiters Report

BRIDGE partnership considered also important to know more about companies' opinion, to better understand what they are their needs in terms of non national employees' job insertion and also what they think is important for a job placement service to provide. By being in possess of this knowledge, the services providers training will be more focused in real market needs, therefore more effective in improving immigrants' job insertion.

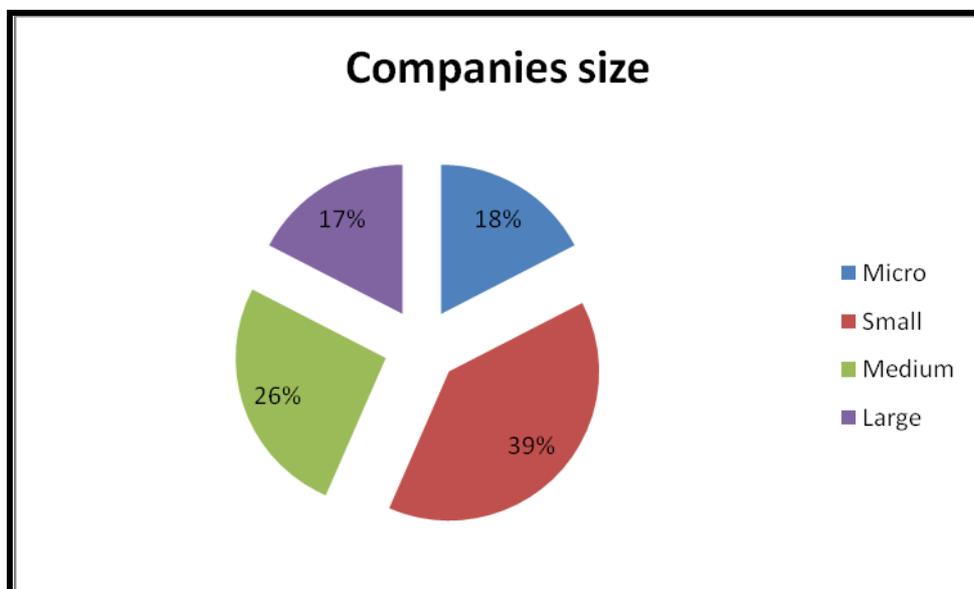
The first part of the questionnaire included questions to characterize the companies answering the questionnaire. The questionnaire were filled in by 46 individuals: 16 in Italy (6 from Provincia di Bergamo and the other 10 from C.I.S.A.), and 10 in each one of the other countries (Spain, Portugal and Austria).

Concerns companies' main activities, it can be observed in the graphic below that most of the interviewed work in "Services", with 81% of the answers. Industry represents 17% and Agriculture corresponds only to 2% of the companies.

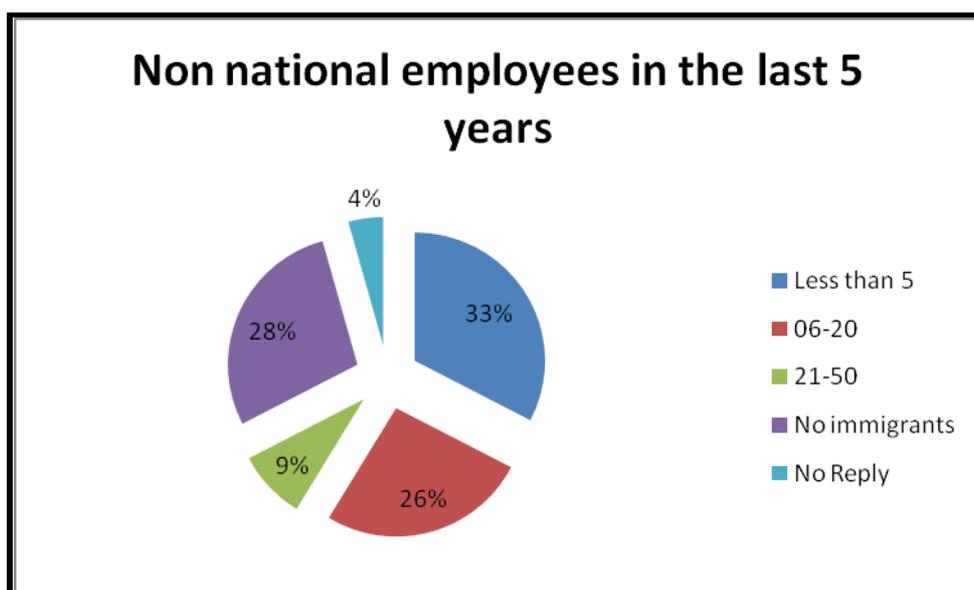


According to the European Union criteria for companies' size, 39% of the companies answering are small and 26% are medium sized. Micro and large companies are balanced in the BRIDGE Project sample, with 17% and 18% of the answers, respectively. This is in line with the reality of the European market, composed mainly by SMEs – Small and Medium Enterprises, in which the micro enterprises are included.

The large companies are all from C.I.S.A. and B&P questionnaires, and represent 40% of the sample of each one of the partners; the micro and small companies represent respectively 90%, 83% and 80% Portugal of CIFESAL, Provincia di Bergamo and IAFE samples.



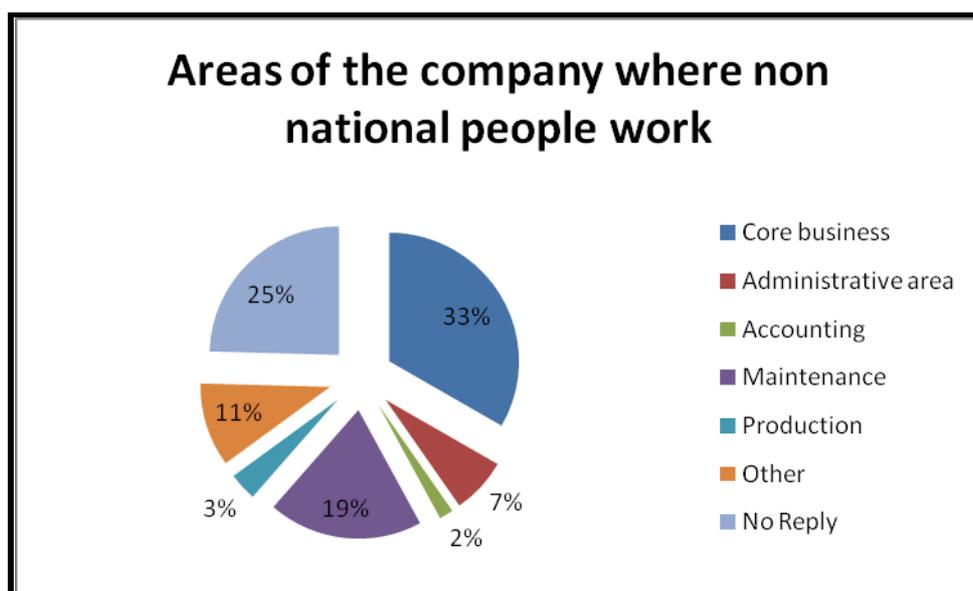
68% of the people interviewed stated to have employed immigrants in the last 5 years. Among them, 33% employed less than 5 immigrants, which is not surprising if we take in consideration that more than 50% of the companies are micro or small, therefore employing not many people, even considering temporary jobs.



Most of the inquired people (26) stated that at the moment of hiring, employee's nationality is indifferent, only being important their adequacy to the job position. Three people said, though, that they prefer to hire immigrants for economical reasons (assuming they are less expensive) and other stated that there are no national workers to perform certain jobs or that it is best to hire certain nationalities because of specific knowledge required to work with some countries or products. These answers are, however, not significant with reference to some sort of prejudice. The motives presented for not hiring non national workers refer only to lack of opportunity to recruit them ("it never happened" answers) and some answers reported that there is no need to hire immigrants because there are national workers available.

The distribution of this data varies a lot among the partners, with C.I.S.A. and IAFE having respectively a sample composed of 40% and 80% companies that haven't hired immigrants in the last 5 years; all the other partners, however the number of non national workers hired is different.

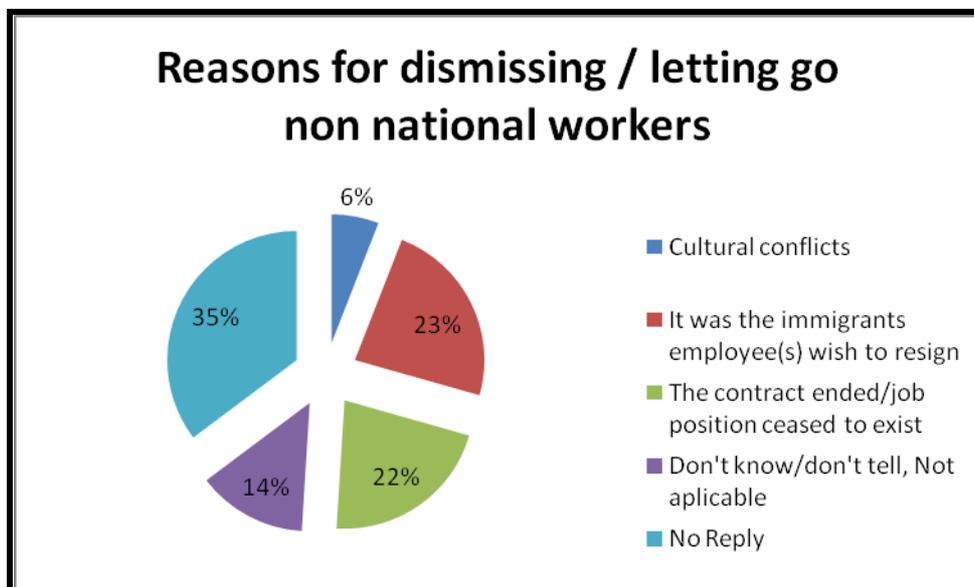
Concerning the areas of activity inside a company where immigrants work, and despite having 25% of no replies, we can conclude that non national workers are distributed evenly covering all the possible areas, with special importance in the "core business" of companies (33%) and "maintenance" (19%).



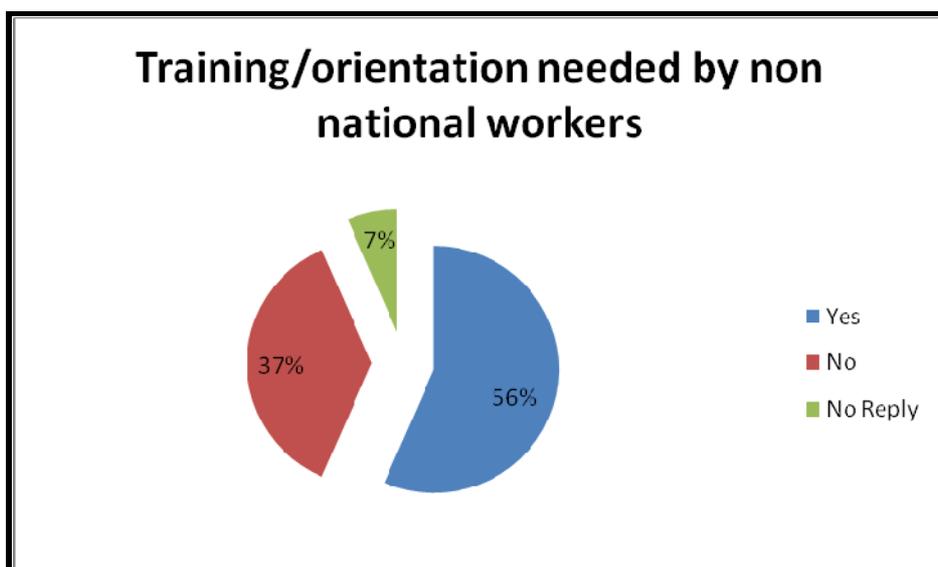
This distribution however is not the same for all the countries/partners. In Portugal, only 2 people answered, the only ones to have had immigrants employed, and answered that they worked in the core business; in C.I.S.A. questionnaires 50% didn't answer and the other 50% answered also "core business". If in Austria the distribution is balanced, in Spain and Bergamo it is totally inclined to one of the areas (respectively core business and maintenance, with 70% and 67%).

When considering the reasons for dismissing or letting go non national workers, only 6% of the companies indicate cultural conflicts as a main reason, different nationalities and backgrounds being the most recurrent replay. Most of the companies (45%) said that the contract was simply not renewed or the employees left on their own, which is consistent with the answers provided by non national workers.

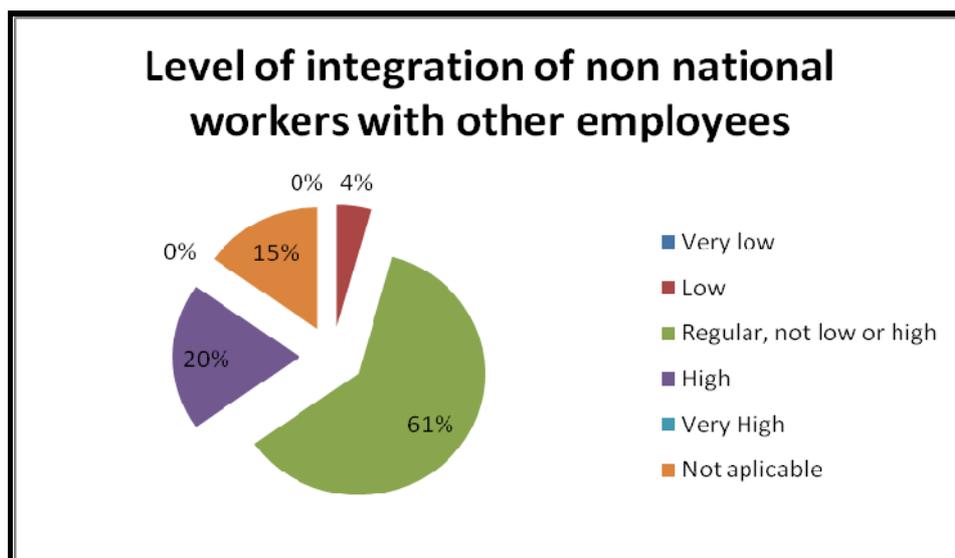
In Portugal only one manager replied to this question, from the two that actually employ immigrants. C.I.S.A. answers are the only ones that attribute great importance to cultural conflicts, with 40% of the answers reporting it as a reason for dismissing foreign workers.



More than half of the sample (56%) agrees that non national workers need training and orientation to perform their tasks. This tendency is common to all the partners except in the case of CIFESAL (where most of the people - 60% - said that specific training is not needed) and Portugal (people answering are balanced between needing and not needing training or orientation), but it is also reported that the training / orientation needed reflects regular training common to all workers, and not a specific issue related with their nationality. Only the Austrian partner answers reflect the need of the workers to master German.

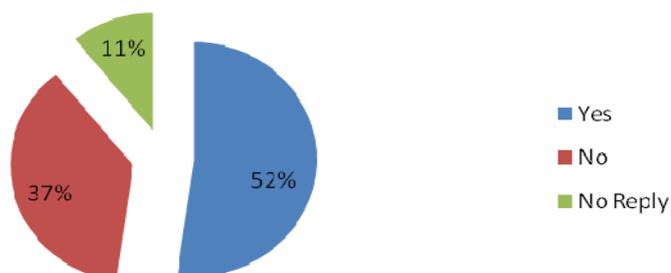


The level of integration of non national employees doesn't reflect any special problem or advantage in relation with national ones, with 61% of the individuals questioned answering that the integration is "Regular, not low or high". Only 4% refer that it is very low, but with 20% considering it "high". This pattern of response is common to all the partners except C.I.S.A., where 20% of the answers reflect a low integration of immigrants.



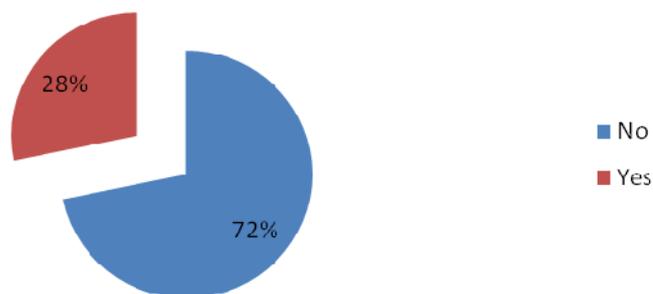
Concerning the question if the non national workers present an advantage for the companies that hire them, 52% of the sample agrees with the statement, with only 37% of the individuals answering "No" (it must be considered also that 11% didn't answered the question). Only in Spain the "No" answer prevails, but the tendency underlines the fact that non national workers are considered equal to national ones. The reasons for considering immigrants as an advantage to companies are related to added foreign languages, culture's knowledge, and a wider perspective on the world; only a few answers reported by Provincia di Bergamo's partner refer to their availability.

Non national workers represent advantages to the companies



The companies were interviewed to better understand their relation with job placement services. It must be taken into account, however, that 72% of the companies prefer not to use job placement services for recruiting employees.

Companies use of job placement services for recruiting



The ones that resort to those services replied that they use them especially when they have too much work and need some outsourcing service, or when they quickly need some workers for certain areas. The people answering the questionnaires from B&P are the ones who report to establish more connections with employment services, namely the Austrian Job Centre.

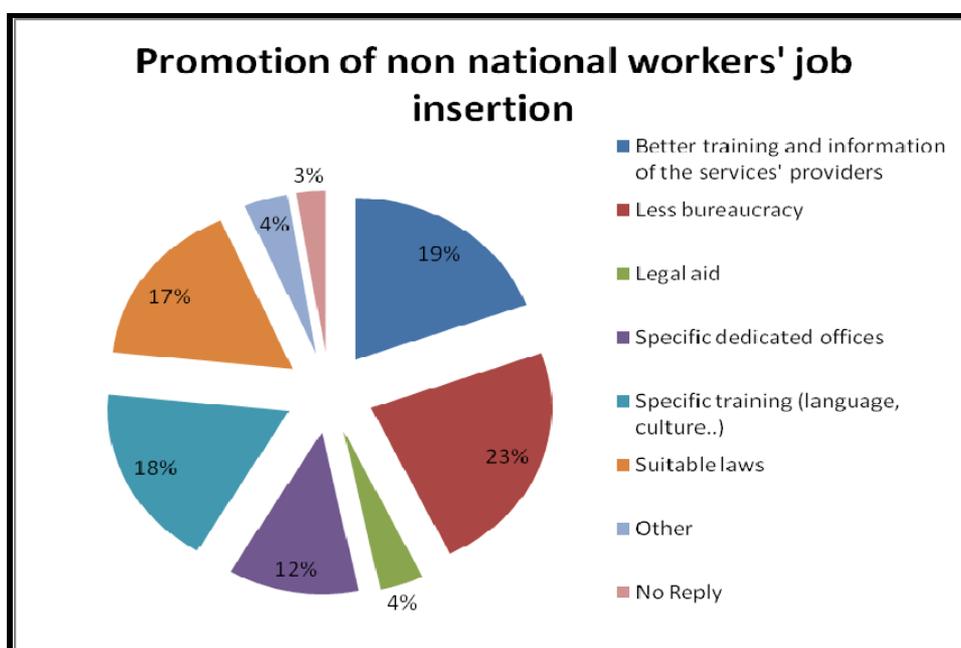
The strong points of recurring to these services are, according to the sample of companies, the possibility to access a large database of applicants and also to save companies' staff time, by delivering the recruiting process to specialized services. However, it is also said that the process often fails to succeed in matching the profile required by the companies. There are also some

reports on the cost of the services provided: some answers appoint as an advantage the fact that they are free, and some report that they are expensive. This must have to do with the fact of resorting whether to public or private services, with different manners of developing their job, and associated costs.

When asked about what would they like to find in a job placement service, the answers of the companies' representatives vary quite a lot, covering the following fields: an effective preselecting of the applicants to present to the company for final decision on who to hire; a fast service; and trained people with the necessary skills to conduct the process of recruiting someone in a professional way.

In order to promote non national workers' job insertion, in companies' opinion, the most relevant need is to reduce the bureaucracy of the recruitment processes and job development, and connected to this 17% also stated the importance of suitable laws adequate to the matter. Concerning however the service provided by job placement organizations, 19% claim that it is important that the services providers receive better training and information, to develop their abilities and 18% advocate the need for specific training, namely language and culture. 12% of the sample also thinks that it is important to create specific offices dedicated to the immigrants' job insertion.

These tendencies are common to all the countries, although in Spain, in the information provided by CIFESAL, the bureaucracy issue is not mentioned.



Non national workers' role on the job market is considered to be very important by many interviewed. In their opinion, immigrants are at this moment the solution to prevent population's aging and to add innovation. Non national workers are also important, in some suggestions, to cover working areas where it is difficult to find national workers. However, their integration and

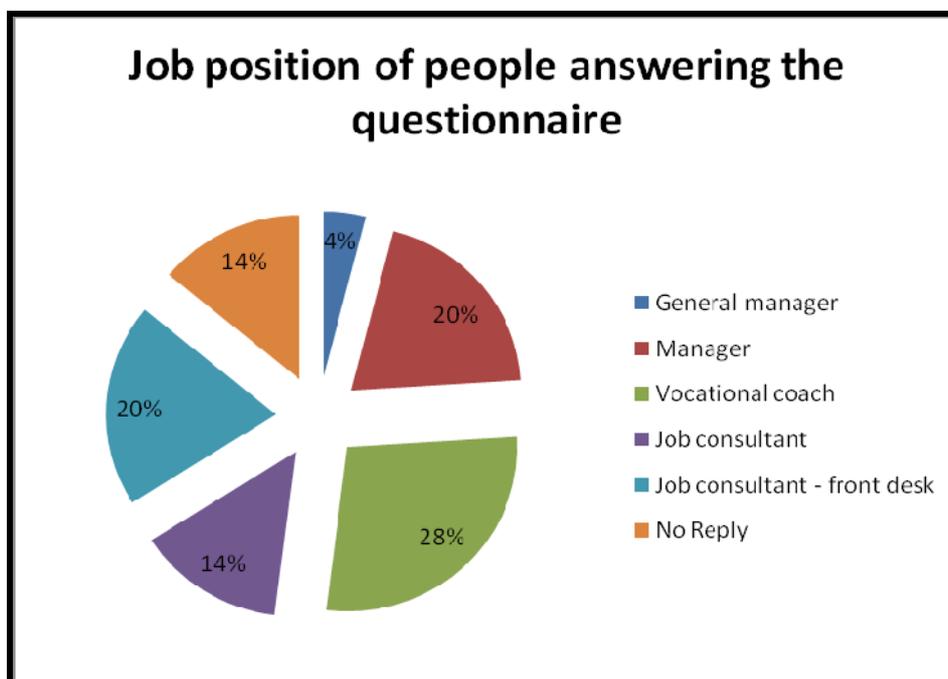


importance depend also on the past experiences, their skills, and also their capacity to adapt to new places, cultures and circumstances.

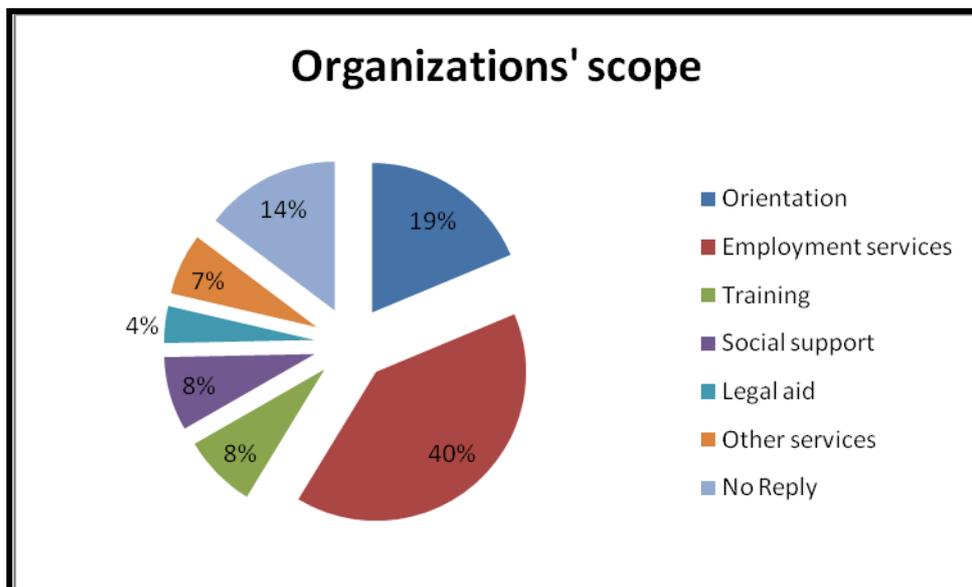
2.2.3 Public and private job placement services providers International Report

The questionnaire prepared for the job placement services was answered by 50 people (11 from Provincia di Bergamo and CIFESAL, 10 from C.I.S.A. and B&P, and 8 from IAFE) belonging to different categories of employees within these services, as it is possible to notice in the graphic below. 28% of the inquired people are vocational coaches, and then, the second most representative groups are managers and front desk job consultants, both of them completing 20% of the sample.

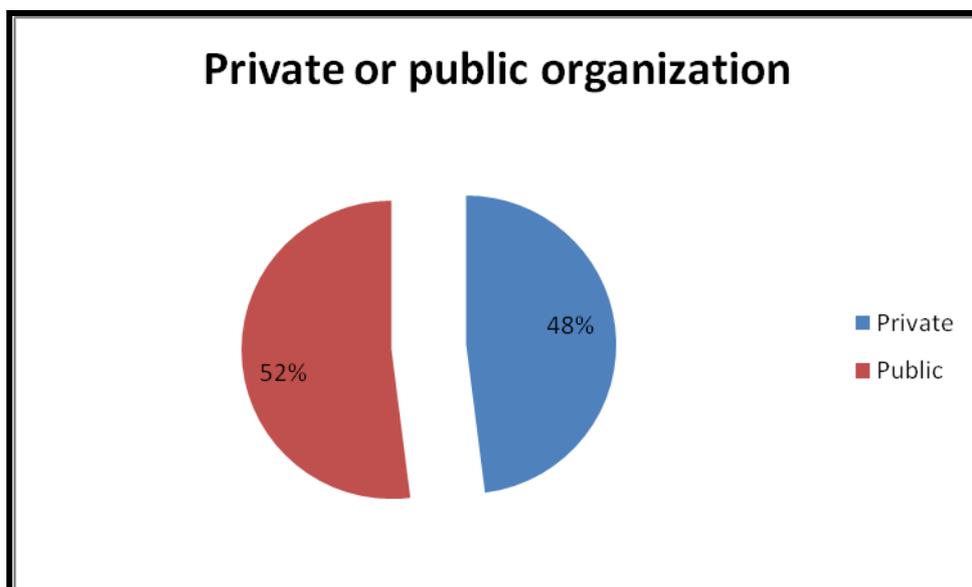
14% of the sample didn't specify its job position, being all this answers from Provincia di Bergamo questionnaires and representing 64% of their individuals.



40% of the organizations where people answering this questionnaire work are dedicated to employment services, and 19% are specialized in orientation, these are the most relevant areas mentioned. Other scopes are also mentioned like Training and Social support, both with 8% of the answers. It is worth reporting that the answer to this question wasn't exclusive; so many organizations choose more than one option, representing different fields of action covered by their departments. Legal aid is the area less mentioned, and this is, in one hand, according with the legal issues felt by employers, complaining about heavy bureaucracy and complicated law, and, on the other, justifies the reason why do immigrants refer to resort so little to this service –not very much offered, although the need for it is felt.

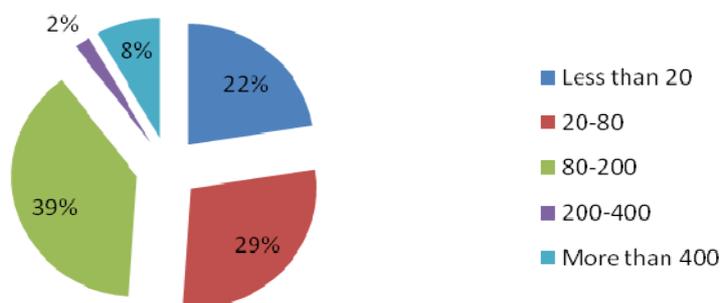


The present sample is composed both by private and public organizations, in a balanced manner – 52% are public organizations and 48% are private organizations.



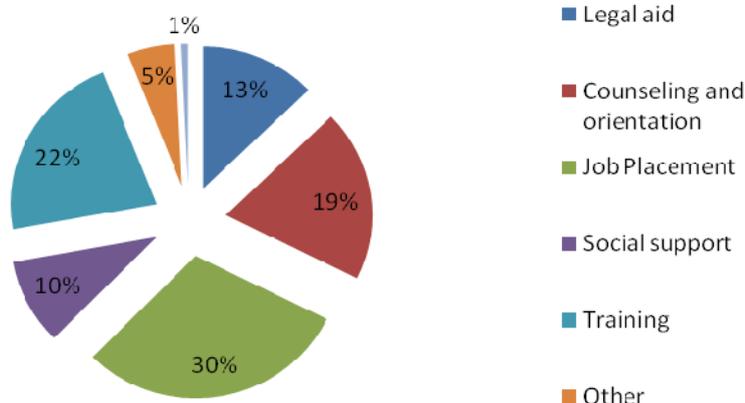
The services they have are offered to a large number of non national people, as shown by the next graphic. Despite the fact that 73% of the organizations answered not to have specific services dedicated to immigrants, 39% serve an average of 80 to 200 immigrants per month, 2% between 200 and 400 immigrants, and 8% serve more than 400 people. 22% report to serve less than 20 and 39% report between 20 and 80. These numbers allow us to assume that immigrants do resort to these organizations.

Average of non national people looking for the services per month



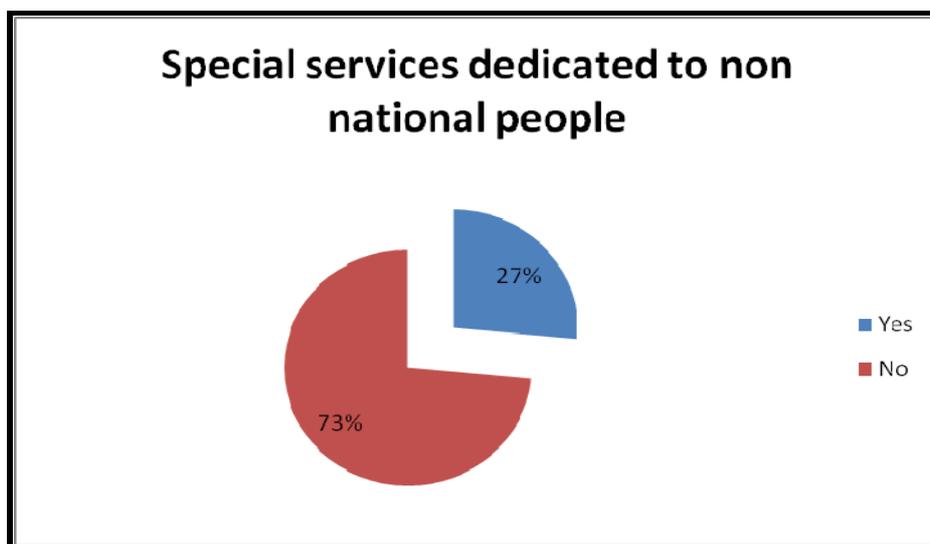
Most of the services offered are specific to the job market, namely job placement (30% of the answers), training (22%) and counselling and job orientation (20%). Legal aid is also reported by 13% of the people answering as well as social support (10%). The nature of the services provided vary a little amongst the countries, being that Austria and Portugal have the most balanced sample concerning the distribution of services offered, followed by Spain. In Italy, the answers from Provincia di Bergamo and C.I.S.A. show more segmentation on the services – the first one give greater emphasis to counselling and orientation, training and job placement while organizations answering to C.I.S.A. reported only job placement, counselling and orientation and other services (although not specifying which ones).

Services offered



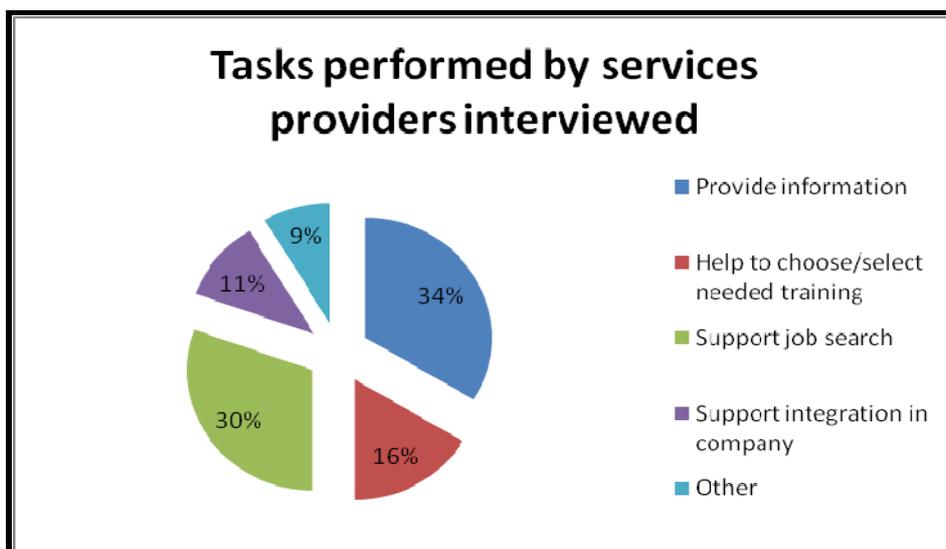
Besides from the services mentioned above, 27% of the sample stated to have special ones dedicated only to non national people; these are services like “assessment” and cultural mediation.

The largest part of the sample (73%) however, despite the amount of immigrants that look for these kinds of organizations, doesn’t have services dedicated only to immigrants.



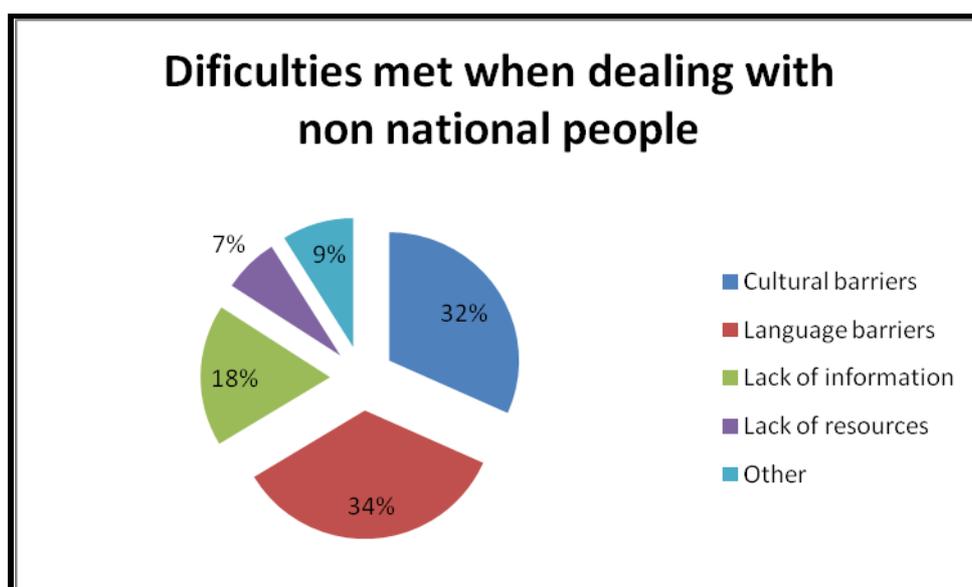
The services providers that answered the BRIDGE Project questionnaire perform varied tasks which also benefit non national workers, although the services are not only dedicated to them.

The most relevant tasks performed are presented in the graphic below. It can be observed that the task more mentioned is “Provide information”, with 34% of the answers, followed by “Support in job search”, with 30% of the answers. Less relevant are “Help to choose/select needed training” (16%) and “Support integration in company” (11%). 9% of the people answered “Other”, including legal aid, local knowledge, and human resources management. The answers are balanced among the partners, although C.I.S.A. questionnaires do not include any answer on “Help to choose/select needed training” and “Support integration in company”.



The performance of these tasks is however affected by several difficulties, when dealing with non national people. General opinion is that “Cultural barriers” and “Language barriers”, with 32% and 34% of the answers, respectively, are most mentioned ones. “Lack of information” (18%) and “Lack of resources” (7%) are reported in a smaller scale.

Lack of information is however the second most relevant difficulty in Austria, immediately after “Language barriers” and it is the first one to be mentioned in Portugal, with 32% of the answers. Provincia di Bergamo cited only three difficulties – “Cultural barriers” (50%), “Language barriers” (45%) and “Lack of resources” (5%).

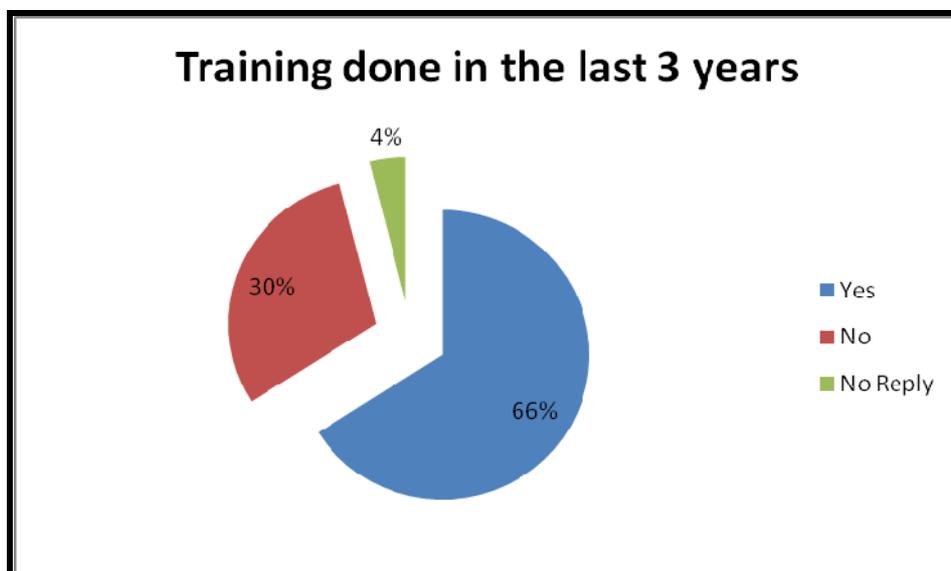


“Other difficulties” are reported in 9% of the answers, and these difficulties are related mainly with legal issues specific of non national people, that could be overcome with adequate training and information of the people working in the services.

Recurring problems mentioned by the professionals questioned are in general common to the responses provided by the different partners. The most commonly reported problem is prejudice towards immigrants, presented in the fact that many companies don't want to hire immigrants, due to several reasons. Other issues are non national people's lack of knowledge in relation with host country's language, culture and norms and immigrants' school qualifications incompatible or invalid. In Spain, it is also highlighted the economic crisis, which reduces, generally speaking, job positions, and in Portugal legislation is one of the pointed out barriers towards a better integration. Provincia di Bergamo didn't provide answers for this specific theme.

About the solutions offered, it seems to be consensual among the services providers that there is a great need for training and information, both for immigrants and employees. The information is mentioned to be needed to change attitudes towards immigrants and reduce prejudice; it is also mentioned, as a solution, offering more information about legislation. Training as a solution is mentioned to endow immigrants with better skills, as knowledge on informatics and local languages. It is also considered important a personalized service offered both to non national workers and to employers, to better overcome any difficulties encountered.

In the last 3 years, 66% of the people working on job placement personnel received some training, against 30% that said that didn't received any.



The data on training is very different for each partner: 100% of CIFESAL interviewed stated to have had training in the last 3 years, 60% from C.I.S.A. didn't had any; in Provincia di Bergamo more than 80% received training and in Portugal and Austria half of the people questioned did as well.

When asked to specify the sort of training received, it was possible to conclude that there was 2 kind of training received by the services providers: what can be called “general” training, on

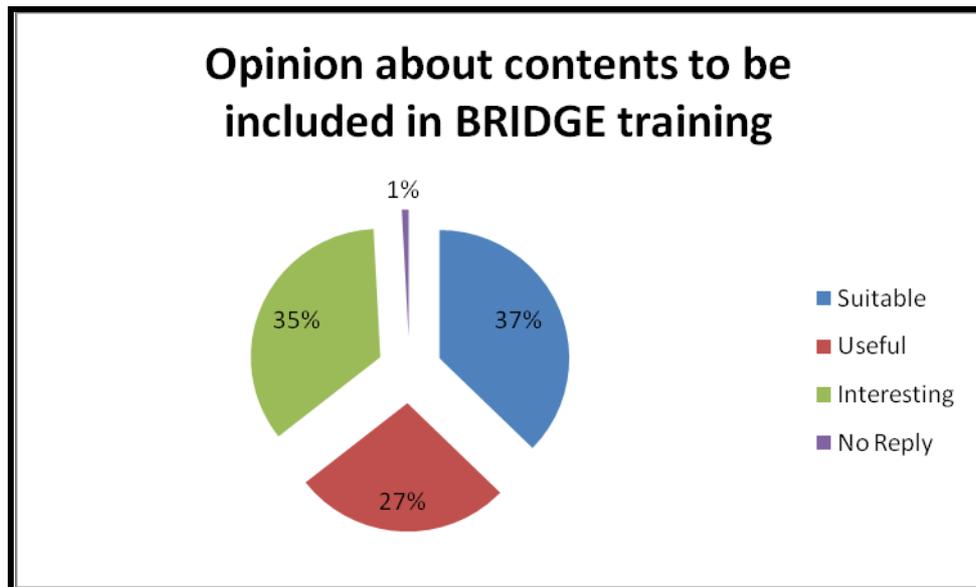
areas such as English, communication, time management, training for trainers, data protection, marketing, and other general subjects; and training specific to the job, as human resources management, counselling and orientation, labour legislation, conflict situations in countries, diversity management or even specific training on “migration management”.

However what it is considered to be “useful training”, for those who work in non national workers job insertion, is defined by the agreement in the answers given. Almost all the answers refer to the importance of training on legislation and legal matters of job placement for immigrants, in order to improve non national workers integration. Then, there are some references to other kinds of training, namely language, social skills to deal with foreign people, and information on countries of origin like educational system to improve school qualifications recognition.

From the training received in the past 3 years, what is mentioned as most useful is related to legal matters and also with some other themes not mentioned above, like internet as a tool for self training, new employment sources crisis management and information on available programmes for immigrants’ insertion. Some of the answers received, however, and considering that only half of the sample answered this question, state that there was no useful training to deal with this specific job searchers. People mention that training is useful but most of the times not strictly related with non national workers and their integration, considering being missing information on legal issues like job and residence permits, administrative situations, and also especially dedicated programmes and resources. Services providers also would like to receive training on how to overcome language and cultural barriers when dealing with people from other countries and cultures, and also how to resolve in practice problems brought by immigrants looking for their services (for instance, where they should go to get their permits, what to do to get their qualifications recognized, and other specific issues).

Bearing in mind the purpose of designing some online training for services providers, it was asked to the people to whom the questionnaires were delivered what was their opinion about some contents already defined to be included, such as: immigrants’ employment and integration facilitation; legislation, documents needed and how to get them; social and intercultural skills; connections with the labour market: how to deal with managers, employers and labour consultants.

Only 1% of the questioned people didn’t answer to these questions, being that all the other answered choosing usually more than one of the options. 37% found the proposed contents to be “suitable” and 35% though they were “interesting”; 27% also believed them to be “useful”. In general, it is possible to say that the suggestions made were well received by people working in the area, and they are similar to those mentioned spontaneously when asked to provide useful training to be received.



Some suggestions on how to improve the training that will be provided by BRIDGE Project were also added, although not as many as desired and almost all of them in line with the needs identified before. Apart from the references to training on legislation and on local cultures and social skills, it was suggested to promote some training on Empowerment, as a tool to improve immigrants' insertion on the job market. It was also stated the relevance of providing some information on job search techniques.

2.3 Conclusions

The second part of the present survey provided data coming from the three target groups involved in the process, and especially the potential beneficiaries of the training course that the BRIDGE partnership is going to develop.

Observing the data concerning the way the non national workers had find their jobs, we can notice the importance to get the informal network involved in the process. That will be articulated in the training by listing a number of significant local associations and/or NGOs working in to support new comers and provide the services that the institutions are not able to provide, as already explained in the first part of the present report.

The graphics presented also tell that even if non national workers look for employment services at job placements, they still do not receive all the information they need. For this reason a complete module will be dedicated to list the online or physical places and where to find them; this section will also provide information on how to get a school certification recognised (if possible according to local laws) and where to get training and education if needed.

Analysing the reply provided by the immigrants workers in the partners countries, we noticed that the topic they suggest as training contents are often ‘better training for the services provides’ or ‘personnel with specific training on the matter’ or ‘more information provided by the services providers’. Those comments indicate the need for the services providers to update their skills and be more prepared to deal with the numerous requests coming from the non national workers.

On the other hand, non national workers also demand less bureaucracy and many of them preferred to look for a job without the support of the services, maybe due to their past experiences.

Most of them still perceive different levels of prejudice and are looking for new job position that can better suit their needs (both in terms of economical stability, better treatment as a person or with no discrimination).

So, the importance to tell them about their right as workers has to be included in the training provided to services providers, as it could be the a good chance to let them be aware of their rights, and, probably, this will smooth the situation with those employers that still take advantage of the less prepared employees.

Even if few of the managers/employers interviewed make use of employment services, most of them think that the providers still lack professionalism (no prompt response, candidates do not fit the profile requested by the company, they do not consider the company background, and so on...) and most of all they have to help the company and save them time and money (especially when the services are not free of charge).

More than half of the managers interviewed agree that non national workers need training and orientation to perform their tasks. That could be solved by letting the services providers address the job searchers to the most appropriate training course before or while applying for a specific job. This could also be seen as incentives for the company that doesn't have to cover extra expenses.

As also stated by non national workers, less bureaucracy would help the companies to search for new employees and better information provided and an increase in the service level is also wished.

Observing the data from the personnel working in the services providers, instead, we can notice that few of the received specific training that cover the topics relevant to the project. A large number received training on legislations and laws but not in reference to non national workers in particular. Many of the interviewed people stated that the contents selected by the partners to be included in the training course are interesting, useful and suitable to improve their work skills, but the majority still ask for better information on regulations and how to have school titles and degree recognized in the host countries.

The training that the partners are developing will incorporate many of the suggestions and ideas that the three target groups provided during the survey.

A section of the website will be dedicated to non national workers, where they can find tools to evaluate their personal status in the field of education and work experience, with link to EUROPASS and details on CV writing. This section will help them to be more prepared to fill job application and face to face job interviews. This is considered relevant also because some of the interviewed among the services providers' personnel belongs to the 'vocational coach' section and few organizations provide also orienting services and training.

The very same section will be helpful to the managers and employees recruiters as it will provide them with the international job qualification system and will support a more flexible (where applicable) employees search.

A section common to training beneficiaries and immigrants will deal with connections with the labour market: to support both part in filling a job application so to help the first more understanding of the requirements and the latter more prepared to reply properly to the questions asked.

The legal part of the training, the one dealing with the legal matters of non national job insertion will be helpful to the three categories, as it will provide links to the current legal situation on job permits, how to get documents and what are the institutions offices or association that offer those services or information. This section will also be enriched with links to the main unions or association that provide legal aid to non national workers and, above all, what are the duties and rights in the host country.

Most importantly, as pointed out in the survey (special services provided to non national workers) the services providers that answered the BRIDGE Project questionnaire perform a variety of tasks but not specifically dedicated to immigrants. So the importance to have the staff or at least part of it, prepared with a set of new competences and skill that are directly addressed to non national workers seems to be appropriate.