

Results of Empirical research

Focus on Migrants and Refugees

PAUSE Project - WP 2 Needs Analysis

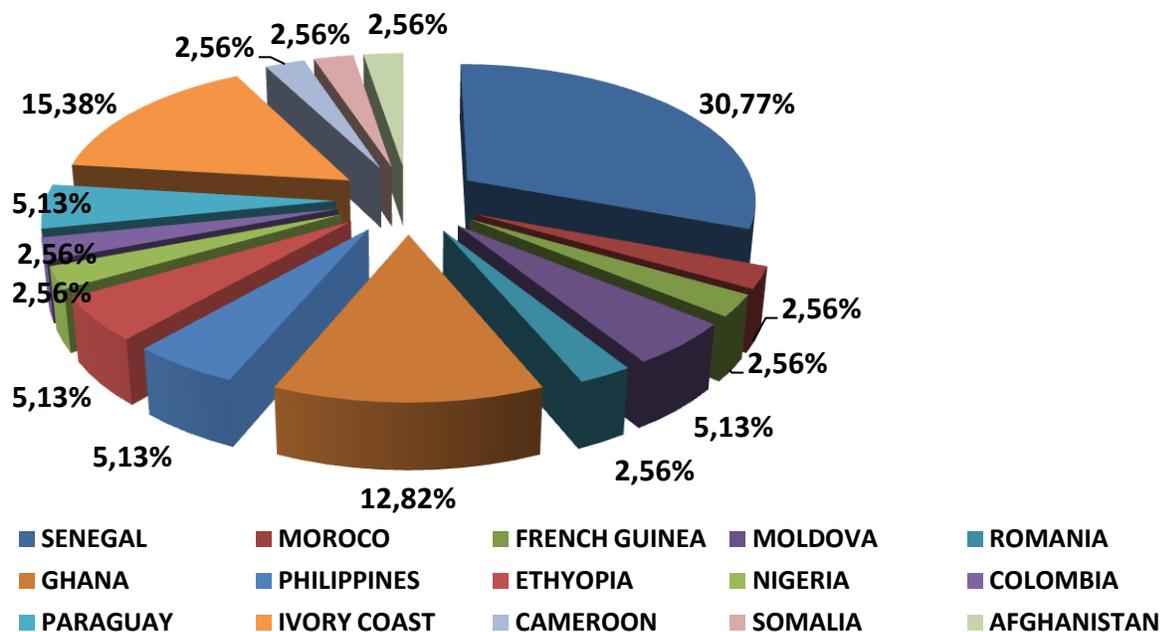
Empirical Research Results

Partner Name: Provincia di Parma

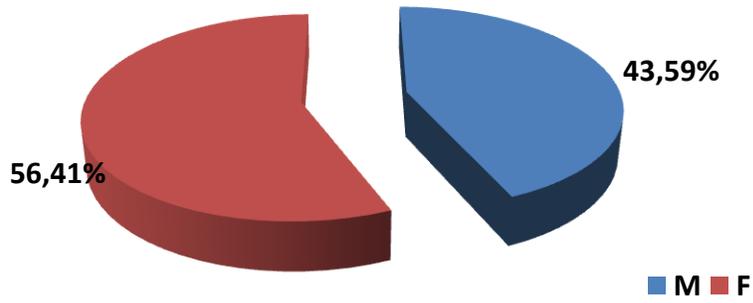
User group profiles

User Group Number/ Name	Number of group members	Countries of origin	Numbers employed/ unemployed	Young people (<25)/ Adults
FORMART	11	Senegal	All employed	All f.u. > 25
CGIL	3	French Guinea; Romania; Morocco	1 employed 2 unemployed	All f.u. > 25
CTP PARMA	12	Ivory Coast; Ghana; Moldova; Senegal; Paraguay	All unemployed	4 f.u. < 25 8 f.u. > 25
FORMAFUTURO	11	Philippines, Moldova, Ethiopia; Ghana; Colombia; Paraguay; Cameroon; Nigeria	8 employed 3 unemployed	2 f.u. < 25 9 f.u. > 25
CIAC	2	Afghanistan; Somalia	1 employed 1 unempl0yed	All f.u. < 25

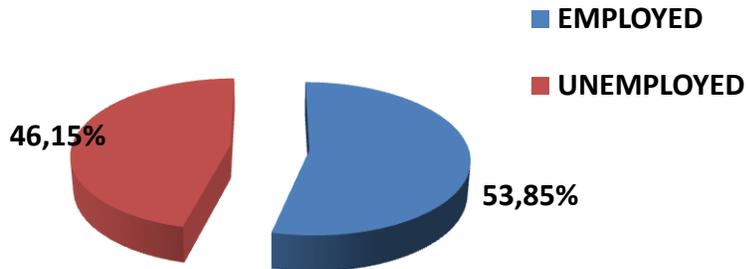
Represented countries



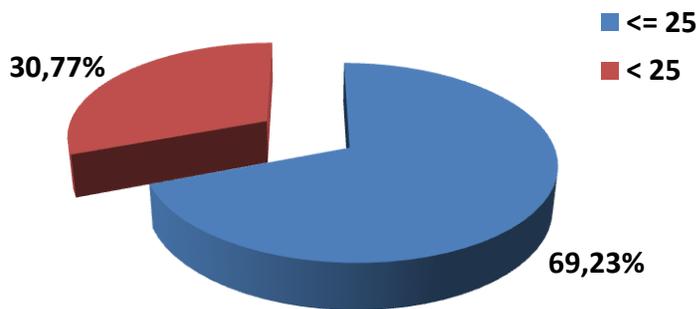
Gender



Employment situation



Age



1. Summarise what your groups considered to be the main myths surrounding the employment of refugees & migrants?

The greatest part of the people we interviewed they claim a **general racist attitude**, a large portion of Italian citizens are still afraid by “black skin”, they’re still suspicious towards foreign people.

When we address employment issues, in the opinion of people interviewed this general fear is translated in two main myths:

- **Migrants and refugees are not skilled**. If in many case, this attitude prevents migrant from obtaining job, in many other cases prevent migrants from obtaining good job. Most of them claim that the work they get is not in line with their competencies and experiences and this happens only because they are migrants;
- **Migrants and refuges are not reliable** since they not have knowledge about rules, especially scheduled.

2. What practical barriers to employment have the members of your user groups experienced?

Language is the main obstacle. People that we interviewed, they declared that is a problem on both side of the relation: on one side, migrants and refugees don’t speak Italian and they find difficult to get opportunities to learn it; on the other side; this problem s made much more hard by the fact that most of the Italian people have limited skills in foreign language communication. *In 2006, the Censis has published a survey which showed that 66.2% of Italians claimed to know several foreign languages. But then, when asked about the ability to use foreign languages known, the response changed: in fact as much as 50.1% of respondents believed their level of academic preparation, only 23.9% judge your own good and only the 7.1% assessed as very good. Here, Italy is the country where the level "school" means the level of knowledge of zero, or slightly more.*

Bureaucracy is another relevant barrier for the people we interviewed: getting permits is always hard because too much paper to be produced and too much offices to visit. Beside this excessive load of work, they claim that **information system is not clear** and they find **very hard to orient themselves in the administrative system** and, in general, **within the local territory**.

Another problem is represented by the fact that is **not easy (almost impossible) to obtain recognition of previous qualification, titles** (even driving license) that, for those obtaining job, it’s one of the main reasons for a under qualified job.

3. What problems or difficulties have your employed group members faced in the workplace?

The most felt problem is the one linked to the previous mentioned problem with language: **poor communication skills** (in Italian on migrants side and in whatever foreign language on workers and employers' side) it makes hard to communicate on job place so that working relations and even social relations are not very well developed . Beside this practical problem, most of the interviewed declare that **colleague demonstrated distrust** towards them: “ migrant people is here to stole work opportunities to Italian people”...

Exploitation is what migrants, in different forms, they declare: **low wage**; hard and unsafe working conditions; **contracts are made complicated** so that it's easy for employers to don't respect them or even **undeclared work**.

Some people we interviewed declared something very specific about relation with employers and they denounced an attitude of **non recognition of qualities and well accomplished jobs**. They feel themselves **penalized in the “competition”** with Italian colleagues.

4. What help has your group members found to be most useful in getting a job? Have job centres/ employment support agencies been a help or not? What help or support would they have found more useful?

What is definitively clear is that migrants (most of them) find a job out of the institutional channels (private or public). **Relatives, friends and ethnic communities** are the most common helpful actors in the job research.

Private job agencies seems to be more effective than public Employment centers even if in both cases lack of foreign language and cultural mediation skills make the approach very hard for them.

As a consequence, **more attention to specific needs of migrants and refugees should be paid by those actors** (especially public one) in terms of both communication and understanding of cultural and social differences.

5. What themes did your user group discussions indicate as priorities for games scenarios? Who should they be aimed at (e.g. employers; refugee groups; employment support agencies)?

Potential beneficiary: Migrants and Refugees

Looking at what migrants and refugees think that will be useful to themselves and excluding language courses, three themes arises as very important and all of them are relevant in the process of searching for a job:

- **Knowledge of the territory**: Most of the people claims that they feel disoriented in front of the local administrative system and towards all several and different procedures that are required not only in order to get a job but also in order to regulate all those daily aspects that make more easy to get a job (house, health, social insurance, driving license ..). Furthermore, a very wide set of institutions having different, small but complementary competencies make more hard for migrants to orient themselves in the local territory;
- How to research a job: in a more specific perspective, a good number of people that we interviewed denounces that a specific information/training should be focused on **knowledge of job market and actors and sources** relevant in this context : who they are, which are theirs competencies, where they are, online sources, etc
- **Presentation**: again, a good number of people underline how presentation was very important so that a specific focus on how to present themselves in job facilities (private agencies, public centers, etc) and how to describe and valorize their experiences and titles (how to write a CV, how to fill forms, etc) would be very useful;

Potential beneficiary: Job Facilities workers

A good number of people underline how a better cultural and linguistic preparation of people working in private agencies and public offices would improve relations, would increase satisfaction of consumers (in this case, immigrants and refugees) and ,maybe, it could improve effectiveness of job research. **Cultural mediation skills** for people working in job facilities is a suggested theme.

6. Did your groups give any consideration to the use of social media in the project?

All the people we interviewed gave just a **positive feedback about the usefulness of social media** for educational and training purposes. No particular and specific consideration has been given since the use of this kind of tool is not very common even in the ordinary life, knowledge about his tool is limited so that particular and specific utilization of them is not conceivable for them.

7. Were there any other significant issues raised in your user group sessions?

LANGUAGE : As already mentioned, all the people we interviewed underline that language skills are the most important issue in dealing with integration theme. It's fundamental from a social point of view since a better language competence means better communication that means better understating and decrease od misunderstands. Furthermore, it's fundamental from a bureaucratic point of view : since few months ago; basic language skills are required in order to get a residence permit that is fundamental in order to get a regular job.

ICT: Most of the people we interviewed (potential final users) they're not provided with personal ICT tools, except for mobile phones. They don't use regularly and at home PC. Just a small part of them experienced interactive games (if we can define it) in the context of driving license course....

8. Conclusions/Recommendations

What are your conclusions regarding priorities for the themes and target groups for the games?

Following 39 interviews that we made, some priorities aroused:

- Cultural mediation for job facilities workers
- Presentation: from CV to job interview
- Orientation: how to move in the local administrative system (residence, health, social insurance,ect)
- Orientation - How to orient in the process of looking for a job: actors; institutions; sources.

Exercise following each presentation

Design Implications

From the research presented, can you start to list any design requirements for the games to be developed (e.g., games should allow user created content to allow them to be used in a variety of ways):

1. Instruction should be made available in different languages
2. Instruction should be clear since there's no experience in the use of Interactive 3D
3. Usability trough mobile phone
4. Unavailability of domestic use of PC implies saving modalities online and not on PC
5. "Light" tools because of limited access to broadband
6. Easy to update