

WP3. NEEDS ANALYSIS

Working paper from: Italy

Elaborated by: FO.RI.UM

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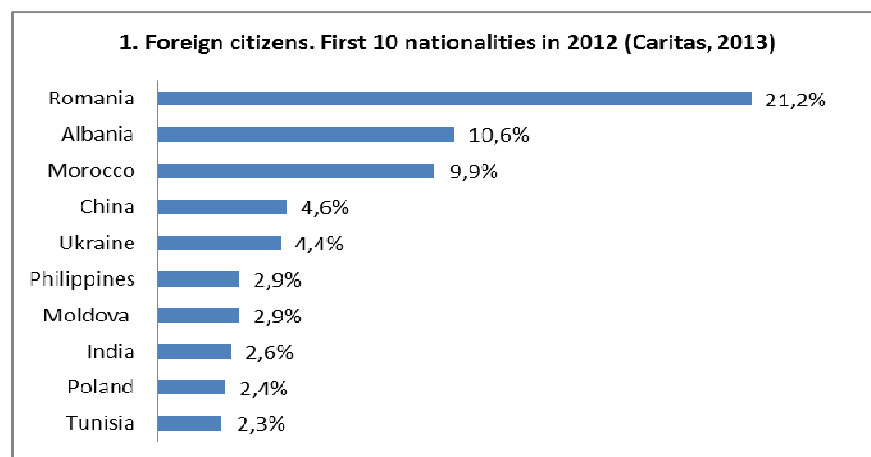
Introduction

According to the **Caritas - Migrantes research “XXIII Rapporto Immigrazione 2013-2014” (2014)¹**, at the beginning of 2013, 4.387,721 people with foreign nationality resided in Italy (7.4% of the total population). The foreign resident population has increased of more than 334 thousand units (+8.2% over the previous year) and according to the research, this increase is mainly due to the birth rate of foreign people. In fact, the incidence of births of children with foreign parents has had a remarkable growth.

Women constitute 53% of more than 4 million foreigners living in Italy also thanks to the various regularization laws which have certainly favored a significant percentage of workers employed in the domestic sector.

With regard to the origin, the Romanians are the main immigrant community with a number that comes close to a million of residents, 21% of the total. The other EU citizens, however, have percentages much lower and do not exceed 2.4% which is represented by Polish. In Italy, 3 out of 10 foreign people come from countries of the European Community.

Non-Eu citizens holding a residence permit in Italy, on the 1st of January 2012, were more than 3.637,724, of which 49% women and 24% minors. The most relevant citizenships, which represent over 50% of the total of foreign citizens, are: Morocco (506,369), Albania (491,495), China (277,570), Ukraine (223,782) and Philippines (152,382).



New work permits issued in 2011 decreased by 65% with respect to the number of new permits issued for the same reason in 2010; also the number of new permits for family reasons declined (-

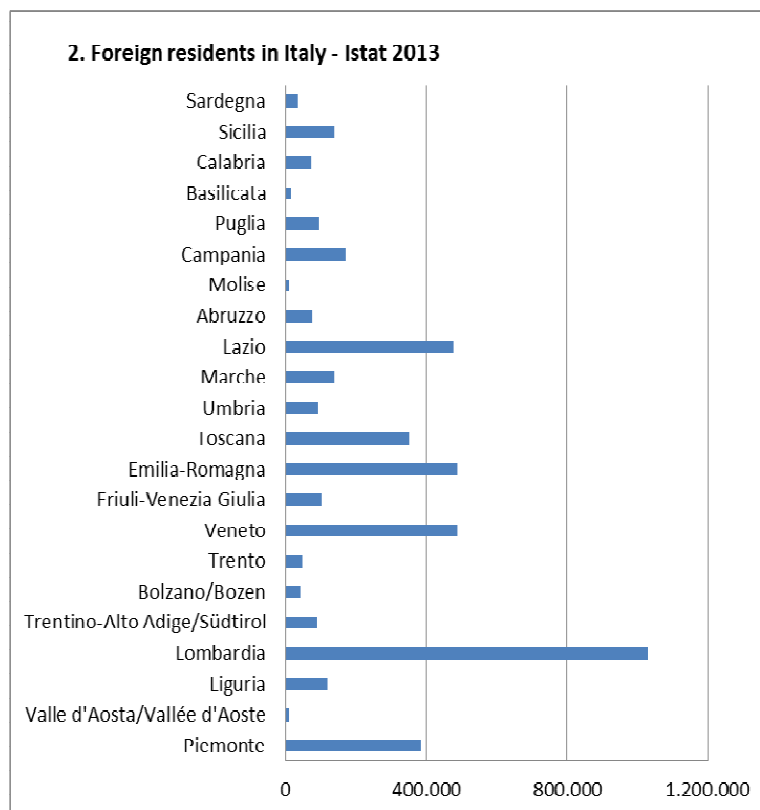
¹ Caritas – Migrantes - XXIII Rapporto Immigrazione 2013-2014

http://www.chiesacattolica.it/pls/cci_new_v3/V3_S2EW_CONSULTAZIONE.mostra_pagina?id_pagina=53507

21.2%). The number of permits issued for asylum and for humanitarian reasons rose from 10,336 in 2010 to 42,672 in 2011.

The regional distribution confirms the historical data: 61.8% of immigrants live in the North, 24.2% in the Centre and 14% in the South and in the Islands. Lombardy is the region with the largest number of foreign residents (23.4%), followed by Veneto (11.1%), Emilia Romagna (11.1%) and Lazio (10.9%). The province with the larger number is, however, the one of Rome (8,7%), followed by the provinces of Milan (8.2%) and Turin (4.5%).

35.8% of total foreign residents is concentrated in the capital of Regions, especially in the Centre of Italy, where the percentage rises 43.9%.



In 2012, there were 65,383 acquisitions of Italian citizenship. The procedures for the acquisition of Italian citizenship remain anchored to the principle of *ius sanguinis* (purchase of citizenship by descent). The acquisition of citizenship in 2012 had an increase of over 16% compared with the previous year and it concern mainly the North-East and North-West regions. Disaggregating the data by nationality, it's possible to observe how Moroccans are at first place for citizenship acquisitions (21.5%), followed by Albanian (16.3%), Egyptians (4.7%) and Tunisians (4.1%),. At provincial level, the

Province with more foreign residents applying for Italian citizenship are Milan, Rome, Turin, Brescia and Treviso.

From 2011 to 2012 there has been a slight increase of marriages where one or both the bride and groom have foreign origins (equivalent to 30.724 weddings). Generally, mixed marriages concern couples where the wife or the groom come from a country with a strong migratory pressure.

Even children with both foreign parents increased in 2012, reaching almost 80 thousand units (15% of total births in Italy). If we add this data to the one on children born from mixed couples we get to over 107 thousand children with at least one foreign parent (20.1% of all births in Italy in 2012).

Children with foreign origins in Italian schools were 786.630, in school year 2012/2013. A well-established trend is the growing presence of students with foreign citizenship born in Italy or children who in many cases have never visited the homeland of their parents: they are almost 50% of the total. The percentage of pupils born in another country and who attend Italian primary school, stood at just 3.7%. 38.2% of all pupils with foreign origins attending Italian schools is in a situation of school drop-out risk, which rises 44.1% in lower secondary school, and 67.1% in upper secondary school. This represents a worrying phenomenon especially if compared with the data on Italian students, which reaches only 24% in upper secondary schools.

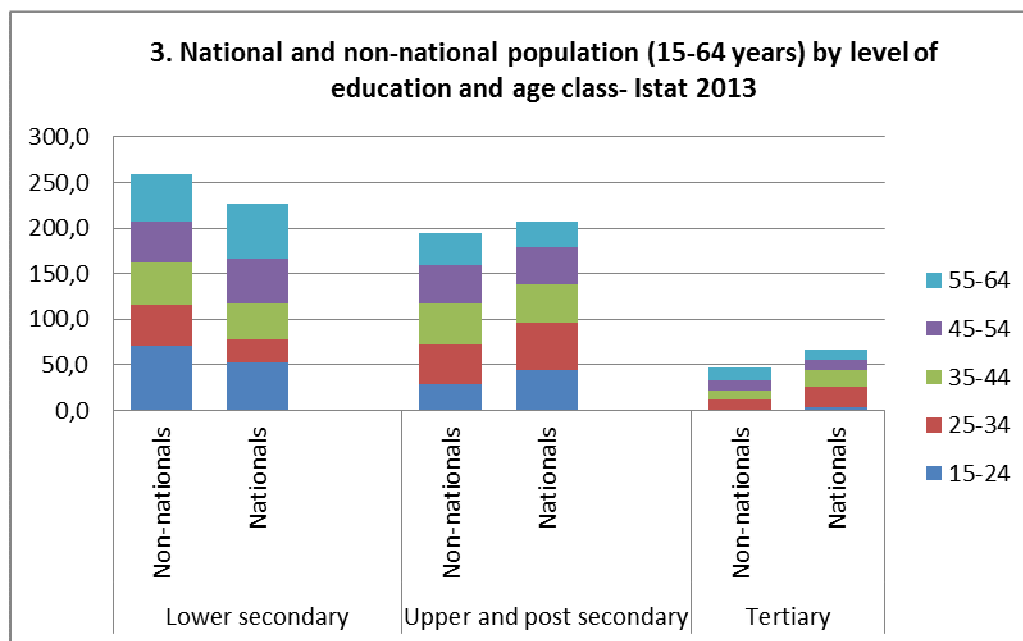
According to the ISTAT research **Noi Italia. 100 statistiche per capire il Paese in cui viviamo (2013)**², the level of education among non-nationals is remarkably high. Infact, one non-national out of two has completed at least upper and post secondary education. Many of the migrants arriving in Italy already possess the basic cultural tools useful to improve their living conditions. Nonetheless, other studies show how the demand for high-skilled professional immigrants is decreasing, in contrast with the international general trend. In 2011, as the **Excelsior Information System**³ confirmed, about half of the jobs did not require any special training, while only 4.5% required a level of university education. Non-national population (aged 15-64) shows similar level of education to nationals: nearly half non-nationals hold only lower secondary school leaving certificate, against 45.3% of Italians, but the percentage of upper and post secondary school graduates are almost identical (40.9% and 41.1% respectively), while one non-national out of ten holds a university degree against 13.5% of Italians. In contrast to nationals, where a rise in age corresponds to a lower proportion of upper and post

² http://noi-italia.istat.it/index.php?id=6&user_100ind_pi1%5Buid_categoria%5D=04&L=0&cHash=2f9854959eb85d8e1722f76a4fbd33a

³ Sistema Informativo Excelsior – Union Camere www.excelsior.unioncamere.net

secondary school diplomas, non-nationals show stable distribution of education over the various age groups (with the exception of the youngest age group, 15-24, presumably due to early abandonment of education in the country of origin coinciding with migration).

The greatest differences between nationals and non-nationals are related to gender: non-national women show very similar levels of education to Italian women, while men show quite marked differences. The average level of education is generally higher in the Centre and North area than in the South and Islands area. The regional imbalance is accentuated by the data on immigrant population: in the North and in the Centre less than half of immigrants hold a lower secondary school leaving certificate, while in the South it rises 59%. Regional inequalities, however, reflect the different patterns of settlement among foreigners in relation to the citizenship of belonging.



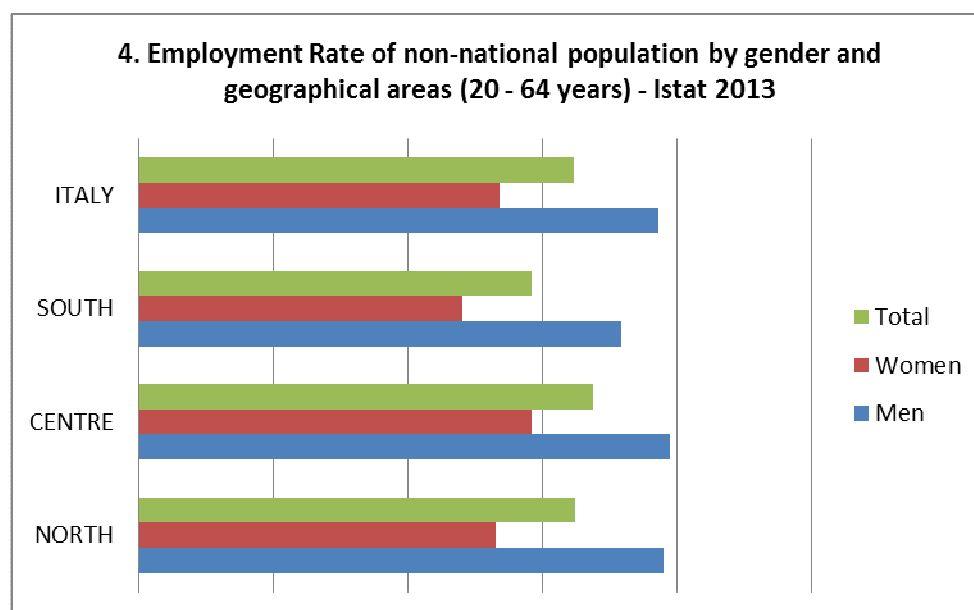
Regarding the religious affiliation, the approximately 200 different nationalities of immigrants present in Italy are an indication of a religious plurality, nonetheless, many places of worship are in very precarious conditions in terms of logistics. Muslim places of worship, for example, are spread all over the Italian territory, especially in areas with a high density of small and medium-sized businesses and industrial districts, where there is a majority of Muslim workers.

In 2011, non-national labour force in Italy represented 10.2% of the total. The employment rate for non-nationals is still higher than Italians (66.2% in comparison with 60.7%), as is the unemployment

rate (12.1% and 8.0%, respectively). The inactivity rate among non-national population, however, was 10 points lower than Italian population (29.1% against 38.6%)⁴ in 2011.

The Caritas study shows that the families of migrants have found themselves in position of disadvantage because of the crisis. The risk of poverty affects about half of them, and the average income of immigrant families is only 56% of the Italian one.

With reference to the differential impact of unemployment, it is appropriate to highlight the changing pattern of family roles: among Italians, in fact, the phenomenon mainly affects younger classes, while in the foreign families the person out of work or at risk of unemployment is typically one of the parents (Caritas – Migrantes, 2014). Even if there is a decline of job offers in industry and construction sectors, in other areas such as services to person, the occupation reserved to foreign people continues to grow. In fact, with reference to the areas of occupation, the presence of foreign workers is particularly important in construction (18%), agriculture (13%), services (10.4%), industry excluding construction (9.2%) and trade (6.2%).



According to the **Terzo Rapporto annuale sul mercato del lavoro degli immigrati** (Third Annual Report on the labor market of immigrants)⁵, edited in 2013 by the General Directorate of Immigration and Integration Policies of the Ministry of Labour and Social Policy, there were 2 million and 334 thousand foreigners employed in 2012. Compared to 2011, there has been a growth of

⁴ Istat, Noi Italia. 100 statistiche per capire il Paese in cui viviamo (2013) <http://noi-italia.istat.it/>

⁵ Terzo Rapporto annuale sul mercato del lavoro degli immigrati (2013)

<http://www.lavoro.gov.it/Priorita/Documents/Sintesi%20del%20Terzo%20Rapporto%20annuale%20immigrati%20nel%20mercato%20del%20lavoro%20in%20Italia.pdf>

foreign occupation of about 82 thousand people. With regard to the productive sectors, between 2011 and 2012 the number of foreign workers decreased in industry excluding construction (-2.8% for the EU component and -2.6 % for the non-EU) and in construction (-3, 1 % EU and -0.4% non-EU), while increased foreign employment in services (+6.4%). In 2012, foreign nationals seeking employment were almost 385 thousand (approximately 120.000 EU and 265.000 non-EU) and its rate (14%) surpasses of 4 points the value regarding Italian citizens.

Compared to 2011, the study underlines a general increase in fixed-term employment contracts, significantly higher for the foreign component: in fact, among the employees from non- EU countries there has been an increase in fixed-term contracts of 24%, for EU workers of 21%, and for Italian workers of 7.6%. However, the percentage of foreign freelance is much lower (about 300 thousand), nearly the 12% of EU people and 13.5% of non- EU people, compared with the 26% of Italians.

Since the second half of the 90s, foreign occupation has assumed such dimensions that they can no longer be described as a temporary phenomenon and the increasing structuralism appears related to a number of factors, two in particular. A first, demographic factor: to keep an adequate level of production, immigrants were called to fulfill a replacement function to contrast the aging process of the native population. A second factor, concerns its complementary function, which comes from the availability to carry out jobs rejected by the locals, but at the same time essential for the survival of enterprises, as we will see in the case of the Tuscan industrial district of Valdarno Inferiore, object of analysis.

The **IX Rapporto sugli indici di integrazione degli immigrati in Italia** (IX Report on the indices of integration of immigrants in Italy)⁶ edited in 2013 by ONC and CNEL⁷ in collaboration with the General Directorate of Immigration and Integration Policies of the Ministry of Labour and Social Policy, investigated on the level of social integration and employment of immigrants at national and local levels and the degree of attractiveness that provinces, regions and large area of Italy have on foreign population. The study states that compared to 2009, the geography of the Italian regions with the highest potential index of integration has changed considerably, due to the economic crisis which has been progressively increasing and acquiring a more systemic feature. In general we can assert that the conditions of social integration and employment of immigrants (as, indeed, of the

⁶ **IX Rapporto sugli indici di integrazione degli immigrati in Italia (2013)**

file:///C:/Users/Admin/Downloads/IX_Rapporto_CNEL_indici_di_integrazione_immigrati.pdf

⁷ ONC - Organismo Nazionale di Coordinamento per le politiche di integrazione sociale dei cittadini stranieri.

(National Organism for the coordination of social integration policies of foreign citizens). CNEL – Consiglio Nazionale Economia e Lavoro (National Council of Economics and Labour).

Italians) have experienced a general and widespread deterioration. In particular, this report states that the region with the highest potential index of immigrant integration is the Piedmont, followed by Emilia Romagna, Liguria and Friuli Venezia Giulia. In addition, the study shows that the historical provinces for the level of integration (Trieste, Prato, Reggio Emilia) have been surpassed by the provinces of Macerata, Mantua and Imperia, although with lower values compared with 2009 data. In general, the effects of the crisis, which exert a differential impact on the territories (although everywhere negative) according to the different economic and productive systems, have created a much more segmented geography in terms of integration indices. In fact, these effects have broken the homogeneous "blocks" in terms of the general socio-occupational conditions offered to immigrants. In this strongly changed geography, the index for integration of the Italian territories confirms, however, a phenomenon never failed over the years, a peculiar feature of the Italian "model" of integration: the fact that the conditions of employment and social inclusion of immigrants are better in smaller contexts, in areas with a low "social complexity", not belonging to urban or Metropolitan areas, which are characterized by a high concentration of population, by a very competitive life with more indirect and anonymous social relationships, increasing the sense of alienation and marginalization. In this regard, it is significant that the provinces of the largest metropolitan cities, Milan and Rome, which also continue to be the major centers of concentration of immigrant population, have seen reduced the index of integration in 2012.

As we are going to analyze the local context of our survey, we will present data on the area of Tuscany and the province of Pisa, and finally about the industrial district of Valdarno Inferiore, where it was concentrated the collection of primary data.

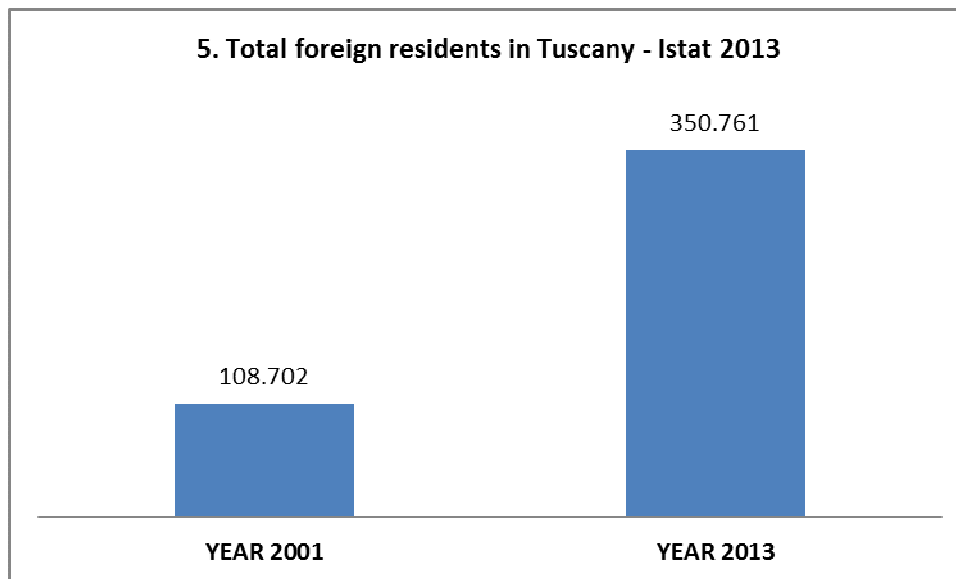
According to the **last national census by ISTAT (2012)**⁸, the foreign resident population in Tuscany is represented by 364.152 people (9,7%) mainly distributed among Florence, Prato, Pisa and Arezzo.

Among the most important nationalities there are Romanian, Albanian and Chinese which together represent about 60% of foreign residents in Tuscany.

The distribution by age of foreign resident population in Tuscany, in 2011, shows a substantial presence of a working active and young component: 25 - 40 years.

Romanian and Chinese are the top two nationalities of foreign-born workers (252.000), followed by Albania and Morocco, and pupils with a non-Italian citizenship present in the Tuscan schools are about 62.449 of which 33.8% in primary schools (Caritas- Migrantes, 2014).

⁸ **ISTAT 2012**- <http://www.istat.it/it/archivio/censimento+popolazione>



According to IRPET⁹, the incidence of foreign labor represents 8% of employment in Tuscan enterprises with a considerable variability between economic sectors. Migrant workers are in fact more than 17% of employees in the construction industry, but only 1% of those is employed in the service sector businesses. Restricting the focus on companies with at least one foreign worker, the impact rises to 38%, of which almost half of the employees in the construction industry (46%), a very high proportion in personal care services (41%), in industry excluding construction (39%) and only 11% in services. This shows that the presence of immigrants plays a role of primary importance.

The data show also the existence of an ethnic character of the labor market: foreign workers are mainly in construction sector, and especially in segments of small manufacturing enterprises, where immigrant workers are often employed in manual, low qualified jobs and characterized by the lack of social recognition.

According to the survey edited by the **Province of Pisa**¹⁰, the increasing trend of the presence of foreign residents continues to grow. In 2012 there were 34.985 foreign residents (+8.7% compared to 2011): 52.3% are women, 47.7% men. The majority of foreigners (77.5%) is among 15 and 64 years old, and 636 children, with foreign parents, born in 2012 (17.2% of all births) and there were 385 cancellations from the registers for the acquisition of Italian citizenship. The presence of women is higher than men in almost all areas of the province: 52.3% are women and 47.7% men. The foreign

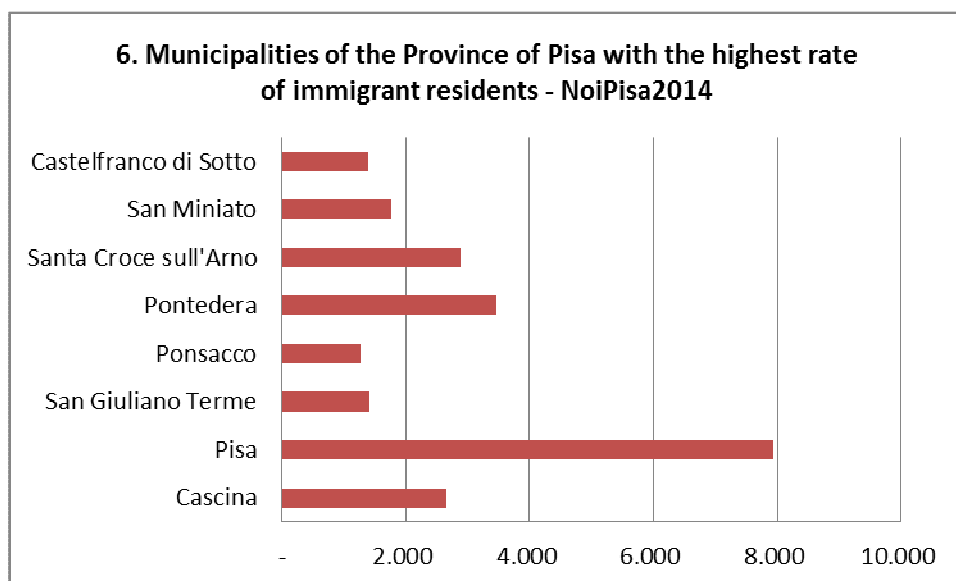
⁹ IRPET, **Immigrazione e Lavoro in Toscana, Rapporto 2011**

[http://www.irpet.it/storage/pubblicazioneallegato/333 Immigrazione lavoro%20unito.pdf](http://www.irpet.it/storage/pubblicazioneallegato/333%20Immigrazione%20lavoro%20unito.pdf)

¹⁰ NoiPisa2014 - <http://www.provincia.pisa.it/interno.php?id=52793&lang=it>

population is young, in fact, 77.5% are in the age group of 15-64 years, while 18.7% under the age of 15 years. Only 3.8 % have more than 64 years.

Compared to the data of the Region, where the highest incidence of foreigners on the resident population continues to be in the Province of Prato (14.7%), the position of the Province of Pisa is located in an intermediate area: there are 8.5 foreign every 100 resident, which is below the regional average, but with a higher growth rate compared to other Tuscan provinces (8.7%).

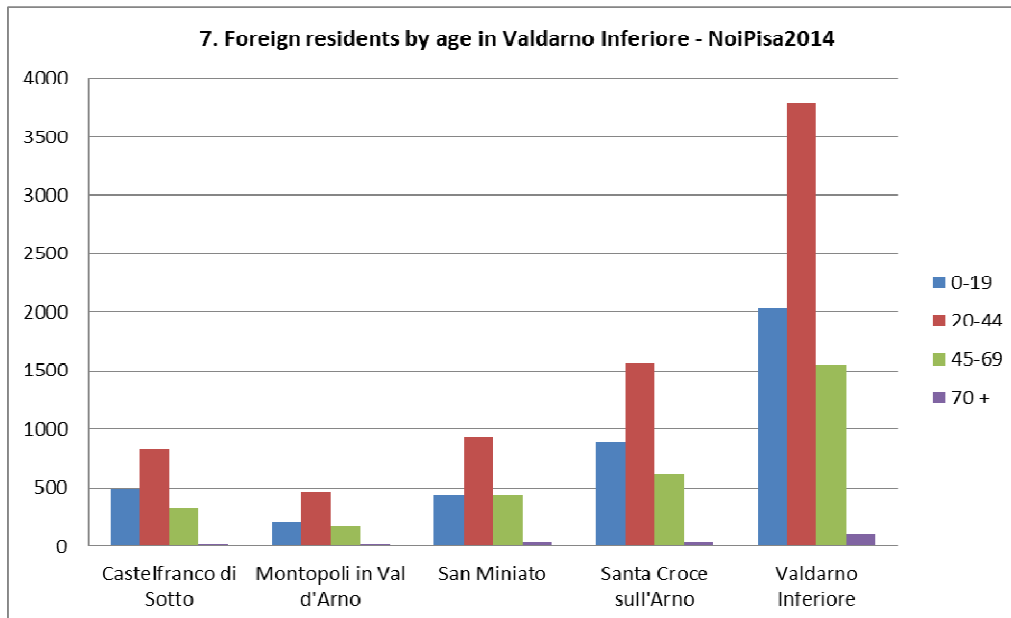


The municipalities that show the highest percentage of foreigners in the Province, are Pisa (25.4%), Pontedera (10.8%) and Santa Croce sull'Arno (8.9%). Analyzing the incidence of foreigners on the total population, Santa Croce has the highest value (21.9%) compared with the 10.3% of the city of Pisa.

Regarding the gender, women represent more than half of the foreign population in the majority of municipalities (in all areas except in the Valdarno Inferiore, where males are 52.7 % of foreigners) .

In the **Valdarno Inferiore** (area consisting of San Miniato, Castelfranco di Sotto, Montopoli in Val d'Arno and Santa Croce) children with foreign origins represent 16.6%, which is higher than the provincial average (11.6%). Children with foreign origins have an high incidence in the municipality of Santa Croce (32.4%), while in the area of Pisa (10.1%) and in the Val di Cecina Inferiore (9.4%) the incidence is lower than the provincial average. From the data on foreign population in the area of Valdarno Inferiore (2012) we can observe how immigration is a structured and consolidated phenomenon in this area. The main foreign groups residing in Valdarno Inferiore are the Albanian (2.386), Senegalese (1.601) and Morocco (1.284), followed by Romanian, Chinese, Filipino, and a number of smaller groups. There is an increasing presence of women (3.727 representing almost

47% of the immigrant population) and of minors (2.015 representing about 25% of the immigrant population).



As we can see, statistical data show the peculiarity of a specific area within the Province of Pisa: the municipalities belonging to the area of Valdarno Inferiore (San Miniato, Castelfranco di Sotto, Montopoli in Val d'Arno and Santa Croce). This area is characterized by a high concentration of industries specialized in processing hides and leather, which have attracted foreign workforce coming particularly from Africa (Morocco and Senegal), Albania and, more recently, Eastern Europe .

The industrial district of **Santa Croce**¹¹, located between the Province of Pisa and Florence, is the most important European center for the tanning of hides and leather, and has also a significant specialization in the production of footwear and other leather products. It is characterized, therefore, to be the only district whose specialization is in fact the entire production of the leather, starting from the tanning process.

The core of the district includes also the towns of Bientina, Castelfranco di Sotto, Montopoli Val d'Arno, San Miniato, Santa Croce and Santa Maria a Monte, in the province of Pisa, and in the province of Florence, the town of Fucecchio, and it covers an area of 330.44 km, with a resident population of about 93.600 inhabitants.

In the district it is realized about 98% of the Italian production of sole leather and 35% of the national production of leather for footwear, leather goods and clothing.

¹¹ Osservatorio Nazionale distretti industriali <http://www.osservatoriodistretti.org/node/62/distretto-industriale-di-scroce-sull%E2%80%99arno>

In the municipalities of Santa Croce and San Miniato there is a greater concentration of tanneries. Shoes are instead the productive characteristics of Castelfranco di Sotto, Santa Maria a Monte, Montopoli and Bientina. The municipality of Fucecchio has a more balanced and productive characterization in quality leather goods .

The enterprises situated in the industrial district, especially tanneries, are facing real gaps in the local labor supply who no longer accept heavy and low-skilled jobs. In this context, foreign labor is a vital resource that fit functionally into the local economy.

This area began to host foreign people in a constant way since the mid-80s, first with the arrival of Moroccan workers which was followed in the early 90s by the arrival of Senegalese workers, and then people from Albania, which are still the three main nationalities of foreign workers in the area.

In the town of Santa Croce, foreign workers, mostly occupied in the tanneries of the area, are seen as a resource without which the economy of the small town would be in trouble.

As it indicated by the Municipality report of 2012, there are 57 different nationalities in Santa Croce: the most numerous are Albanians (1044), Senegalese (859), Moroccans (420), Chinese (213) and Philippines (150). In 2012, seven out of ten children had foreign origins.

The industrial district is also characterized by a good level of integration of immigrant workers thanks to the role play by trade unions. In fact, they have supported immigrant workers in the process of integration in the context of small and medium-sized enterprises in the area, since the mid-80s. The trade union provides advice on contracts, but also on social issues such as housing, job-seeking, regularization, family reunions and other administrative assistance. The affiliation to trade union of foreign workers continues to be very strong nowadays, which is confirmed by the data on subscriptions of Senegalese and Moroccans workers (between 60% and 70% in tanning industry).

Moreover, the town of Santa Croce is the municipality with the greatest concentration of public services aimed at the foreign population. Among the public services specifically aimed at immigrants, there are the Information Centers for Foreigners, located in the territory of Santa Croce and San Miniato, which provide specific information to all immigrants in the area of Valdarno, also with the support of cultural mediators in possession of specific competences in French, Arabic, Wolof, Chinese and Slavic languages.

From a point of view of accessing to social services (for instance, income support, home care services, semi-residential and residential services, etc.), according to the last study edited by the regional agency for health and social services - USL 11, there has been a reduction of immigrant users in Valdarno Inferiore, dropped from 618 to 397, with a decrease of -36% from 2008 to 2010.

The USL 11 states also that from 1997 to 2010 only 8% of foreign workers suffered by an occupational disease, probably due to the non-continuity of the job at the same workplace. But if we analyze data on accidents at work, we note that is higher than for Italian workers (**ARS Study, 2011¹²**), although the overall phenomenon is tending to decrease, even in tanning industries¹³. According to INAIL studies (2012), accidents among foreign workers have decreased from 119.396 in 2010 to 115.661 in 2011 (-3.1%) as well as deaths (138 against 144 in 2010). Injuries of immigrants represent 15.9% of the overall injuries, of which those of non-EU immigrants represent 11,7%. If you consider the data on deaths at work the percentages are respectively 15% of immigrants and 8.8% for non-EU immigrants.

The accident risks rate is higher for foreigners (38.4%) than Italians (35.8%). The prevalent employment of immigrants in sectors of particular risk (construction, industry, agriculture), contributes in determining these differences.

The most affected sector is that of construction, where 11,5% of all injuries involved a foreign worker. Romania, Morocco and Albania are the immigrant communities whit the highest number of accidents at work, representing more than 40%.

¹² **Immigrazione e salute in Toscana, ARS Toscana (2011)** <https://www.ars.toscana.it/it/pubblicazioni/collana-documenti-ars/pubblicazioni-2011/191-immigrazione-e-salute-in-toscana-2011.html>

¹³ **Rischi per la salute dei lavoratori nel settore conciario, USL 11 (2011)**
http://www.puntosicuro.info/documenti/documenti/111109_USL11_rischi_settore_conciario.pdf

Results of questionnaires

To better describe migrant workers' training needs and the context where they are working in, it was chosen to collect questionnaires from 3 target groups: migrant workers, Italian co-workers, and employers.

For the first target group, Forium has collected 45 questionnaires from foreign workers which attend training courses for employed people in leather and footwear sector, training course for apprentices, organized by Forium in the town of Santa Croce sull'Arno, and courses of Italian language for foreigners organized by Arturo Association in collaboration with the municipalities of Valdarno Inferiore.

75,6% of the respondents are male, in the age group of 26-35 years (40%) and of 36-45 years (31,1%). The majority comes from Senegal (31%), Albania (18%), China (11%) and Morocco (8%) which confirms statistical data, moreover, the majority of respondents is employed (86,7%), and works in small and medium enterprises (48,7%), in the tanning sector, as worker (57,8%). 38% of them has up to 5 years of working experience, 24,4% from 5 to 10 years and 18% more than 10 years of working experience.

We can describe our target as a young man coming from a non EU country, working in small and medium enterprises in Valdarno Inferiore as worker, with an average working experience of 10,8 years.

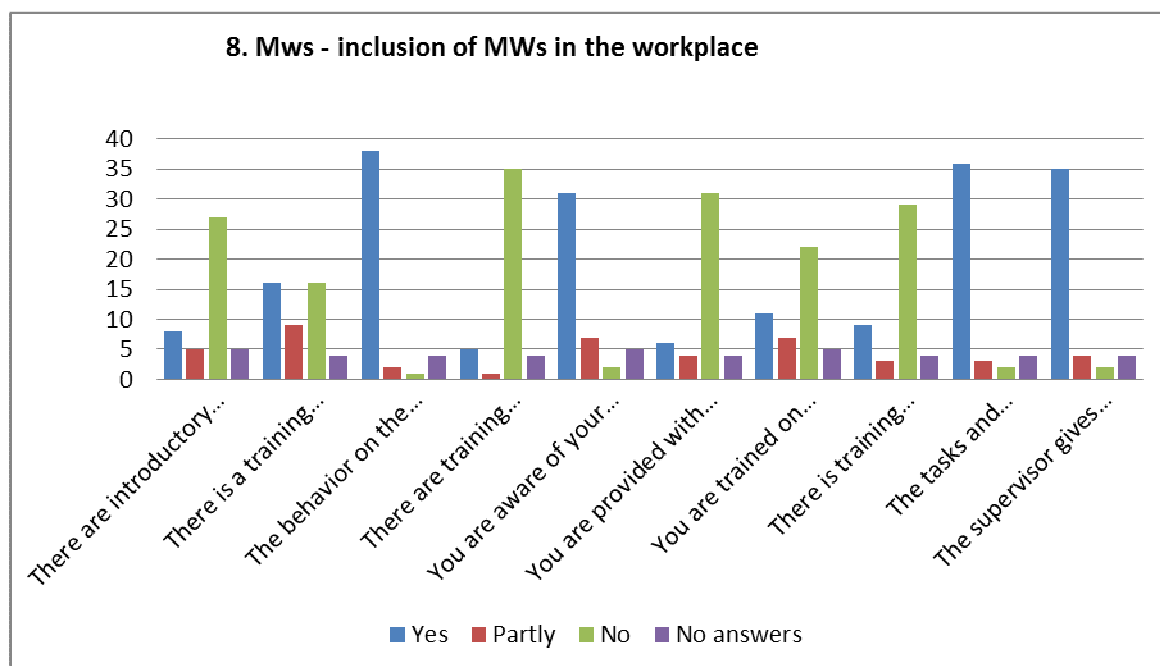
For the second target group, Forium has collected 41 questionnaires from Italian co-workers attending training courses for employed people in tanning and footwear sectors, training courses for apprentices, both organized by Forium, and members of Associazione Conciatori di Santa sull'Arno (association of tanners, in Santa Croce sull'Arno).

78% of respondents are men, living especially in Fucecchio (19,5%) and Santa Croce (14,6%). The majority is in the age group of 36- 45 years (32%), of 26-35 years (24,4%) and of 46-60 years (22%), and 58,5% works in small and medium enterprises, in the tanning sector, as worker.

For the third target group, Forum has collected 36 questionnaires, during training courses addressed to employers working in the tanning and footwear sectors, organized by Forum, and meetings of young entrepreneurs, organized by the association of tanners. 75% of the respondents are men, which majority is Italian (69,4%) and lives in Santa Croce sull'Arno (36,1%). The majority is in the age group of 26-35 years (27,8%) and 46-60 years (22,2%), and 77,8% works in small and medium enterprises in the tanning sector.

The first part of questionnaires is about the opinion of target groups **on foreign workers inclusion on the workplace.**

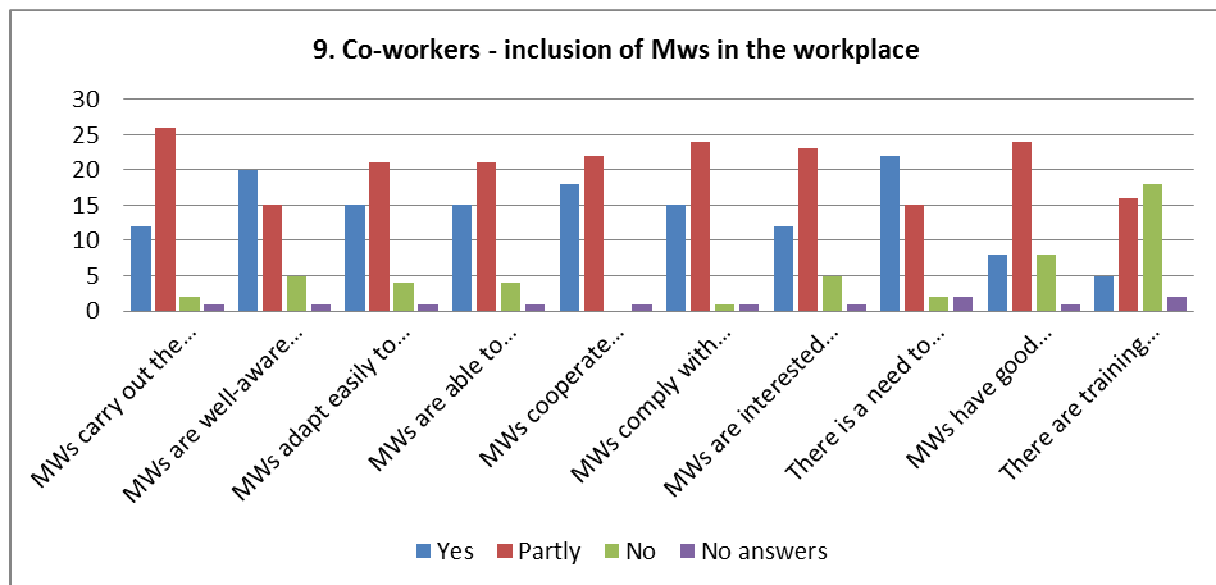
Migrant workers state that there aren't introductory programmes for newly arrived migrants easing their inclusion in the workplace (60% of answers), but half of them states that there is a training period for new employees to learn to do their job and on the country-specific know-how. According to 89% the behavior (dress code, working hours, food, safety regulations etc.) on the workplace is explained (84,4% completely and 4,4% partly), but there are no training courses available for employees teaching how to manage diversity (according to 77,8%).



The great majority (69%) of respondents declare to be aware of its rights on the working place and just 15,6% is partly aware, and according to 68,9% they are not or just partly (8,9%) provided with the possibilities to participate in qualification courses, to visit exhibitions, fairs, etc. . According to 48,9% of respondents, they are not trained on cultural habits and objectives, and there isn't training provided on terminology to help you improve their language skills on the job (64,4% of answers). In

the opinion of the majority (80%) the tasks and responsibilities are clearly explained, and supervisors give clear directives on the job tasks (77,8%).

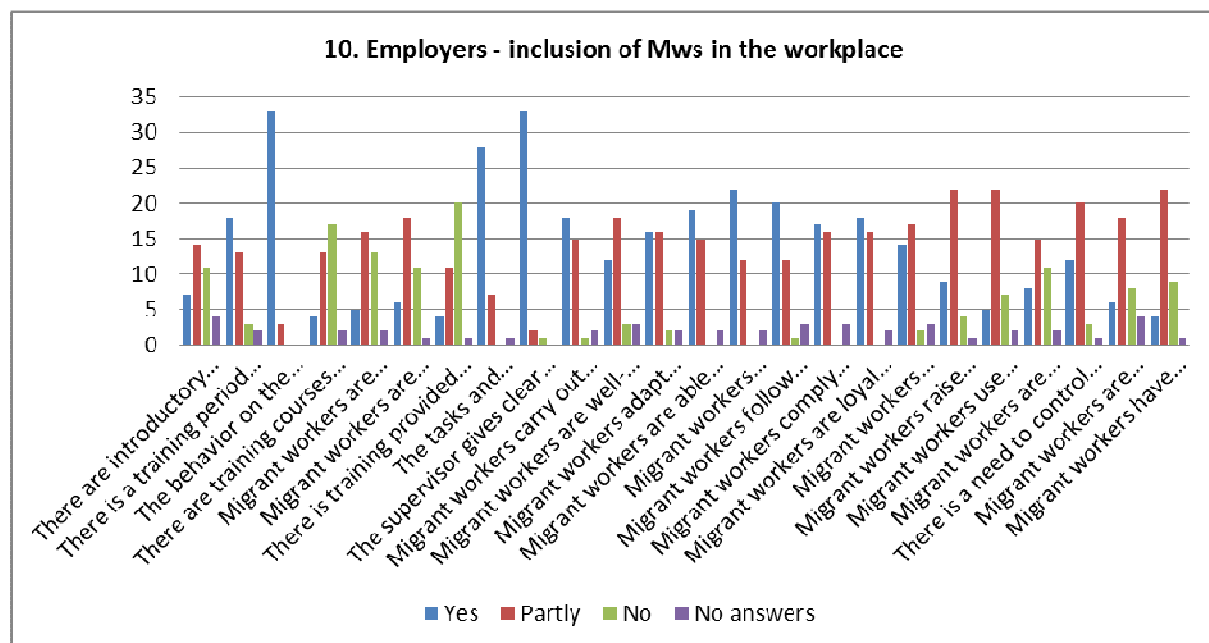
On the same topics, the level of inclusion of migrant workers in the workplace, Italian co-workers state that MWs carry out partly the assigned tasks successfully (63,4%) and according to 49% migrants are well-aware (49%) or partly aware (37%) of the issues regarding their job position.



Migrant colleagues adapt easily (36,6%), or partly easily (51%) to the behavior on the workplace and are able to interact with people from foreign cultures. All the respondents agree, or partly agree, with the statement “MWs cooperate productively with coworkers” and “MWs comply with safety regulations”. According to 56%, migrant workers are partly interested to raise their qualifications, learn new work methods and technologies, and there is a need to control MWs, suggest and explain for them constantly (according to 54%, and partly to 36,6%). 58,5% states that MWs partly have good language skills and 44% affirms that there aren’t training courses available for employees teaching how to manage diversity.

31% of employers states that there aren’t introductory programmes for newly arrived migrants easing their inclusion in the work place, or just partly (39%), but it’s provided a training period for new employees to learn to do their job and on the country-specific know-how (according to 50%, and partly to 36%). The great majority of the respondents (91,7%) affirm that the behavior on the workplace is explained (dress code, working hours, food, safety regulations etc.), but there isn’t training courses available for employees teaching how to manage diversity (47,2%) or just partly

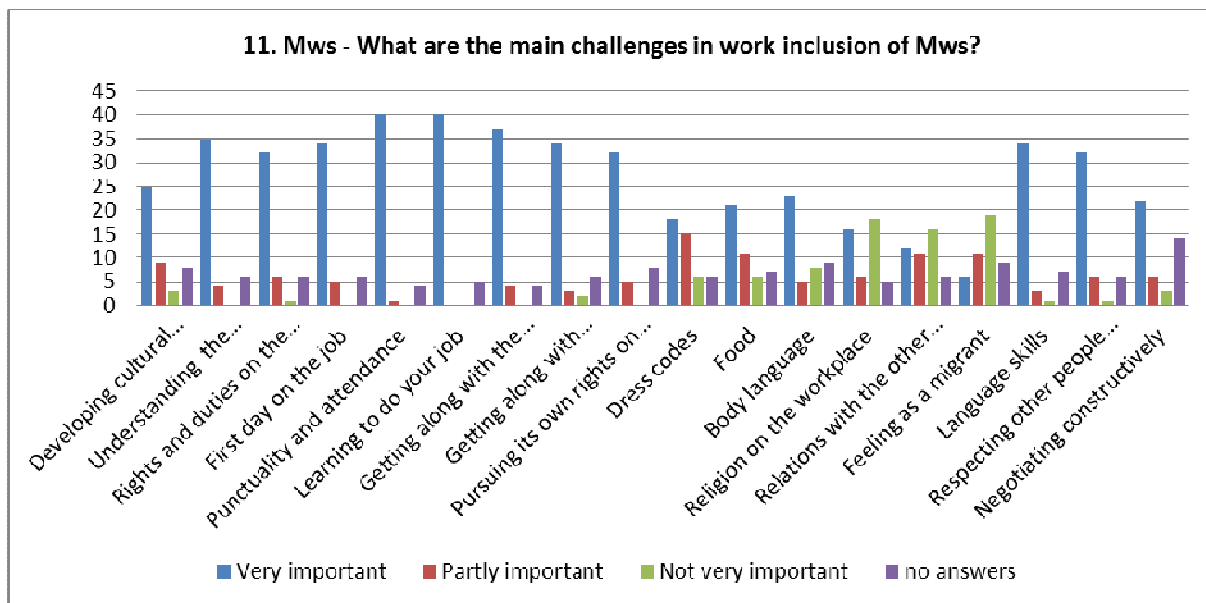
(36%). 44,4% states that Mws are partly provided with the possibilities to participate in qualification courses, to visit exhibitions, fairs etc, and they partly offer training on cultural habits and objectives (according to 50.6%). There is no training provided on terminology to help MWs improve their language skills on the job, according to 55,6%, but 77,6% states that the tasks and responsibilities are clearly explained and the supervisor gives clear directives on the job tasks (according to 91,7%). In employer's opinion migrant workers carry out, or partly carry out (41,7%), the assigned tasks successfully (50%), and they are partly aware of the issues regarding their job position (50%).



According to 44,4% migrant workers adapt easily, or partly adapt, to the behavior on the workplace, and they are able to interact with people from foreign cultures (52,8%). Migrant workers cooperate productively with coworkers, according to 61% of employers, and follow directives given by supervisor (55,6%), and comply with safety regulations (47%, and partly 44%). Migrants are entirely or partly loyal for the company according to 94,4% (50% and 44,4%), and they partly coordinate their personal interests with the company's interests (47,2%). Migrant workers partly raise their qualifications, learn new work methods and technologies on their own, and partly use learning possibilities actively in 61% of the opinions. Migrants are partly interested in customers' requests and are evaluating their satisfaction possibilities (according to 42%), and 55,6% thinks that, partly, there is a need to control MWs, suggest and explain for them constantly, that migrants are partly missing the country-specific know-how (50% of opinions), and in 61% of opinions, migrant workers have partly good language skills.

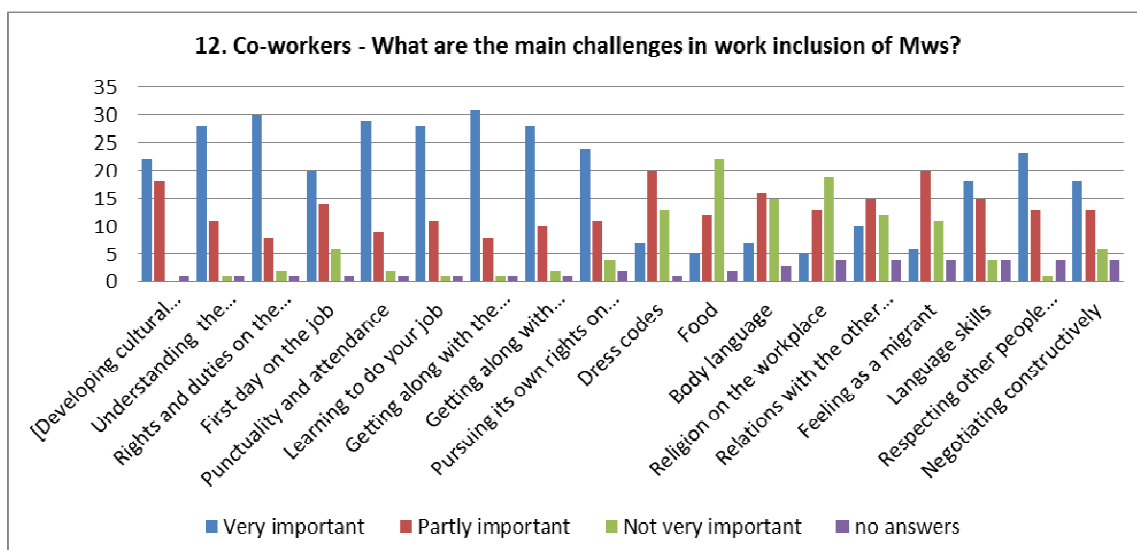
The second part of the questionnaires is about **the main challenges in work inclusion of foreign workers with co-workers from Italy and from other countries, with employers, and supervisors.**

According to migrant workers target group, the principal challenges for their inclusion on the workplace are: the punctuality and attendance (89%), learning to do the job (89%), getting along with the supervisor (82%), getting along with colleagues (82%), language skills (75%), understanding the employment relationship (78%), first day on the job (76%), rights and duties on the employment relationship (71%), pursuing its own rights on the workplace (71%), respecting other people beliefs and principles (71%).



The respondents don't consider very important, or only partly important, feeling as a migrant (42% consider it not very important, and 24% only partly), the religion on the workplace (40% not very important, and 13,3% only partly)relations with the other gender (36% consider it not very important, and 24% only partly).

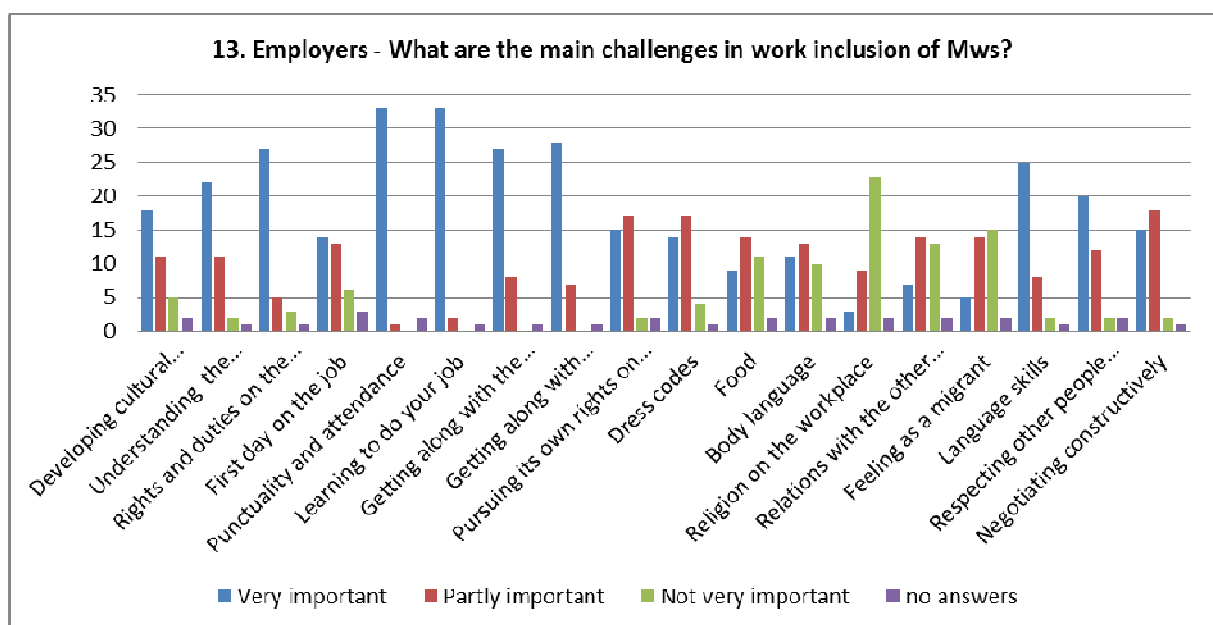
According to Italian workers the principal challenges for the inclusion of their foreign colleagues, which are very important according to the respondents, are: getting along with the supervisor (76%),



rights and duties on the employment relationship (73%), punctuality and attendance (70%), learning to do the job (68%), understanding the employment relationship (68%), getting along with colleagues (68%), pursuing its own rights on the workplace (58%), respecting other people beliefs and principles (56%).

On the contrary, food, body language and religion on the workplace are the topics less considered as priority challenges.

Employers consider very important the follow topics for the inclusion of migrant workers: Punctuality and attendance (92%), learning to do the job (92%), getting along with the supervisor (75%),



getting along with colleagues (78%), rights and duties on the employment relationship (75%), language skills (69,4%), understanding the employment relationship (61,1%).

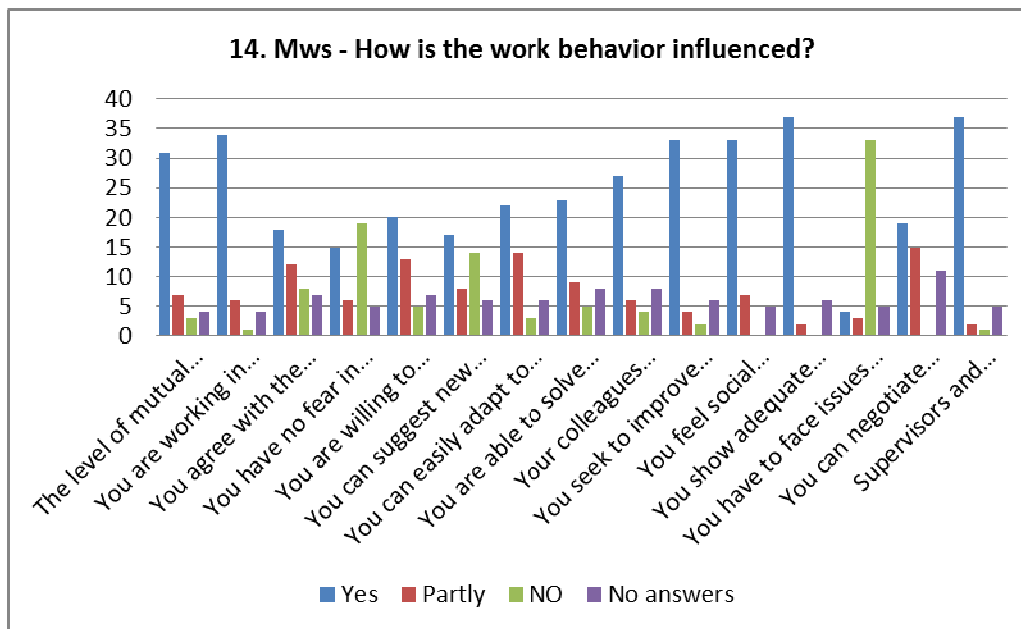
Religion on the workplace, feeling as a migrant, relations with the other gender and food are the topics considered less important by employers.

Target groups have also proposed some other challenges that may be developed in order to promote Mws inclusion on the workplace. In general, all target groups proposed to organize training courses on Italian technical language and terminology, on specific technical competences, and to carry out measures about topics such as racism, integration and interpersonal communication.

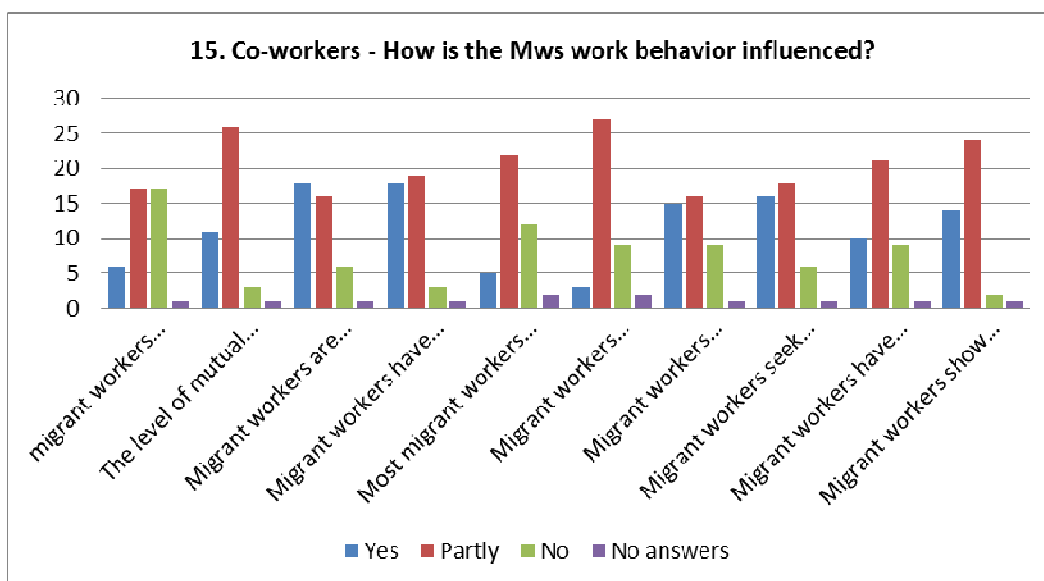
To the question “how is the work behavior influenced?”, migrant workers have answered: showing an adequate working behavior (according to 82%), the respect of supervisors and colleagues on migrant beliefs and principles (82%), working in teams willingly (75,6%), seeking to improve

qualification and to develop competence (73%), feeling social competent in the workplace (73%), colleagues willingly share their knowledge and experience (60%).

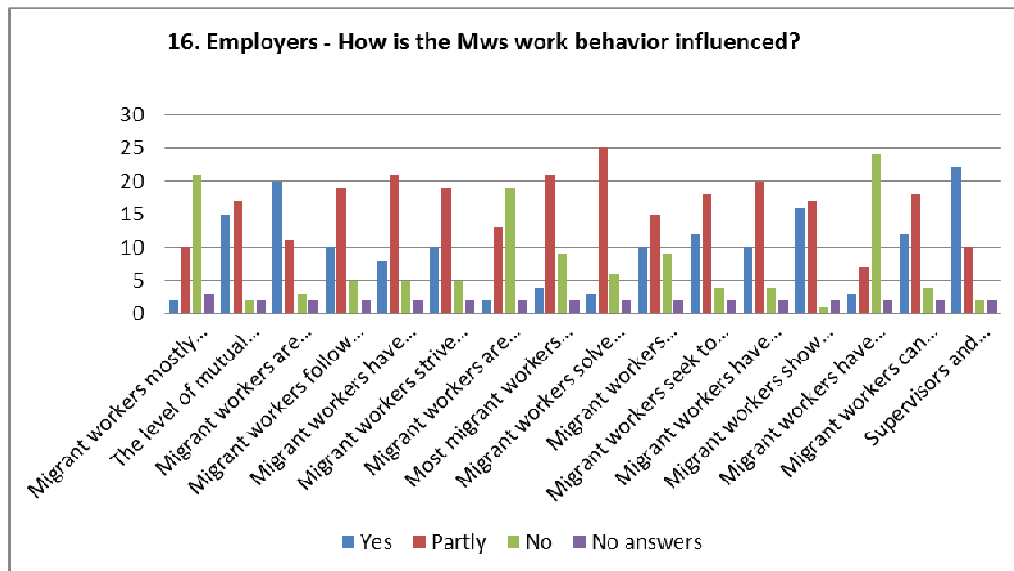
73% of migrant respondents states that they don't face issues such as clichés, racism and xenophobia in the workplace and 42% have fear in expressing its own opinion.



Italian co-workers think that migrant workers work in teams willingly (44%) and that they have their own opinion and have no fear in expressing it (44%), and 39% think migrant workers seek to improve their qualification and to develop their competence. 66% states that migrant workers partly solve conflicts constructively, 63.4% think that the level of mutual trust and the support between employees is partly high, and according to 58.5% migrant workers show adequate working behavior (punctuality, teamwork, motivation), but do not want changes (54%).



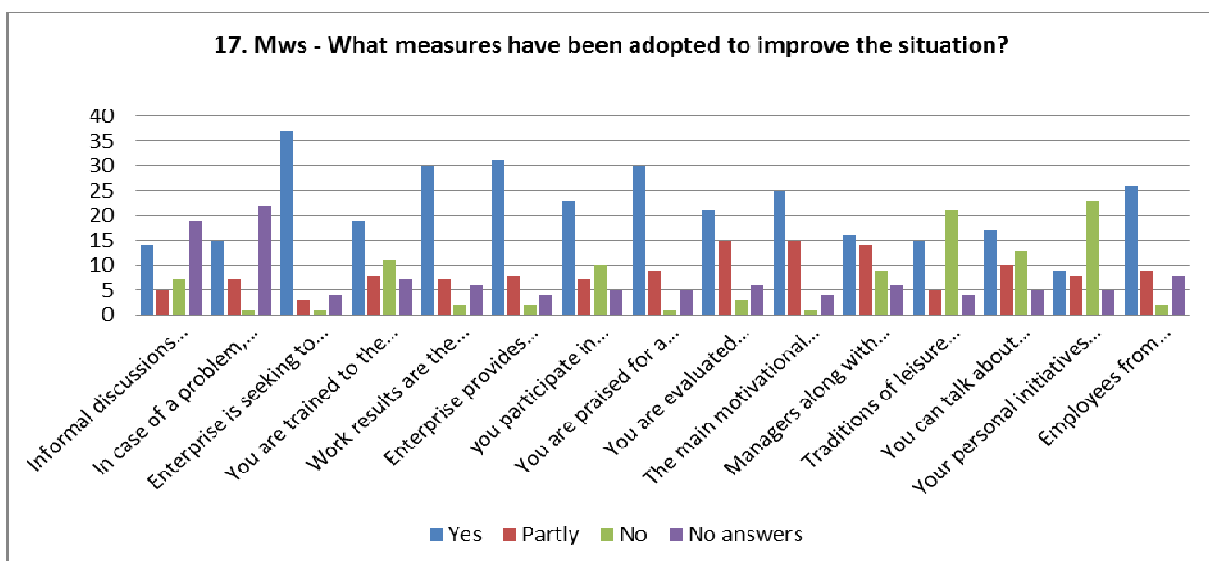
Employers believe that supervisors and colleagues respect other people beliefs and principles (according to 61,1%), migrant workers work in teams willingly (according to 55,6%), but they state that only partly, they solve conflicts constructively (69,4%) and do not want changes (58,3%). According to 58,3%, migrants have their own opinion and they partly have no fear in expressing it,



and partly have the required social competences in the workplace (55,6%).

The majority of respondents states that migrant workers haven't to face issues such as clichés, racism and xenophobia in the workplace (67%), migrant workers don't blame their bad work results on the negative environmental conditions influence (58,3%), and that they are not creative and don't generate new ideas (53%).

The fourth part of the questionnaires is about the **measures taken to improve the situation.**

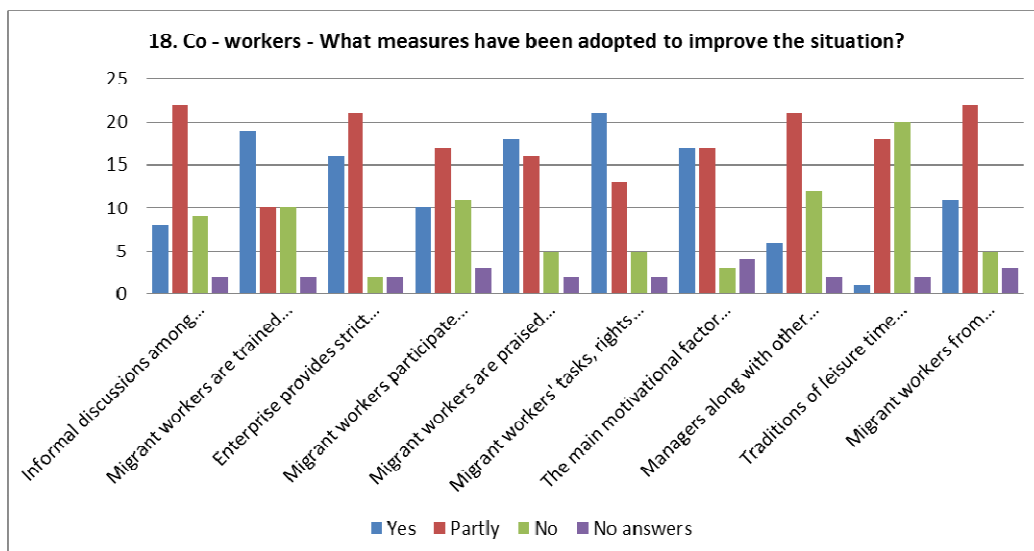


According to migrant workers opinions the measures taken in order to improve their conditions on

the workplace are: providing of all technical-organizational conditions for successful tasks fulfillment (according to 82,2%), providing of strict activity organization procedures to follow (69%), work results as the main criteria to be evaluated (67%), be praised for a well-done task (67%), cooperation among employees from different departments, work teams, which actively exchange the information, share the experience (58%).

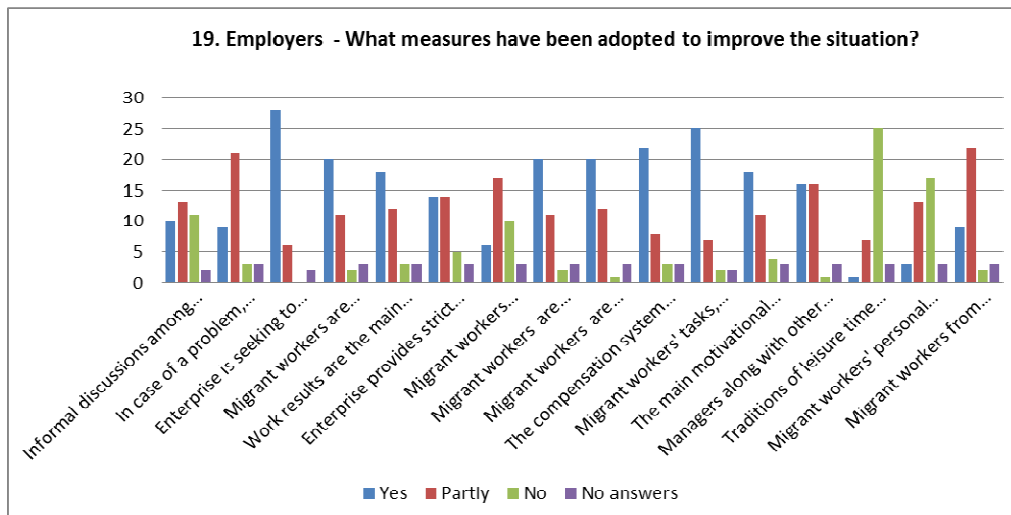
There are no measures to encourage personal initiatives in various ways, according to 51%, neither leisure time activities (47%).

According to the Italian co-workers opinion, the most common measures in enterprises are: the provision to migrant workers of clearly formulated tasks, rights and responsibilities (51,2%) and training to understand the working reality in the host country (according 46,3%). Only partly, there are measures to encourage migrant workers from different departments, work teams and shifts to cooperate with each other, and to actively exchange information and experiences (53,7%), to encourage discussion between managers and other employees in order to objectively evaluate reasons of the unfulfilled tasks and foresee possibilities of their solutions (51,2%), the taking place of informal discussions among managers/ colleagues and MWs (e.g. during the coffee breaks), where the problems related to work issues and personal matters are discussed (53,7%).



According to 77,8% of employers, their enterprise is seeking to provide all technical-organizational conditions for successful tasks fulfillment, moreover, migrant workers' tasks, rights and responsibilities are clearly formulated (69,4%), the compensation system evaluates MWs' skills, competency and achieved individual results (61,1%), migrant workers are trained to the working reality in the host country (55,6%), they are praised for a well-done task (55,6%), and they are evaluated according their professional competence (55,6%). According 58%, in case of a problem,

migrant workers partly solve it without formal restrictions of obligation rights and without excuses that it is not included into their duties. Finally, there is not leisure time activities fostered in the enterprise (69%) and no measures to encourage migrant workers' personal initiatives in various ways (47%).



To the open question “In your opinion, what else could help to improve the inclusion of Mws on the workplace?”, migrants workers have answered that there is a need to create extra-work activities to encourage good relationships among colleagues, preventing conflicts or misunderstanding, and to raise awareness on rights and duties, especially on job contracts.

Italian co-workers suggest to create leisure time activities, and employers to organize Italian language course for specific purposes, made outside the workplace.

Results of in depth interviews

Forum has carried out 9 interviews to 3 employers, 3 migrant workers and 3 co-workers. Target groups were chosen among the participants of training courses for employed people in tanning and footwear sectors, training courses for apprentices, both organized by Forum, and members of Associazione Conciatori di Santa sull'Arno (association of tanners, in Santa Croce sull'Arno).

From an analysis of the interviews conducted on employers in the tanning sector, emerges that, according to their opinion, the inclusion of migrant workers in the workplace is good, even if there are no introductory programmes or training courses, nor on cultural habits, neither on specific terminology for foreign workers, apart from those organized by the Municipality on Italian language which are organized outside the workplace and which are optionals and there are no training courses available for employees teaching how to manage diversity.

All employers, as co-workers, interviewed agree in affirming that migrant workers are effective and productive with their tasks, described as willing and collaborative workers, eager to learn, to develop new skills and capable of sacrifices to achieve business goals. They are able to perform their tasks autonomously. Some of them, according to employers opinions, take the possibilities available to improve their skills, but there is a distinction between European workers and non European workers, who generally come to Italy to work for a while and then come back to their countries, so they aren't interested in making a career. They generally cooperate productively with their co-workers, and every employers and co-workers have experienced just one case of conflict or of behavioral issue, which was solved with informal and formal discussion. Conflict or behavioral issues were more frequent in the past, and involved mainly communication and relationships aspects among employees.

According to both employers and co-workers, the main difficult for migrant workers is the language competences and the cultural differences, especially on religious aspects. Moreover, it's underline how migrant workers have more difficulties on socialize on a deeper level with Italian co-workers, and in some case migrants stay on their own during breaks.

The work behavior of migrant workers is described as good and efficient, and they work in teams willingly. Generally, they not share their opinions, because they have a sense of inferiority, or because they haven't job positions of responsibility or simply because they are introverts. Migrant workers don't trust easily and they are wary, because they are afraid of risks, so they tend to stay on their own and don't share ideas. They are very engaged on their job and to the development of the enterprise.

Among the measures that employers have adopted to improve the situation for the migrant workers inclusion, there are the use of initial informal interviews and discussion and the mentoring practice to learn the job. Workplace safety training courses are the only courses offered and there are no leisure time activities apart from dinners organized one or three times during the year. Every employer have stated that they give performance bonus at the end of month, or of the year, to the more willing workers. Finally, employers and co-workers think that courses on language and cultural differences could help the working inclusion of foreign workers, which should be organized by public institutions in collaboration with trade associations, chambers of commerce and Industry. Moreover, organizing leisure time activities which take into account cultural differences could help migrant workers not be excluded by socializing moment.

All migrant workers interviewed lives in Italy since at least 10 years and work in the tanning sector as workers. From the analysis of interviews, it emerges that no one has followed any introductory programme/ training course when started the job, apart from being guided by an experienced worker which is the informal mentor of new arrivers, and apart from trainings on safety in the workplace. The job description was clear for 2 out of 3 workers, while rights and obligations in the working place are clear for everybody, thanks also to training courses organised by Trade Unions. No one received any training on cultural habits, nor on technical terminology.

On the main challenges in work inclusion of migrant workers, the respondents have answered that they personally don't have problem, so they can not say what would help, because they don't see a real problem in work inclusion. One workers answered that the main challenge is the issue of learning the job, because there aren't problem with colleagues or language difficulties. They are satisfied with the level of mutual trust and the support between employees, working in team, and they feel confident to express their own opinion, suggesting new ideas and improvements.

They would be willing to undertake more difficult tasks, or partly, after the provision of a specific training course. 2 out of 3 answered that they adapt easily to changes, and no one has faced any problems with his/her colleagues such as clichés, racism, xenophobia, and they state Italian colleagues share their knowledge and experience with them, apart in a case who state that Italians tend to

protect their position of responsibility, so they tend to not share knowledges, but all respect beliefs and principles of foreign colleagues.

To the question "what practices/ habits make easier your working life?", the respondents answer that it will help more initial and continuing training activities, and a major socialization, through the organization of leisure time activities with co-workers, in order to learn Italian culture and develop relationships with colleagues for a more peaceful and respectful coexistence.

Results of focus groups

The focus group was composed of members of the association of tanners, workers trainers, local decision makers in the area of vocational training, job placement and public social care, and it was discussed with them about the issue of intercultural training on the workplace and about the results of questionnaires and interviews.

In general, it was confirmed that in the territory of Santa Croce sull'Arno there isn't the risk of cultural conflicts, because the phenomenon of immigration has started 20 years ago and the civil society and institutions are used to it. Nonetheless employers are only involved marginally on the issues that should be developed for a better integration of foreign workers and for the intercultural dialogue, so that they put in action individual strategies dictated by the upcoming needs and past experiences. In some case, individual strategies have developed a more structured practices in the territory, such as the canteen menu which considers some religious dietary restrictions, and the construction of the second largest mosque in Italy.

In addition, unlike other sectors, the tanning industry tends to make medium and long term contracts, and consequently, there is an increasing interest in implementing structured approaches for the reception and the growth of workers. Obviously, the more structured companies have less difficulty than small ones, where it is increasingly common to hire workers with supply contracts.

The theme of intercultural training aimed at foreign and Italian workers, and employers has never been addressed, and it seems rather a need for the future, especially with regard to the development of relations between workers.

It was underline that there isn't a need of language training, which is nowadays widespread in the territory, but of communication competences, such as intercultural and interpersonal

communication skills. Training programs should face the issue of diversity and the respect of it, in terms of daily cultural and religious needs of foreign workers.

Intercultural training should go deeper than the first reception of foreigners and it is necessary to adapt the training to the type of user, for example by providing special training courses for foreigners on workplace safety, using materials translated into foreign languages and through practical examples.

There is a need to face the issues of intercultural dialogue, supporting workers relations inside and outside the workplace, and the gradual acceptance of foreigners with positions of responsibility within the company, which seems to be the farther goal.

It was also individuated a critical aspect on training courses for foreign workers: the participation is low and the attendance is variable. In fact, in some cases projects failed because of that.

The focus groups stressed the importance of a regional network of public services in partnership with companies to develop projects and shared practices. The success of practices that occurred so far in the area of Valdarno is due to the dialogue between stakeholders and decision makers, and it is necessary to implement this kind of governance, in order to detect and monitor local needs.

In addition, it is necessary to involve not only the world of work and of vocational training, but also school and associations for social gatherings.

Finally, due to the characteristics of the migration phenomenon and the past experience, Santa Croce has the potential to become a model for the governance of intercultural practices, transferable to other areas of the territory.

Conclusions and remarks

From an overall analysis of the collected data we can draw some conclusions for the definition of the challenges and the needs for the integration of migrant workers in the workplace.

First of all, as we could see from the analysis of statistical data, the target group is represented by migrant workers which have settled permanently in the territory of the Valdarno Inferiore, even in cases of those communities that traditionally had a temporary migration project, but that now need to settle down due to the births of their children. This has some consequences: migrant workers are looking not just for working relations but for deeper relationships with colleagues, and they express more needs of integration.

We can affirm that the inclusion of migrant workers in the workplace is perceived by target groups as good. Nonetheless, there is a need for a major training activity for all workers: initial training to start learning the job, and continuing training to develop competences and knowledge.

The only training programs available are on safety in the workplace, provided by enterprises, and on rights and duties, which are provided by trade unions or private agencies.

Trainings on working behavior, on learning the job and on country specific know-how is provided using informal mentoring, peer-to-peer approaches: a more experienced worker support the worker who is just arrived, showing him what to do. In fact, they state that tasks and responsibilities are clearly explained and supervisors give clear directives. This is a common practice which promote relationships within the workplace, nonetheless, migrant workers express the need to understand in a deeper way what they are doing, completing their training with an theoretical basis. This lack is seen as the main limit to the expression of their opinions on the work and to the personal initiative in proposing new ideas.

It emerges a lack of opportunities to participate in qualification courses, visit exhibitions or fairs, in cultural habits training, and the main need in the field of training, expressed by all target groups, regards Italian language for general and specific purposes. Migrants also express the need to be trained on technical competences, in order to develop knowledge and grow professionally.

The general opinion on migrants, of Italian co-workers and employers, is that they are willing, productive workers, which generally cooperate, and adapt to the working behavior, but there is a need to control them, suggest and explain, because of low language skills.

On the main challenges for the inclusion of migrant workers in the workplace, all agree in individuating the rights, duties and rules on the workplace, learning to do the job, communication and relationship with supervisors and colleagues, respecting other people beliefs and principle, as the major factors for a better inclusion of Mws. It is interesting that the issue of religion is frequently raised by co-workers, employers, and decision-makers, as an important factor for the inclusion of migrant: understand different habits and traditions, in their opinion, would help in taking into account simple things, such as menu suitable for all during extra-work dinners. On the contrary, migrant workers don't feel it as a main obstacle for their inclusion: the main problems which migrant workers individuate are the type of contracts, the respect of rights, the precarious employment and the undeclared work. Nonetheless, we can affirm that in Valdarno Inferiore migrant workers are "protected" by a system of associations, trade unions and public bodies that are particularly active and sensitive on those issues. In fact, as interviews, questionnaires and focus group data confirm, the great majority of migrant workers are aware of their rights and duties.

Regarding the work behavior, as we said, employers and co-workers define the work behavior of migrant as very good, even if they say that migrant workers don't have fear to express opinions and that they don't want changes, which is exactly the opposite opinions of migrants. This is an interesting fact to take into account, because it shows the different perceptions on certain topics, and it can be a signal of misunderstanding or communication problems. Moreover, during interviews, employers and co-workers define migrants as shy, with a sense of inferiority, wary, discreet, which are other signals that there are communication obstacles, both for linguistic reasons, either because of a sense of inadequacy expressed through the avoidance of social relations. In fact, from an analysis of video interviews we can also observe how foreign workers tend to avoid to be classify as "different", so in most of the case they say that everything is good, they don't need anything, they are treated as Italian workers.

Finally, in the opinion of target groups, the measures taken to improve the inclusion of migrant workers are the provision of technical –organizational conditions for successful tasks fulfillment, evaluation on work results, prizes at the end of the month or of the year, cooperation among employers. There are no measures to encourage personal initiatives, neither organized leisure time, which is the topic migrant workers and co-workers feel as a need, in order to reinforce the sense of belonging and the team spirit. It is relevant the low percentage of foreign workers in positions of responsibility, still a distant goal to be accepted by Italian colleagues.

In conclusion, what emerges from the overall picture is that there isn't a negative situation, in fact, no one reported of racism phenomenon, and migrants say they feel good in the workplace. This situation of well-being is also due to the characteristics of the territory: in fact, as shown by the statistical data, a less urbanized area creates more opportunities for the integration of foreigners, thanks to better human relations, to more efficient local services and an active system of associations, trade unions and public bodies on the topic of integration.

Nonetheless, from a deeper analysis, we can describe needs and challenges for the inclusion of migrants and for the well-being of all actors involved:

- A major knowledge of migrant cultures, traditions and habits by Italian co-workers and employers, in order to better understand migrant needs, which can be taken into account during leisure time activities, in order to avoid marginalization and cultural misunderstanding, also in collaboration with association working in the field of social gatherings and with schools. In addition, it is necessary to work on the issue of stereotypes and clichés on foreigners, because from the interviews it emerges that opinions of colleagues and employers are often based on preconceptions;
- Promote and increase training offers, with a continuing perspective and on a structure basis. In particular, there is a need expressed by migrant workers for a training on Italian language for specific purposes and on technical terminology and competences. As initial training is a delicate moment for a successful integration of the worker, it should be reinforced. Along with the initial mentoring, which could use a more structured peer-to-peer approach, there is a need of a theoretical training on the job. Training programs should take into account also the development of interpersonal and intercultural communication skills.;
- Every target groups point out the need to create more opportunities for the development of mutual relations of friendship among colleagues, through activities to enhance less superficial contacts;

- The role of stakeholders and decision makers governance is fundamental in order to transform individual initiatives into a structured practice in the territory;
- Training courses for foreign workers have generally a low participation and a fluctuating attendance. This critical point should be investigated more, in order to give proper tools to training centers for the promotion and the involvement of foreign workers.

In this context, training materials should take into account some important factors:

- Workers have very little time for training activities and employers prefer organize training activities outside working hours. It is necessary that employers promote trainings in order to be attended by a great number of employees;
- Contents on cultural dimension should cover the following topics: knowledge and use of the Italian language for general and specific purposes, interest in the events of the country, access to information, a sense of belonging to the Italian company, the self- perception of own well-being and the level of sharing of some ideal of integration. Regarding the social dimension, contents should cover friendships, gathering moments and places, leisure time, participation in associations, Italian lifestyle and the political dimension;
- For the development of interpersonal communication skills, it's necessary to use innovative teaching methods, avoiding frontal lessons. Contextually with the organization of training courses, it's necessary to work with the human resources and the management of the company to rethink gathering moments and places for workers, even outside working hours;
- Training materials should be translated into languages of foreign workers, or should be written taken into account a foreign target;
- Finally, the traditional training approach of mentoring should be kept and developed to a more structured initial training. In this sense training materials should include practical advices to manage initial training of workers, using a peer-to-peer methods.