



# **SHORT ANALYSIS OF THE SITUATION OF MIGRANTS IN THE PARTNER COUNTRIES' LABOUR MARKETS**

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LLP-LDV-TOI-11-AT-22

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## **Culture Pilots Short Analysis of the Situation of Migrants' in the Partner Countries Labour Markets**

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### **Contact**

Berufsförderungsinstitut OÖ  
Raimundstr. 3, 4020 Linz, Austria  
Tel. +43 732 6922 0, [culturepilots@bfi-ooe.at](mailto:culturepilots@bfi-ooe.at)

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## Introduction

Culture pilots is a European Transfer of Innovation project promoted by BFI OÖ in Austria based on a successful project developed by the vocational training institution for the European Capital of Culture Linz09. In this initial project 12 female immigrants from Linz led tours through the inner city and offered an insider's view of their everyday life to locals and tourists encouraging intercultural contact and understanding. Previously the migrant women attended a resource- and process-orientated empowerment training program. The city tours were a great success and the project was honoured with the Austrian State Prize for Adult Education in the category "Innovation" in 2009.

Culture Pilots tackles the difficult task facing many well-qualified immigrants in the EU – especially female – to find appropriate jobs according to their qualification on the labour market. At the same time the Culture Pilots project addresses the need for intercultural dialogue to improve social understanding and promote an awareness of the importance of linguistic and cultural diversity in Europe.

The aim of the European Lifelong Learning Project is to transfer and implement the Culture Pilots curriculum and city tours in other European countries (FR, PT, IT, ES) and developing new skills and jobs by encouraging the cooperation between Vocational Education and Training, Culture and the working world.

The target groups of the project are trainers and coaches for empowerment work in intercultural contexts, qualified and socially competent immigrants and / or inhabitants with different cultural backgrounds in the participating countries and locals and tourists participating in the city tours which are to be developed.

The projects' activities are:

- Adaptation of the initial Culture Pilots curriculum to the country specific situations and translation
- Development and implementation of a train the trainer program for resource and process orientated empowerment work in intercultural settings
- Implementation of Culture Pilots training program in the participating countries
- Culture Pilots city tours in Marseille, Lisbon, Vicenza and Barcelona
- Dissemination and PR activities: website, stakeholder information events and a final conference in the frame of MarseilleProvence 2013 European Capital of Culture

Culture Pilots is based on an initiative of Berufsförderungsinstitut OÖ (Austria) in cooperation with ISQ (Portugal), Transit Projectes (Spain), Eurocultura (Italy), Union des Centres sociaux des Bouches-du-Rhône (France) and MarseilleProvence 2013 (France).

The aim of this analysis is to set the ground for adapting of the Austrian Culture Pilots curriculum to the country specific situations in France, Italy, Spain and Portugal. Especially interesting is the situation of migrants in the respective labour markets and potential job chances in culture and tourism. It gives an overview of demographics, the situation in Europe and

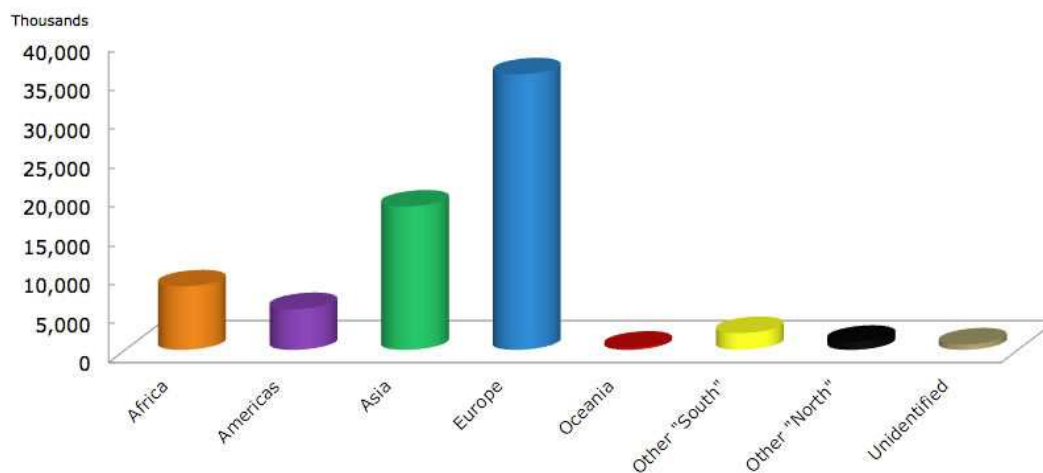
## Part 1: Summary of the Analysis in the CP partner countries (AT, ES, FR, IT, PT)

### *Demographic Change and Migration*

Today, demographic change is a global phenomenon resulting from two almost universal trends: declining fertility and increasing life expectancy. The western countries in the world experience declining fertility or have stagnating fertility below replacement level. And the majority of countries report increasing life expectancies. As a consequence most parts of the world will witness demographic ageing throughout the 21st century. Large discrepancies, however, will remain.

In contrast to this stagnation or even decline, populations of Europe's neighboring regions – Central Asia, the Middle East and North Africa will continue to grow significantly. In the neighborhood of the EU, the MENA region, Turkey and Central Asia will experience sustained demographic growth and a growing number of people entering the labor force. These regions still have much higher fertility. And their populations are much younger, with a median age of 20 years or less, compared to 39 in today's Europe.

The 71.3 million migrants who reside in Europe are from the following world regions:



Source: <http://www.migrationinformation.org/datahub/wmm.cfm>

Today 43 million people residing in the European Union (EU27) and associated countries (other EEA, CH) are regular international migrants. They represent 8.5% of Western and Central Europe's total population. Some 14 million of these migrants have come from other EU member states (in some cases prior to the EU accession of their home countries). The remaining 29 million have come from other parts of Europe and other world regions. Among them some 19 million residents of Western and Central Europe are immigrants from Asia, the Middle East and North-Africa, sub-Saharan Africa, Latin America and the Caribbean. During

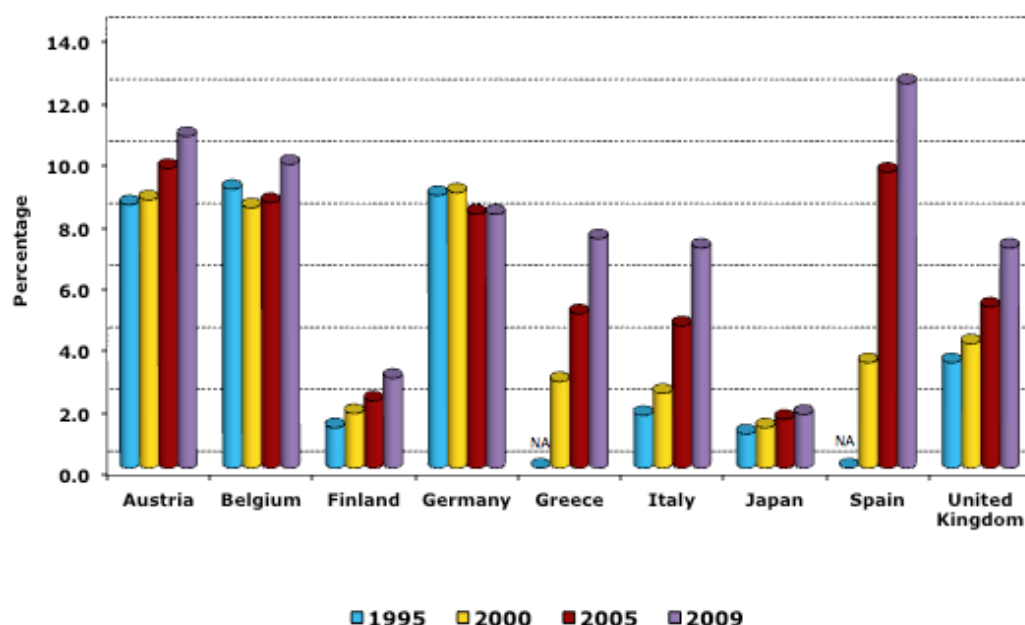


the last decade the main European sending countries were Poland, Romania, Turkey and Ukraine.

The key gates of entry for people immigrating to the EU are temporary and long-term labor migration, family reunion and family formation, the inflow of asylum seekers (some 240,000 applications in all EU countries in 2008), and the inflow of co-ethnic “return” migrants and their dependent family members. Published data on gates of entry, however, do not account for all relevant migration flows. For example, in several EU countries economic migration takes place to a larger extent in the form of seasonal and temporary labor migration (some 600,000 persons admitted annually in EU27), as well as in the form of irregular labor migration of at least the same magnitude.

Source: Rainer Münz: Demographic Change, Labour Force Development and Migration in Europe – Policy Recommendations. Heinrich-Böll-Stiftung, March 2010

### Foreign population as a percentage of the total population



Source: <http://www.migrationinformation.org/datahub/charts/2.1.shtml>

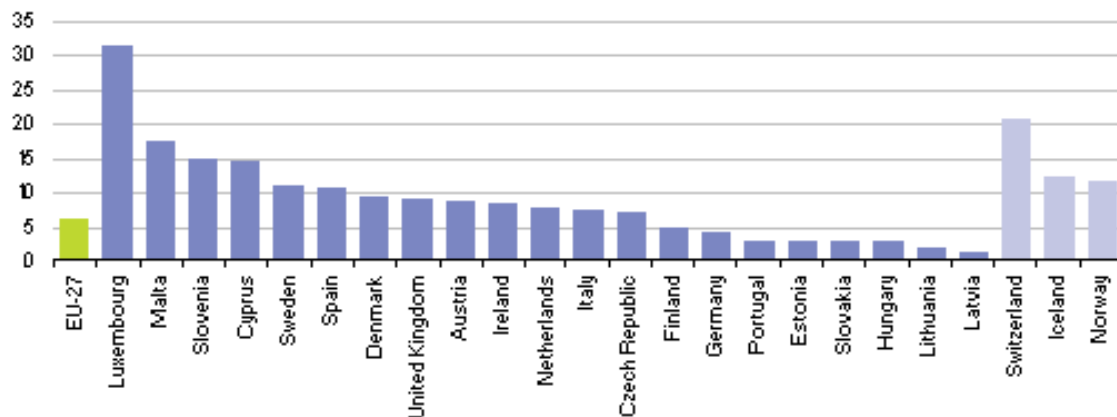
In all partner-countries of this project (AT, ES, FR, IT, PT) the number of immigrants is also continuously increasing. Spain, with 1,8 millions migrants, together with Italy (1,4), are the countries that have registered the highest rate of immigration growth in the period 2005-2010 period. In the European Union migration is the main driver of population change, representing 63% of total population growth.

During 2009, about 3.0 million people immigrated into one of the EU Member States, while at least 1.9 million emigrants were reported to have left an EU Member State. It should be noted that these figures do not represent the migration flows to/from the EU as a whole, since they also include flows between different EU Member States.

The United Kingdom reported the largest number of immigrants (566 500) in 2009, followed

by Spain (499 000) and Italy (442 900); just over half (50.3 %) of all immigrants into EU Member States were recorded in these three countries.

Regarding the gender distribution of immigrants in 2009, there was a slight prevalence for more men than women to immigrate into the EU as a whole (52 % compared with 48 %). The country reporting the highest share of male immigrants was Slovenia (76 %); in contrast, the highest share of female immigrants was reported by Cyprus (58 %).



(1) Data on the number of inhabitants refer to 1 January 2010; Belgium, Bulgaria, Greece, France, Poland and Romania, not available.

Source: Eurostat (online data codes: migr\_imm1ctz and migr\_pop1ctz)

Immigrants into EU Member States in 2009 were, on average, much younger than the population already resident in their country of destination. On 1 January 2010, the median age of the EU-27 population was 40.9 years. The median age of immigrants in 2009 ranged from 24.9 years (in Portugal) to 33.7 years (in Latvia).

Source:

[http://epp.eurostat.ec.europa.eu/statistics\\_explained/index.php/Migration\\_and\\_migrant\\_population\\_statistics](http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Migration_and_migrant_population_statistics)

## Employment

There are two types of migration:

- labor migration: migrants from poorer countries looking for working possibilities and end up mostly in building work and low skilled professions.
- professional migration: high qualified professionals who come to work in specific sectors of the economy.

The recent economy crisis has caused a decrease of temporary and seasonal migration, and affected specially the flow of low skilled workers, according to the labour market, especially those coming from third countries, though did not hardly involved stable migration for permanent residence, neither high-skilled migrants.

**Foreign Labor Force (OECD):** [http://www.nationmaster.com/graph/lab\\_for\\_lab\\_for-labor-foreign-force](http://www.nationmaster.com/graph/lab_for_lab_for-labor-foreign-force)

Rank	Countries	Amount
# 1	Luxembourg:	57.3
# 2	Australia:	24.5
# 3	Canada:	19.2
# 4	Switzerland:	18.3
# 5	United States:	12.4
# 6	Austria:	10.5
= 7	Germany:	8.8
= 7	Belgium:	8.8
# 9	France:	6
# 10	Sweden:	5
# 11	Norway:	4.9
= 12	United Kingdom:	3.7
= 12	Ireland:	3.7
# 14	Italy:	3.6
= 15	Denmark:	3.4
= 15	Netherlands:	3.4
= 17	Portugal:	2
= 17	Czech Republic:	2
# 19	Finland:	1.6
# 20	Spain:	1
# 21	Hungary:	0.7

At EU-27 level, in 2008, the activity rate of foreign-born persons was five percentage points lower than that of native-born persons. The lower overall participation rate of foreign-born persons in the labour market was due to the significantly lower activity rates of foreign-born women. Regardless of their country of birth, the activity rates of male foreign-born persons aged 25–54 were similar to those of native-born men, whereas the labour market participation of foreign-born women was nine percentage points below that for native-born women (69 % as opposed to 78 %). This effect was less marked for women born in another EU country (76 %), while it was particularly acute for women originating from non-EU countries (67 %).

Source: Migrants in Europe. A statistical portrait of the first and second generation. European Union, 2011.  
<http://ec.europa.eu/eurostat>

The migrants generally fill more low-skilled jobs, despite the fact that they sometimes show educational levels comparable to those of the original population.

In particular, migrants have limited access to qualified jobs because the lack of family support and the strict requirements regarding work permits curtail the time available to search for better-qualified positions. Migrant workers tend to be concentrated in certain sectors and occupations.

Research characterised the immigrant population as a labor force quite flexible and inexpensive that has been substituting the native population in unqualified sectors (e.g. civil construction, domestic labor) and complementing them in high qualified sectors (e.g. health sector with doctors and nurses; marketing; design). Furthermore immigrants also prove to have higher propensity for entrepreneurship.

Although the labor market needs immigrant labor force, there are immigrants experiencing unemployment or precarious labor conditions. Moreover, although some countries present lack of high qualified professionals in certain sectors, immigrants still face difficulties in the recognition of their diplomas, or some of them work below their skilled level. In other words there is a human capital available that is not totally brought into play.

Nearly any respectively every other migrant is employed as a blue-collar-worker. With a foreign birth-country the rate of unskilled workers rises three times higher than the rate of unskilled national workers.

Moreover, they experience significant horizontal segregation. Non-national men are concentrated in the economic sectors of manufacturing and construction. Meanwhile, non-national women are predominantly found in the services sector, especially in activities of households.

Immigrants are more likely to be in a situation of unemployment than the rest of the population. They are three times more often not employed accordingly to their educational status. The main reason seems to be the lack of qualifications.

However studies highlight as well some other reasons: the lack of equivalence of foreigner diploma (most of them are not officially recognized by system), a weak level of language and a lack of knowledge in the administration system.

Non-nationals report also poor opportunities for improving their occupational status by advancing to more qualified jobs through labour market transitions, thus perpetuating their concentration in low-skilled jobs in particular sectors.

Sources: Country analysis from Portugal, Spain, Italy, France and Austria

## ***Barriers on the labor market***

Generally immigrants obtain a job thanks to their network of relations. There is discrimination against certain national groups, however, due to the method of recruitment and national stereotyping. Workers tend to learn of jobs through networks of acquaintances, thereby keeping the job within one national group.

A barrier for migrant's access to the labor market is that there is no clear recognition of study careers neither a definitive adaptation to the ministerial frame and it may preclude to a part of them an higher working position. That is one of the reasons of a so great number of foreign employed in unskilled or low-skilled jobs, that does not match with immigrants educational level.

Finally there is a discrimination problem for what concern access to the job that may occur during the selection and also applying for the job. In these cases linguistics problem plays a decisive role, that's why a poor linguistic knowledge represent an obstacle for immigrants access to labour market.

Foreign workers are frequently hired into a lower job category than appropriate for their experience and qualifications, which are rarely taken into account. Even specialized workers or those who have worked for the same employers for years tend to be kept in the lowest level jobs. Vertical mobility among foreign workers is scarce, making vertical employment segregation one of the most common forms of discrimination.

Three issues to be mentioned here are :

- Religion/ethnicity: There have been prejudices against hiring Muslims, particularly due to fears of low performance during Ramadam.
- Length of stay. Workers who have been in the country for a short time, have not mastered the language and do not know their rights are more vulnerable to discrimination.
- Residence permits: Foreign workers with an irregular permit or a short term permit are more vulnerable to discrimination.

Sources: Country analysis from Italy and Spain

The labor market participation of first-generation migrants compares unfavorably to that of the native-born and nationals. The difference between the two groups results mainly from a considerably lower labor market participation of migrant women, particularly those with at least one child.

Consistently higher levels of unemployment hamper the integration of migrants into the labor market. Higher levels of unemployment are seen for both male and female migrants and for migrants of all levels of education, including those with the highest qualifications.

The potential misuse of skills and qualifications of highly qualified migrants not finding jobs is amplified by the large number of highly qualified migrants working in jobs well below their educational qualification.

Migrants also have a lower level of income and particularly those from outside the EU have a significantly increased risk of poverty or social exclusion, even if they are in employment. This risk is greater in households with children.

Lower income levels also go hand in hand with less favorable housing conditions, in particular with regard to overcrowding.

In the second generation (native born persons with one or both parents born abroad), some of these disadvantages have been reduced or even, in the case of second-generation migrants with a mixed background (one parent born abroad), sometimes reversed. The situation of second generation migrants with a foreign background (both parents born abroad), while being more positive than that of first-generation migrants, still shows disadvantages compared to the situation of persons with a native background.

Young second-generation migrants with a foreign background are generally at greater risk of exiting the education and training system without having obtained an upper secondary qualification. The level of educational attainment of second-generation migrants, however, differs considerably between Member States.

While the labor market participation of second-generation migrants is often very similar to that of their peers with native background, their risk of unemployment is still higher.

Source: Migrants in Europe. A statistical portrait of the first and second generation. European Union, 2011.  
<http://ec.europa.eu/eurostat>

Apart from technical skills which are occupation and industry specific, and apart from ICT skills and foreign languages, companies require social and personal skills and often rate them higher than technical and theoretical knowledge and formal qualification.

The labor market needs general qualifications that can be summarized under the title employability. This contains skills and attitudes like initiative, personal responsibility, entrepreneurial thinking and acting, commitment, willingness and ability to learn new things, capacity for teamwork, communication skills, empathy, resilience, conflict handling skills, openness, reflection capacities and readiness to change.

Personal characteristics are also an important factor kept in consideration by companies, such as flexibility, motivation, loyalty, commitment.

The specialization level of the demanded qualifications is depending on the form of activity. In commercial activities more general qualifications are needed, in technical-orientated activities more highly specialized. Altogether a tendency can be seen, that the need in

technical experts and in people with a university degree is increasing. Special qualifications can be gained in the company when needed and can be developed faster than general qualifications.

Sources: Country analysis from Austria and Italy

## ***Educational level***

The skills profile of the foreign-born population is markedly different from that of the total EU population. Both people with low skills (immigrants: 52%; EU 15 average: 48%) and with high skills (immigrants: 20%; EU 15 average: 17%; Table 8) are overrepresented among immigrants. People with medium skills are underrepresented (immigrants: 28%; EU 15 average: 39%). This is mainly a result of labor markets creating demand for high and low skilled migrants. Immigrants from southern Europe living in another EU country as well as from Turkey, North Africa/Middle East and sub-Saharan Africa have relatively high proportions of people with low skills. In contrast immigrants from northwestern Europe living in another EU country and in particular immigrants from other industrialized world regions (North America, Australia/New Zealand) have higher proportions of highly skilled people.

Source: Rainer Münz and Heinz Fassmann: Migrants in Europe and their Economic Position. HWWA Hamburg, July 2004.

## ***Barriers migrants face***

Barriers are strongly interrelated, cross-cutting and often reinforcing each other. Often there is an interplay of several barriers and no individual barrier could be identified as the most important barrier. Thus, approaches should always focus on multiple barriers.

The lack of language skills is an important barrier in most countries, however it is clearly not the only barrier. Language training is widespread across the countries, although in some countries capacity is lacking or procedures are too complex. The lack of professional and educational skills is clearly identified as a barrier in most countries. However, having qualifications is not a guarantee to get a qualified and sustainable job. Many educated migrants face difficulties entering the labor market at their skills level as a result of the failure to recognize diplomas.

The failure to recognize qualifications was recognized as a barrier in almost all countries. Across the countries, measures are in place to assist migrants in getting their qualifications recognized, but this barrier remains to hamper successful labor market integration of third country migrants.

In all countries the limited knowledge of the labor market was recognized as an important barrier. This knowledge (or skills) pertains to three different stages in the labor market integration process. The first two, searching for a job and applying for a job deal with entry or access to the labor market. The third one, performing on the job and knowledge of the working culture, deal with advancement or upwards mobility within the labor market.

A limited social and professional network is identified in a few countries as a barrier to labor market integration. Successful networks can contribute to finding employment. However, ethnic homogenous networks could also hamper labor market integration. In most countries, discrimination is identified as an important barrier, which prevents third country migrants from entering or moving upwards in the labor market. Discrimination could be prevented by not only focusing on instances of real behavior but also by focusing on the attitudes towards and images of immigrants, thus starting from a positive point of view.

Bad working conditions are identified as one of the main barriers towards successful labor market integration in some countries, where migrants are prone to exploitative working conditions. The fact that in most countries asylum seekers are not allowed to work before they are granted a status was identified as a barrier in several countries. Other identified contextual barriers are complicated legislation, the lack of capacity for the provision of language training and the lack of coordination between stakeholders.

Extensive social security could function as barrier to labor market integration, because of a lack of incentives. During times of economic crisis however, low social security and low flexibility (low flexicurity) could function as a barrier towards labor market integration. In countries with high flexicurity unemployment rates have raised far less substantial than in countries with low flexicurity, as flexicurity keeps the labor market flexible, makes employees less risk averse. Moreover, companies will hire new employees at a much faster rate when the economy recovers than they would do otherwise. Moreover, matters related to the social environment (neighborhood, health care) might also be a barrier towards labor market integration.

Source: [http://epp.eurostat.ec.europa.eu/portal/page/portal/employment\\_unemployment\\_lfs/publications/results](http://epp.eurostat.ec.europa.eu/portal/page/portal/employment_unemployment_lfs/publications/results)

## ***Second Generation***

The successful integration of the children of immigrants is now among the foremost policy challenges for Europe. The children born to post-war migrants in Europe have finished their education and are now of working age, whether they participate in the labor market or not. Evidence shows, however, that their opportunities and life chances are significantly inferior to those of children born to nonimmigrants.

The children of immigrants are a very diverse group. The largest two components of that group are children of labor migrants and children of migrants from former European colonies. The children of refugees are also a growing group, although most are still young. The life chances and future careers of these groups of immigrant youth are shaped both by resources from within their own families and communities, and by the opportunities educational and social institutions provide.

The children of immigrants are now a prominent presence in many European school districts. In Amsterdam and Rotterdam, they constitute the majority of schoolchildren; in Brussels, the second generation constitutes over 40 percent of the school-age population; in London, English is a second language for a third of all schoolchildren.



Unfortunately, the performance of these children generally lags behind children of nonimmigrants in all school-success indicators: they drop out at higher rates, repeat grades more frequently, and are concentrated in the least-challenging educational tracks.

The performance of the second generation hinges above all on two factors. First, it depends on the background characteristics of the immigrant population.

Generally, children of immigrants who bring low levels of human capital into the country are the most disadvantaged. On the continent, this means mainly the children of migrants from North Africa and Turkey. In Britain, it is the children of parents from former British colonies in South Asia and the Caribbean.

The performance of the children of refugees further demonstrates the importance of economic background. Children from better-off, educated families from Iran or Iraq tend to do well or very well, while children from rural Somalia and Ethiopia experience great difficulties in school.

Second, the performance of the second generation depends on the country of destination. The differences among countries overlay differences among immigrant groups. This is most clearly seen when we compare the same group with the same starting position in different countries. Such an exercise can potentially offer insight into practices that help or hinder the educational advancement of the second generation across countries.

A significant difference among education systems in certain European countries lies in whether or not they offer a strong, well-established apprenticeship system.

In countries with an apprenticeship system, unemployment among the Turkish second generation is much lower than in countries without an apprenticeship system. Thus, compared to France, where there is no apprenticeship system, the Turkish second generation in Germany and Austria are better equipped to enter the labor market. Belgium and, to a lesser extent, the Netherlands offer apprenticeship positions but not at the level of Germany.

Comparing the European countries shows the importance of institutional standards, such as the age at which formal schooling begins and the number of instructional hours, and of early or late selection in secondary education. Also significant is the method of transition to the labor market. The role of ethnic discrimination also must be considered.

There are a few options for improving the situation of second-generation children in Europe that are unlikely to stigmatize them or cause resentment among the native population.

One would be to lower the compulsory schooling age as a way of promoting language acquisition. A second would be to create "second chances" to help students overcome disadvantages. This could include delaying tracking for one to two years and placing students in intermediary classes.

Finally, apprentice-type programs, or ones that give students the chance to work with companies for a long period of time, could help smooth the transition into the labor market.

The comparison illustrates the need to focus more on why educational systems produce unfavorable results. The costs of adjusting school systems that block upward mobility should

be placed against the societal costs of children of immigrants not finish school, becoming long-term unemployed, or facing even worse outcomes.

Source: Maurice Crul: Pathways to Success for the Second Generation in Europe  
<http://www.migrationinformation.org/Feature/display.cfm?ID=592>

## *Female immigrants*

Female immigrants are disadvantaged to a much bigger extend than male immigrants. For women the migration background has even a bigger impact on the possible integration in the labor market. Traditional role models are – especially within elder women from particular regions and countries – anchored a lot stronger and affect also the employment behavior. A lot of female immigrants from the first generation never had an occupation and also answer the question about their livelihood with householders. The reasons for this are difficulties with the new language and in seeking for work, the traditional role model and partly also the high number of children. Nearly four out of ten women with migration background in the peak working age are not employed, within the men only every fifth is in this group.

Poor knowledge of the countries language, academic and/or professional qualifications obtained in the country of origin and not recognized and overskilling are the main obstacles of migrants to enter the labour market. Also the difficulty to obtain the recognition of foreign academic and professional certificates and the impossibility to obtain credits for skills acquired in the workplace are making it difficult for migrant women.

There is also another deficit, which mainly affects immigrant women: on the one hand the difficulty of recognizing their knowledge and competences, hard and soft skills. On the other hand very seldom migrant women think about entrepreneurship as a possible way to enter the world of work, taking advantage of their capabilities and skills, whereas the data show that ethnic entrepreneurship is an important element of integration into the labor market.

Then there is the obstacle associated with little knowledge of the language, which for technical and intellectual professions is most needed.

There are other obstacles, less clearly visible but no less difficult to overcome. First there are the stereotypes about immigrants in the labour market, according to which they occupy jobs that residents no longer want, the most menial jobs, less healthy and less profitable (eg in tanneries, harvesting fruit and vegetables, caregivers, domestic helpers etc). That means that very seldom an employer will think about a migrant to occupy positions in administration offices or in other skilled professional positions.

There is then to consider that often migrants, especially women, have difficulties in asserting their skills and knowledge. It 's almost as if in the course of their migration had lost the knowledge and skills they acquired in their previous life, during their studies, training activities or their profession.

An important task is therefore to help them to bring out these skills, to make them aware that what they have learned in their previous life is a legacy that can be put to use in the land where they now live.

Sources: Country analysis from Austria and Italy

### *Skilled female migrants*

Though migrant women's educational levels are only slightly lower than men, they form both a minority of female migrants and of skilled, and especially highly skilled, migrants. At the same time, they have been relatively under-studied. Academic research and media stories of migrant women's employment usually focus on migrant women who enter the lesser skilled sectors of the labor market, such as sex work, domestic work, and more recently care-work, and ignore the many other sectors of the labor market where women are also present, including the more skilled sectors.

In contrast, much of the literature on skilled migration pays attention to the contribution of skilled migrants to the knowledge economy, and in particular the science, information technology, financial and managerial sectors which are seen to be the driving forces behind global wealth creation. These occupations are the most valued in monetary terms and are consequently also designated as highly skilled, rather than just skilled, and are therefore increasingly privileged in immigration policies in European states, such as Germany, Netherlands and the UK. Skilled female migrants tend to be concentrated in female dominated occupations, such as education, health and social work, which are regulated by professional bodies and states and often classified as skilled rather than highly skilled.

Although deskilling is a common experience among all migrants, women face a particularly high level of deskilling. Thus, one study (Dumont and Liebig 2005) on migrant women in the OECD clearly demonstrates that women were more likely to be overqualified for their jobs than men. The very high levels in a number of Southern European countries are likely to be due to shortages in less skilled sectors, especially domestic labor, highly protected skilled sectors and non-recognition of non-EU qualifications.

There are two possible reasons for the tendency to deskill: professional women are working in sectors other than their original training; and they work at levels below their qualifications within the occupation e.g. nurses working as nursing aides. Both point to barriers that female migrants face which are independent of their individual education (Rubin et al. 2009).

Moreover, the level of 'brain-waste', i.e. under-use of the qualifications that migrants possess, was higher for women who migrated from non-OECD countries than for those who migrated within the OECD. Within Europe, women migrants from the Eastern European accession countries were also affected by deskilling. They are now covered by EU regulations concerning the recognition of qualifications but it is not yet clear to what extent, as they improve their language and settle in, they will be able to move into more qualified employment reflecting their educational level.

Some of the factors that lead to deskilling of migrants are common to both men and women. Recognition of qualifications for non-EU countries is frequently a major problem for labor integration and re-skilling may be too complex, lengthy, costly and discouraging for qualified immigrants. Dominant stereotypes exist, even amongst professionals that tend to classify qualified immigrants and their skills by their country of origin. The lack of support structures for newly arrived qualified immigrant also often forces them to rely on informal networks whilst the lack of affordable, accessible and appropriate professional language courses for qualified immigrants may pose another barrier.

However, some of these factors influence women more than men. For instance, the ability to attend professional language courses may be more limited for women who have childcare responsibilities. The loss of social networks, personal and professional, after women migrate can be worse for women if they also have less ability to go out and access new networks. Women's need to re-skill or to get accreditation may also be given less priority by families when there is a gender hierarchy within households. Eventually, lengthy periods out of the labor market and under-employment harm the self-esteem of such migrants and increase deskilling.

Source: Eleonore Kofman and Parvati Raghura: Skilled female migrants in the discourse of labour migration in Europe. Heinrich-Böll-Stiftung, February 2010

## *Immigrant Entrepreneurship*

The growth of international migration during the last decades of the twentieth century has resulted in significant increases in the numbers of immigrant small-business owners. Today it is unthinkable to imagine cosmopolitan cities such as London, Paris, Amsterdam or even Lisbon, without immigrant entrepreneurs.

Immigrant Entrepreneurs contribute to...

- important impacts on economic growth in European cities;
- change in urban landscapes;
- revitalising abandoned city districts and local markets;
- supplying new products and services at competitive prices and even, in some cases, creating new markets (e.g. ethnic tourism);
- Job creation (for both co-ethnics and natives);
- Immigrant businesses can also contribute to combating social exclusion and improving the living standards of disadvantaged groups in host societies (e.g. higher incomes);

Entrepreneurship can also be an indirect way for immigrants to avoid increasing difficulties in entering the labour market (e.g. unemployment, discrimination, language difficulties, problems with the recognition of qualifications)

Immigrant Entrepreneurs in European countries	Share of foreign-born in total self-employment	Share of Self-employment in total foreign-born employment
Austria	9.3	7.5
Belgium	12.7	15.1
Czech Republic	3	24.4
Denmark	6.3	8.5
France	12.7	11.6
Germany	12.8	10.1
Greece	3.7	12.7
Ireland	8.1	11
Luxembourg	38.9	6.9
Netherlands	10.3	10.8
Norway	7.4	7.6
Portugal	5.4	14.2
Spain	8.1	10.3
Sweden	14.4	11.3
Switzerland	18.2	10.1
United Kingdom	11.6	14.4

Source: Catarina Reis Oliveira: [http://ec.europa.eu/enterprise/newsroom/cf/\\_getdocument.cfm?doc\\_id=3311](http://ec.europa.eu/enterprise/newsroom/cf/_getdocument.cfm?doc_id=3311)

Immigrants face both impediments to, and opportunities for entrepreneurship, relating to internal and external factors.

What explains these differences?

(1) Immigrants do not have the same predetermining factors in relation to entrepreneurship in different host societies, and different groups have different entrepreneurial conditions;

(2) Difficulties and vulnerabilities:

- access to finance;
- lack of information (measures and special programs, opportunities of local markets);
- lack of training or need for coaching;
- difficulties in understanding the laws and the bureaucratic system.

(3) Bureaucracy, difficulties in understanding the regulations, or lack of information can stimulate (indirectly) the participation of immigrant entrepreneurs in the informal economy;

(4) The existence of measures or special programs for the promotion of immigrant entrepreneurship is not sufficient to ensure the increase of entrepreneurship or successful businesses (inappropriateness for the needs of particular immigrant groups or dependency on support programs);

(5) Crucial dialogue between policymakers, practitioners and immigrant stakeholders;

Source: Catarina Reis Oliveira: [http://ec.europa.eu/enterprise/newsroom/cf/\\_getdocument.cfm?doc\\_id=3311](http://ec.europa.eu/enterprise/newsroom/cf/_getdocument.cfm?doc_id=3311)

## ***Priorities for the training program***

First migrants should improve their knowledge of language, not only at the level of verbal communication but also written.

Often migrants, especially women, do not recognize their social and professional skills, have very low self-esteem and little confidence in being able to access appropriate professional positions. It is therefore crucial to address this issue in the first place, starting with a thorough assessment of skills, knowledge and competences of participants in training activities, in order to make them aware of their capabilities and potential.

Public speaking is another issue that must be addressed. Many migrant women, in fact, come from cultures where women's role is very minor compared to that of men, cultures where a woman can only speak when she is given permission to do that and where the word of a woman has very limited value. These women are not so accustomed to speaking front of an audience. Teach them to speak in front to a public is therefore essential if you want that they can satisfactorily deal with the transition to the world of work.

Another important point in a training program must be interculturality. Apparently migrants, as such, can not be separated from having intercultural skills. In reality it is not. Interculturality in fact, means the ability to relate to other cultures, while respecting the values of others and their own, it also means mixing, transferring some of your own culture to accept something of the culture of others.

## ***Summary – Suggested Training Program***

- Language skills
- Recognising the own social and professional skills
- Assessment of skills, knowledge and competences
- Speaking in public – Presentation skills
- Intercultural topics – Awareness of culture
- Teamwork
- Communication skills
- Conflict handling skills
- Creativity and Initiative
- Reflection capacities
- Career management skills
- Network building
- Project management
- Entrepreneurship for women

Sources: Country analysis from Portugal, Spain, Italy, France and Austria

## Part 2: Country specific Data of the Analysis

### *The country specific situation of immigrants on the labour market*

#### **Austria**

At the beginning of the year 2010 895,000 foreign citizens (10.7 % of the population) lived in Austria. In the average of the year 2009 approx. 1,468 Million people (17.8 %) with migration background were living in Austria. Out of these group 1,083 Million have a foreign birthplace. Around 386,000 people are descendants from parents who were born abroad and are therefore called “second generation”. One third (487,000) of the people with migration background originated from other EU-countries, two thirds (981,000 people) from other countries. With 496,000 people the Yugoslavian succession states form the biggest group, follow from approx. 248,000 people with Turkish migration background.



Q: STATISTIK AUSTRIA, Volkszählungen 1991 und 2001.

Source:

[http://www.statistik.at/web\\_de/statistiken/bevoelkerung/volkszaehlungen\\_registerzaehlungen/bevoelkerung\\_nach\\_demographischen\\_merkmalen/index.html](http://www.statistik.at/web_de/statistiken/bevoelkerung/volkszaehlungen_registerzaehlungen/bevoelkerung_nach_demographischen_merkmalen/index.html)

#### **Portugal**

In Portugal, the number of immigrants has been increasing systematically since 1975, after the independence of the Portuguese colonies, as Angola, Mozambique, Cape Verde and Guinea-Bissau (PALOPs countries). During the 80's and 90's, the development of immigration was characterized by a consolidation of the immigrants coming from Africa, and, simultaneously, by a diversification of other foreign population: a “resuscitation” of European, especially from Eastern Europe and Brazilian (PALOP country) immigrants and the emergency of small flows of Indian and Chinese immigrants.

During this period of time, Portugal witnessed two different types of migration (The Immigration Observatory): 1) labour migration (specifically in the case of the PALOP's, who live mainly in urban areas, and were mainly recruited for the building sector, in the expanding areas of building and public works); and 2) professional migration (specifically immigrants from European countries, for example Spain and the United Kingdom, mainly highly skilled professionals, who came to work in more specific areas of the economy).



The National Immigration and Borders Service published a report in 31st December 2010 which shows that in Portugal has 445.262 immigrants, 219.564 are men. The most representative communities are Brazil (27%), Ukraine (11%), Cape Verde (10%), Romania (8%), Angola (5%) and Guinea-Bissau (4%). Lisbon is the region in Portugal with more immigrants, 189.220 (43%)

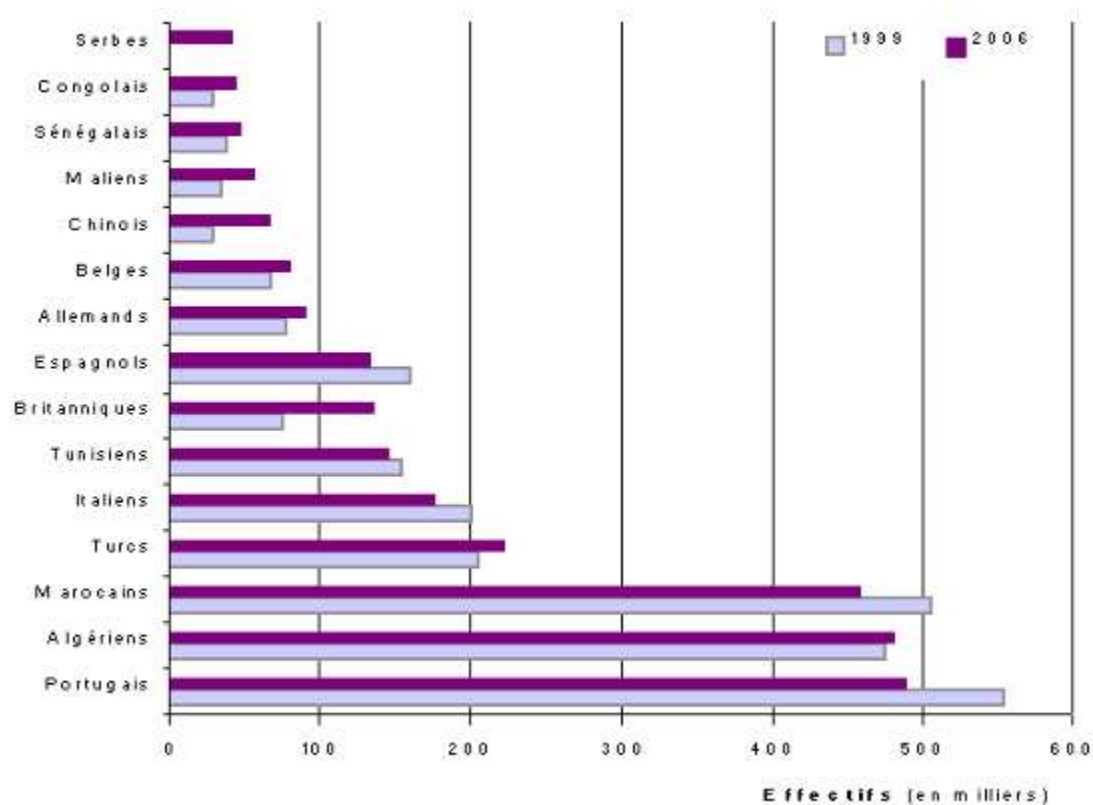
## France

Data from 2006<sup>1</sup>. Immigrants are 3,5 millions. They represent 5,7% of the entire population  
40% are from EU countries (14% from Portugal, 5% from Italy, 4% from Spain)

43% are from African countries (13% from Algeria, 13% from Morocco, 4% from Tunisia, 9% from Sub-Saharan African countries)

13% are from Asia (6% from Turkey)

3% from American countries



## Spain

In the European Union migration is the main driver of population change, representing the 63% of total population growth. Spain, with 1,8 millions migrants, together with Italy (1,4), are the countries that have registered the highest rate of immigration growth in the period 2005-2010 period. In a wider view it's remarkable that Spain has turned, during the last fifteen

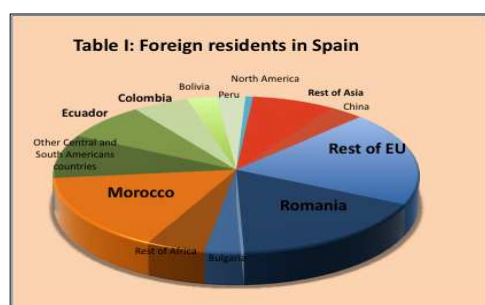
<sup>1</sup> Data from INSEE (National Institute of Statistics and Economic Studies) 2006

years, into an important country of immigration, whilst historically it has been characterised for being an emigration region. It has been the first European nation (the second worldwide) for number of immigrants in the decade 2000-2010. National census show that the number of foreign people in 1991 was 353.367, but in 2003 this count loudly increased until 2.673.413. In fact, Spain has been touched by this phenomenon some years later than other countries such as United Kingdom, France or Sweden, but in a more intensive way, pushed up by a cycle of strong economic growth.

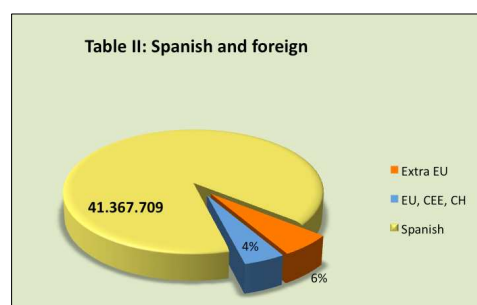
In despite of the economic crisis that affected Europe and its labour market, the rate of legal immigration generally has not sharply dis-increased. The recent crisis has caused, nevertheless, a decrease of temporary and seasonal migration, and affected specially the flow of low skilled workers, according the labour market, especially those coming from third countries, though did not hardly involved stable migration for permanent residence, neither high-skilled migrants.

To date, foreigners are almost the 10% of Spain population (Instituto Nacional de Estadística - I.N.E. - 2011). In Spanish legislation migrants are divided in two categories depending, basically, on their origin. People coming from UE, Norway, Iceland, Liechtenstein and Switzerland are included in a so called “Community frame” (*Régimen Comunitario*), whereas the remaining belong to the “General frame” (*Régimen general*).

The latter (“third-country migrants”) represent the 51,54% of all migrants living in Spain, that means 2.677.662 persons. Among them, as shown in *Table I*, 44,04% (1.178.920 residents) come from Central and South America, and the 38,44% from Africa (1.028.909). These two areas are far the most important, followed by Asia with 12,19% (326.194), and the rest of



Europe (123.281).



A relevant data is that almost the 30% of migrants belonging to the general frame are Moroccans (794.361).

The two other Countries that represent with Morocco the 52,18% of total extra UE immigrants are Ecuador and Colombia (respectively with 375.528 and 226.904).

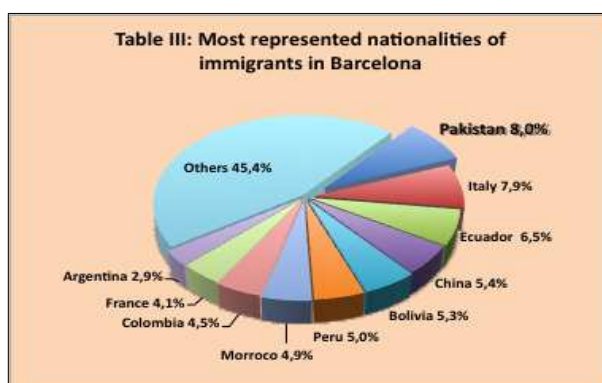
Among community frame immigrants the clearly most relevant minority is the Rumanian one, with the 35,81% (901.435 peoples), followed by British (9,22%), Italians (7,04%) and Bulgarians (6,82%).

Changing level of investigation it is notable that Spanish provinces with the highest number of immigrants are Madrid, Barcelona, Gerona, Valencia and Alicante. Catalonia is the main region of incoming people in *Regimen General* with 28,56% of the total (764.562 foreigners) and the province of Barcelona has the 20%, that means 535.761 immigrants, that makes the Catalan capital area the first place of destination for extra EU migrants, while Madrid has the biggest number of strangers included in *Regimen Comunitario* (398.433 or the 15,83%). Barcelona follows with the 10,22% (257.215 people).

Also in Catalonia, as in national context, the most represented countries are Morocco (detaching with 244.264 migrants that means the 20% of foreigners in the Region) and

Romania (104.081 and the 8,5%). Other nations of origin are Ecuador (5,4%), Bolivia (4,4%), China (4,1%), Italia (4%), Pakistan (3,9%), Colombia (3,7%). Between 2000 and 2011 Catalonia's foreign population has increased by 1 millions people, and migrant's percentage has grown up from 2,9 to 15,7 in these last eleven years, a very significative record.

Concentrating on Barcelona city, it's remarkable a substantial difference comparing these results with regional and national stats about migrants origin. Here the percentage of foreigners is the 17,35%, around 170% of national average, that confirms Barcelona as a true multi-ethnic city. A second characteristic is a particular nationality configuration. In fact the most represented country is Pakistan with 22.342, the 8% of all strangers with a fix residence in Barcelona (278.320). Others relevant countries are Italy (7,9%), Ecuador (6,5%), China (5,4%), Bolivia (5,3%) and Peru (5%). Moroccan minority is not so important as at national level: are living in Barcelona 13.659 Moroccans (the 4,9% of all migrants).



The Rumanian community too, that is the most important in Spain, is definitely less represented, adding up 6.592 peoples (2,3%).

Talking about female migrants in Barcelona and Catalonia, on average, in Catalonia, migrant female rate is 46,3%, which means 566.408 peoples. Barcelona too has a comparable data: the 47,5% (132.202). Both results match with the one registered at national level.

Some migrant's nationalities register a higher percentage of females, which are actually, mostly, Iberian American countries. It is the case of Bolivia, whose female migrants are the 58,5% in Catalonia, Paraguay (66,8%), Colombia (54%), Honduras (69,5%), Venezuela and Mexico (57,3%), but also Brazil (59,6%) and Russia (66,6%). In Barcelona city there is a more balanced situation, with only few countries detaching. Putting aside Bolivia (with 61,4% and 9.125 females), the others origin States with a prevalence of females have rates around 53-55% (Ecuador, Peru, Colombia, Philippines, Brazil).

## Italy

Immigration to Italy is a relatively new phenomenon, as the country was traditionally a source of migrants to other countries. At the start of 2011 there were 4,570,317 foreign nationals resident in Italy and registered with the authorities.

[http://en.wikipedia.org/wiki/Immigration\\_to\\_Italy](http://en.wikipedia.org/wiki/Immigration_to_Italy) - cite\_note-demoistat-0

This amounted to 7.5% of the country's population and represented an increase of 257,176 (not including 78,082 births from immigrant parents) a sharp drop from the 388,000 increase the year previous. These figures include more than half a million children born in Italy to foreign nationals - second generation immigrants are becoming an important element in the demographic picture - but exclude foreign nationals who have subsequently

acquired Italian nationality; this applied to 65,938 people in 2010. They also exclude illegal immigrants whose numbers are difficult to determine. Since the expansion of the European Union, the most recent wave of migration has been from surrounding European nations, particularly Eastern Europe, and increasingly Asia, replacing North Africa as the major immigration area. Some 997,000 Romanians, around 10 percent of them being gypsies, are officially registered as living in Italy, replacing Albanians and Moroccans as the largest ethnic minority group.

As of 2011, the foreign born population origin of Italy was subdivided as follows: Europe (53.4%), Asia (16.8%), North Africa (14.8%) the Americas (8.1%), sub-Saharan Africa (6.7%) and other lands (such as Oceania) (0.2%). The distribution of foreign born population is largely uneven in Italy: 86.45% of immigrants live in the northern and central parts of the country (the most economically developed areas), while only 13.55% live in the southern half of the peninsula.

## ***Which percentage of the working population in your country are immigrants?***

### ***Austria***

16 % of all employees in Austria are migrants, that means for the year 2001 (latest population census) 710.926. 45.3 % came from former Yugoslavia, 17.9 % from Turkey and 10.2 % from Germany.

People with migration background are less employed than local residents. So the share of employees with migration background in the year 2009 was around 64% and the share of local employees approx. 74%. This difference can be explained with the significant lower labor participation of migrant women, especially with Turkish background (39%). Within the “second generation” the labor participation approaches more or less the numbers of the local employees.

### ***Portugal***

While approximately 5% of the Portuguese population is immigrants, they represent a full 10% of the Portuguese labour market.

Employment rates among immigrants in Portugal are higher than those of nationals and the employment and labour market participation of immigrant women is higher in Portugal than in any other OECD country.

This is explained by the fact of most of the immigrants represent a high concentration in few activity sectors and professions: (i) 26% in civil construction; (ii) 15% in restaurants and hotels services; (iii) 35% cleaning service and housekeeping.

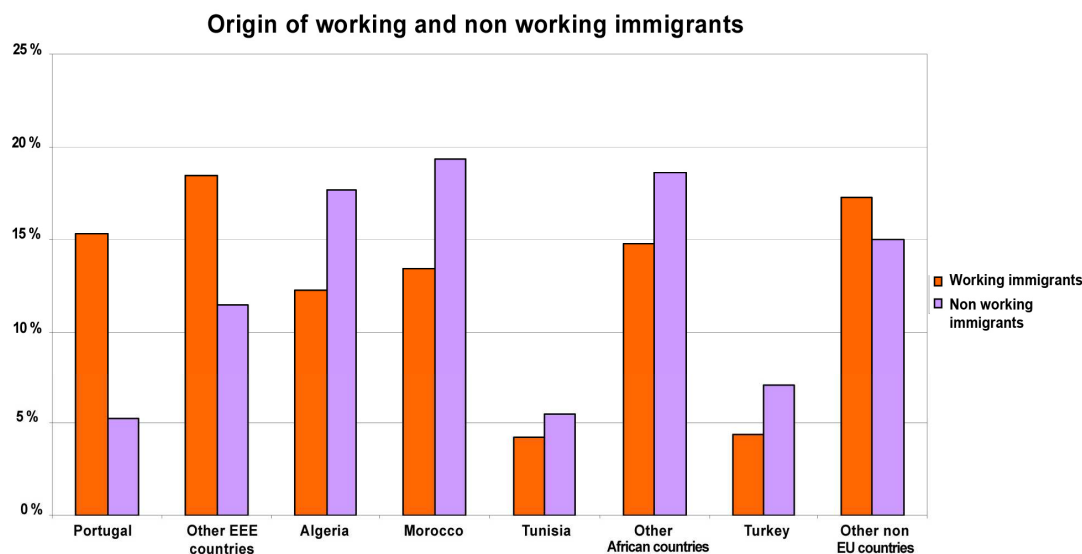
### ***France***

In 2010: non EU citizens represent 6% of the working population and the EU citizens represent 3%<sup>2</sup>

In 2010 non EU citizens represent 13% of the unemployed population.

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<sup>2</sup> Survey « Emploi en continu » by Insee (National Institute of Statistics and Economic Studies) 2011.



## Spain

Into the whole Spain the 82,02% of all migrants are in working age (16-64 years old), for an amount of 4.260.658 peoples, of which 3.652.000 are actives (I.N.E. 2011). Actives females are the 46,1%, while males are the 53,8%. Foreigners employed are 2.549.500, with a female employment rate reaching the 47.95% that means almost the same percentage registered for Spanish. In periods of sustained economic growth, with a consequent larger labour demand, is usually registered a greater number of young men employed, but during crisis conjuncture the employment difference between sexes becomes less significant.

In Catalonia there are 880.200 migrants in working age, with an activity rate of 81,5%. Actives men are 385.500 and actives women are 312.700 that means 55% and 45%, a similar percentage compared with the one registered in Barcelona, which has a higher activity rate, near 85%.

## Italy

Non-national workers represent 5,9% of the labour force in Italy and generally fill low-skilled jobs, despite the fact that they show educational levels comparable to those of Italian citizens. In particular, they have limited access to qualified jobs because the lack of family support and the strict requirements regarding work permits curtail the time available to search for better-qualified positions. Migrant workers tend to be concentrated in certain sectors and occupations.

Overall, 85% of migrant workers are employees and this proportion increases to 87.7% among women; some 72.9% of national workers are employees. There is a higher share of temporary employees among non-nationals (13.2%) than nationals (9.4%). Furthermore, non-national women work part time more frequently than Italian women (39% and 25.7% respectively), while the gap among men is much narrower in this regard (5.7% and 4.7% respectively).

## ***Access for immigrants to the labor market - what are the main difficulties?***

### ***Austria***

Migrants have a very diverse educational level: people with migration background are to be found in the highest (17.4% university degree) and the lowest educational level (31.3% compulsory school). An above-average part of the good qualified migrants is originating from EU-countries (mostly Germany), whereas migrants from former Yugoslavia or Turkey are considerably less qualified.

The unemployment rate of migrants is with 10.2 % clearly higher as the rate of Austrian citizens (6.7 %). Certainly are (the in average higher qualified) immigrants from EU-countries less concerned from unemployment than (the less qualified) immigrants from third countries.

### ***Portugal***

In the past decades the presence of immigrants in the labour market of Portugal has mainly reflected the demand and transformations of the Portuguese economy. Researchs characterised the immigrant population as a labour force quite flexible and inexpensive that has been substituting the native population in unqualified sectors (e.g. civil construction, domestic labour) and complementing them in high qualified sectors (e.g. health sector with doctors and nurses; marketing; design). Furthermore immigrants also prove to have higher propensity for entrepreneurship.

In Portugal immigrants become a fundamental necessity of the labour market. However, the labour market has been characterized by several disfunctionalities that affect the immigrant population. Being more precise, although the Portuguese labour market needs immigrant labour force, there are immigrants experiencing unemployment or in precarious labour conditions. Moreover, although Portugal presents lack of high qualified professionals in certain sectors, immigrants still face difficulties in the recognition of their diplomas, or some of them work below their skilled level. In other words there is a human capital available in Portugal that is not totally brought into play.

## **France**

According to a study led by the National Institute of Statistics and Economic Studies in 2009, immigrants are more likely to be in a situation of unemployment than the rest of the population. The main reason seems to be the lack of qualifications.

However the study highlights as well some other reasons: the lack of equivalence of foreigner diploma (most of them are not officially recognized by the French system), a weak level of French language (only for 16% of immigrants French is their mother tongue) and a lack of knowledge in the administration system.

Generally immigrants obtain a job thanks to their network of relations.

## **Spain**

A barrier for migrant's access to labor market is that there is no clear recognition of study careers neither a definitive adaptation to the ministerial frame and it may preclude to a part of them an higher working position. That is one of the reasons of a so great number of foreign employed in unskilled or low-skilled jobs, that does not match with immigrants educational level in Spain (80% has a secondary school degree or higher, even if there are differences between origin areas).

A further obstacle to access in labour market, and also to relocate unemployed people, is the less of competences to be spent for job search according Spanish labour marked, that mostly require high-skilled worker but also technicians or specialised workers. The formative offer in term of specialising courses, which aims to give the necessary competences to access in labour market, is not sufficient due to the very high request. Therefore Spanish system for concession of work and residence permits does not encourage courses attendance: immigrants often have to leave courses to find a job (mostly temporary) and regularise their position.

Finally there is a discrimination problem for what concern access to the job that may occur during the selection and also applying for the job. In these cases linguistics problem plays a decisive role, that's why a poor linguistic knowledge represent an obstacle for immigrants access to labour market.

## **Italy**

In some case, e.g. in the construction sector, employers often favour hiring foreign workers not for their skills but because they see them as easier to exploit. Foreign workers are willing to work even on Saturdays, they are more willing to work extra hours, they are more willing in every way, probably because they materially have more needs and expenses.

There is discrimination against certain national groups, however, due to the method of recruitment and national stereotyping. Workers tend to learn of jobs through networks of acquaintances, thereby keeping the job within one national group. There are also prejudices against some national groups. Usually the Romanian is preferred because he is considered to be reliable, good at his job, responsible and he doesn't drink. This was a problem that concerned Polish workers for example. There is a prejudice against Albanians who are believed not to work, to cause problems, to make things disappear very often when they are around .

Foreign workers are frequently hired into a lower job category than appropriate for their experience and qualifications, which are rarely taken into account. Even specialized



workers or those who have worked for the same employers for years tend to be kept in the lowest level jobs. Vertical mobility among foreign workers is scarce, making vertical employment segregation one of the most common forms of discrimination.

There are many forms of discrimination that affect access to the workplace. In some cases an individual can be affected by several of these at the same time, multiplying the barriers they face.

Three issues to be mentioned here are :

- Religion/ethnicity: There have been prejudices against hiring Muslims, particularly due to fears of low performance during Ramadan. The issue is currently being addressed through collective bargaining.
- Length of stay. Workers who have been in Italy for a short time, have not mastered the language and do not know their rights are more vulnerable to discrimination.
- Residence permits: Foreign workers with an irregular permit or a short term permit are more vulnerable to discrimination.

Three out of four migrant workers are employed in low-skilled jobs notwithstanding the fact that their educational qualifications are close to those of Italian nationals. Overskilling is therefore higher among non-nationals (36.9%) than nationals (16.1%). More specifically, it is almost stable across the age groups of non-nationals, whereas overskilling declines with age among nationals – from 28.9% among the youngest Italian workers to 6.3% among the oldest. Thus, being overqualified for the job primarily affects those entering the labour market.

Non-nationals report also poor opportunities for improving their occupational status by advancing to more qualified jobs through labour market transitions, thus perpetuating their concentration in low-skilled jobs in particular sectors.

## *To what extent do immigrants work in the social, cultural and educational sector and in enterprises?*

### **Austria**

A big share of the migrant population is employed as a blue-collar-worker (49%), in the group of the Austrian population it is just 25%. A remarkable high rate is amongst migrants from former Yugoslavia: More than 7 from 10 are blue-collar-workers (71.1% or 158,000). People from Bosnia and Herzegovina work to three thirds (74.2%) as manual workers, also employees from Turkey (74.5%). Migrants from the EU15-countries form in this context again an exception: Compared are just a few employed as manual workers (Germans: 13%). Above average is the rate of white-collar-employees originating from EU15-countries: three thirds of these immigrants have this social-security-status (75.9%). Compared to this have only 6 out of 10 who were born in Austria this status (60.3%).

Altogether a quarter of the immigrants (25.9% or 168,000) was employed as unskilled workers. With a foreign birth-country the rate of unskilled workers rises three times higher than the rate of unskilled workers born in Austria (8.4%). A little over the average is also the percentage of immigrants employed in skilled trades (15.6% to 13%), in service occupations or as sales people in shops and on markets (14.9% to 13.6%), but also in the operating of machinery (7.8% to 5.7%). A lot less than Austrian citizens immigrants are to be found

amongst technicians or in equal non-technical occupations (12.8% to 21%). Also office and clerical workers are just half the percentage amongst migrants (7.4% to 14.5%).

7 out of 10 people with a foreign birth-country were employed in service occupations (in the second quarter of 2008: 69.2% or 450,900). A little bit higher than people born in Austria is the rate in industry and commerce (29.7% to 25.3%). An over-average rate of immigrants is working in the area of accommodation and gastronomy. More than every tenth person with migration background works in this branch of the economy. Within people born in Austria it is just every twentieth (11% to 5.1%). An over-average rate of migrants is also to be found in the building industry (11.9% to 8.6%). 16.9% of the migrants are employed in manufacturing goods, this is more than the percentage of Austrians in this sector with 15.4%. Also wide spread is the trading and maintenance of cars and consumer goods with 15.9% (average: 16.2%).

Approx. 60% of the employees in janitorial services has migration background. Over-represented are immigrants also in farming (44.6%) and tourism (42.6%).

## ***Portugal***

In Portugal, the percentage of immigrant's white-collar-employees is lower, around 12%. Regarding to the economic sector, 1.7% work in the education sector, 3.9% in the health and social sector, 3.6% in other community and social services and around 2,6% in enterprises.

## ***France***

Data of 2010<sup>2</sup>:

In the educational field: 5%

In the social and health field: 11%

We do not have specific data about cultural sector.

## ***Spain***

In Catalonia, as in whole Spain, the economic sector leading the first years of last decade has been constructions. The 20% of the workers in this field are immigrants (this percentage is becoming lower, due to the crisis which particularly affected it).

Agriculture too provides a lot of job places to immigrants (20,4%). Industry (8,8%) and services (13,5%) follow.

About social, cultural and educational sectors, included in services, the most relevant data is the 10% (around 180.000) of foreigners who works in familiar assistance (almost exclusively females). Education incorporate 2,2% of immigrant workers, while 1,5% are employed in health activities. Activities linked with arts, creativity, show concern the 0,3 (5.200) of employed migrants; sport and recreational activities the 0,8%; activity linked with associations 0,5%. Finally, excluding persons employed in hostelling and food services, Spain registers the 0,3% of immigrants (around 5.800 peoples) working in tourism, where tourism means here travel agencies, touristic operators and touristic services.

## **Italy**

Migrant workers are mainly employed in small companies: 52.3% of them work in companies with fewer than 10 employees (compared with 27.6% of nationals) whereas only 16.9% of non-nationals (compared with 38.7% of nationals) work in companies with more than 50 employees.

Moreover, they experience significant horizontal segregation. Non-national men are concentrated in the economic sectors of manufacturing (29.2%) and construction (27.5%); they account for 12.8% of total male employment in the latter sector. Meanwhile, non-national women are predominantly found in the services sector (82.7%), especially in activities of households (41%) – where they account for 32.1% of total female employment.

As far as foreign entrepreneurship concern, at the end of 2010 the number of foreign entrepreneurs (owners, partners or directors) was 415,394 units, 40.4% more than in 2005, when there were fewer than 300 000. The foreign business owners are 229,436 (+20,454 in a year).

Geographically, about 87% of businesses whose owners are foreigners is in the Centre-North of Italy. Almost 80% of companies led by foreigners are concentrated in six regions: Emilia Romagna, Veneto, Lombardy, Piedmont, Tuscany and Lazio.

As regards the geographical origin of the company owners, the first place there are Moroccan entrepreneurs with 37,671 enterprises (16.4% of total), followed by Romanians with 35,272 enterprises (15.4%), Chinese (with 33,712 companies, representing 14.7% of total) and Albanians (23,886 firms or 10.4% of total). Altogether these four ethnic group alone 56.9% of enterprises with foreign owner in Italy.

## ***What are the main deficits and the strengths of immigrants on the labor market?***

Which (additional) skills do immigrants most need for a successful integration into the labor market according to their qualification and therefore should be a priority in the training program?

## **Austria**

Migrants are three times more often not employed accordingly to their educational status. In the last years the rate of higher qualified immigrants was rising: 2005 13.7% had a university degree, 2009 it was already 20.3%.

Altogether is the rate of immigrants who attended only compulsory school higher than the rate amongst Austrians (44% to 16%). In addition every tenth adolescent is neither employed nor in education or seeking work. Amongst Austrians these are only 3.2 %.

Female immigrants are disadvantaged to a much bigger extend than male immigrants. For women the migration background has a lot bigger impact on the possible integration in the labor market. Traditional role models are – especially within elder women from particular regions and countries – anchored a lot stronger and affect also the employment behavior. A

lot of female immigrants from the first generation never had an occupation and also answered the question about their livelihood with householders. The reasons for this are difficulties with the new language and in seeking for work, the traditional role model and partly also the high number of children. Nearly four out of ten women with migration background in the peak working age are not employed, within the men only every fifth is in this group.

More than every third unemployed has a migration-background: within 50,400 unemployed people mother and father were born abroad. While the unemployment-rate is 6.7% within people with migration background, it is a lot lower with 2.7% amongst people who have one parent born in Austria. In a much higher degree members of the second generation immigrants are concerned by unemployment (8.8%). The unemployment rate amongst adolescents is also relatively high: in the second quarter of 2008 the group of 15-24 year old had an unemployment rate of 6.8%.

The wage level is clearly lower amongst immigrants: foreign citizens who were employed the whole year, earned in the year 2008 with 17,949 Euro approx. 15% less than the average in Austria (21,156 Euro). At the same time more than a quarter (26%) of the foreign population was in danger of becoming impoverished (in the Austrian population it is just 11%).

## **Portugal**

In Portugal we find substantial differences in labour market outcomes between native and immigrant workers and among different nationality groups, in terms of age, gender, tenure, worker flows, geographical and sectoral concentration, and education levels. As in other countries, the wages of immigrants in Portugal are lower than the wages of natives, though growing at a higher pace in the period analysed. Moreover, downward wage rigidity appears to be slightly higher for immigrants than for natives.

Full-time employed immigrants in Portugal increased by 46.2% in cumulative terms in the last decade. More than half of immigrant workers has a fixed-term contract, a much higher share than native workers. Immigrant workers in Portugal are slightly younger than natives and the percentages of females in immigrant employment is lower than in native employment. Given the recent nature of most immigrant flows in Portugal and the relatively high incidence of fixed-term contracts, the tenure of immigrant workers is much lower than that of natives. In addition, worker rotation rates are higher for immigrants than for natives. In terms of geographical location within the country, immigrants are more concentrated in the Lisbon district. The sectoral distribution of immigrant employment differs markedly from that of native workers. Immigrant workers in Portugal are mostly concentrated in four sectors of activity, construction, hotels and restaurants, real estate and business services, and wholesale and retail trade. The differences in educational attainment between natives and immigrants as a whole are not significant, but there are substantial differences between the main immigrant groups. Immigrants from Africa countries stand out by its extremely low education level, while the educational attainment of immigrants from the other 14 initial Member-States of European Union (EU15) is significantly higher than that of all other nationality groups, including the natives.

In terms of skills gaps all the 8 key competencies are crucial for immigrant's integration in the labour market. In the past years several measures have been implemented by the Portuguese Government with the aim of increasing the integration of immigrants into the labour market and implemented an action Plan for Immigrant Integration with nine measures related to employment and professional training. Also the recognition of the qualifications of skilled migrants is essential to the process of integration into the labour market of the receiving country.

## **France**

According to a study run by the Ministry of Economics and Finances in 2006, immigration has a beneficial effect on the economy and the job creation because it believes the demand of goods and services.<sup>3</sup>

Main deficits of immigrants: lack of qualifications and weak level of French.

While hardening the immigration policies, French government had strengthened the integration policies: since 2007 it is compulsory for immigrants to participate to some training focused in reinforcing language and civics skills.

According to the employers the main difficulties of recruitment is the inadequacy of the profile of the candidates to the post due to the lack of motivation, of experience (experiment) or diploma. Besides, In their opinion the solution, in particular for immigrants, is reinforcing the training<sup>4</sup>.

## **Spain**

A characteristic of immigrants situation in Spanish labour market is the high rate of unemployment (15,7% in 2009, the 24,3% of all unemployed), with a lost of job places since 2008 that has been definitely greater than for Spanish workers. Actually the crisis heavily affected the sector that has been the most important for national rapid growth in the last decade: constructions. It was one of those sectors, as also agriculture, persons care, commerce, accommodation and restoration services (as shown above) that employed the biggest number of migrants and caused an important lost of work places in the last three years. If we consider those jobs lost and add new entries due to emigrational flow, it's possible to explain the high rate of unemployment among immigrants.

Catalonia is registering a decrease of job places since 2007 and to date it has a percentage of migrant's unemployment reaching 36% (among them 60% are males and 40% females), more than the double of the national average. Barcelona has an unemployment rate of 22% that involves for the 64% males and 36% females (8.429), mostly (almost the 58%) are between 30 and 44 years old.

A relevant point is that the 35,9% of immigrant workers is employed in "unskilled jobs" (while for Spanish the rate is 11%). To this 35,9% is possible adding those workers included in the category "Services" (21%). In general, in every sector, immigrants have obtained jobs concerning the lower places of the work categories.

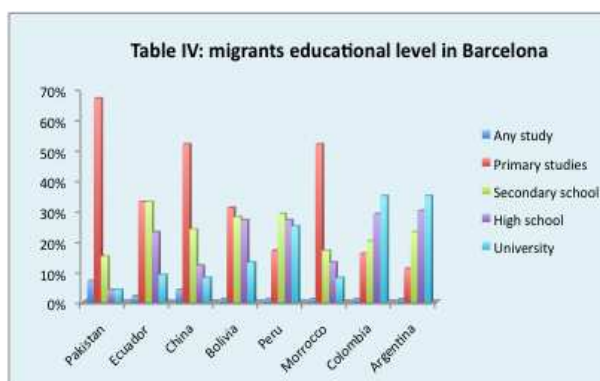
In Catalonia the 60% of unemployed strangers have a general education level, the 20% a complete first cycle of studies, while the 2% - among extra UE immigrants – can count on a university degree.

Table IV shows educational level of the mains minority living in Barcelona (excluding EU-15 countries). On average the 35% have accomplished primary studies, the 24% secondary school, 21% high school and 17% have a university degree.

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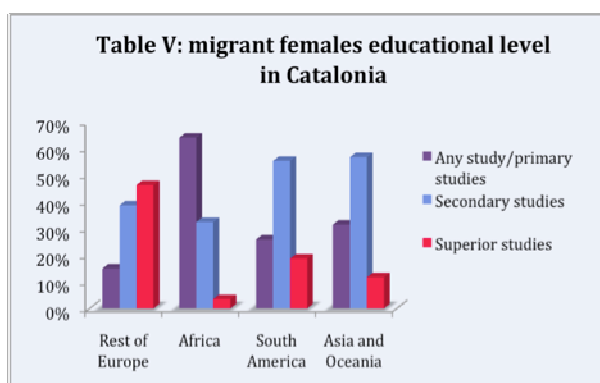
<sup>3</sup> « Immigration sélective et besoins de l'économie française » Ministry of Economics and Finance, February 2006

<sup>4</sup> Labor Requirements Survey, National Agency of Employment (Pôle employ), April 2011



However it is evident the difference between those migrants coming from Latin America, that have an higher level, with a consistent number of university graduated, and Asians and Moroccans, who have a large majority of peoples with basic education.

Among female migrants in Catalonia, on average the 32% has primary studies or doesn't have any, the 49% has secondary studies and the 19% superior studies, as shown in Table V.



These statistics aren't homogeneous at all for every origin region. It is possible to put in evidence that Africans are collocated in the first category for the 64%, while Latin Americans have got mostly secondary studies (55,4%) with a significative number of women who have accomplished superior studies (18,7%). The females with a higher education are the 30-44 years old ones: on average the 57% has superior studies and the 40% secondary studies.

For a stronger integration of migrants into labor market active migrants should be supplied of some further qualification to adapt their knowledge and skills to those requested by Spain employment world, or they should start a path of specialisation in professional sectors, not only technologic, but also the social and cultural ones.

## Italy

Poor knowledge of Italian language, academic and/or professional qualifications obtained in the country of origin and not recognized in Italy, overskilling are the main obstacles of migrants to enter the labour market.

There is also another deficit, which mainly affects immigrant women: on the one hand the difficulty of recognizing their knowledge and competences, hard and soft skills. On the other hand very seldom migrant women think about entrepreneurship as a possible way to enter

the world of work, taking advantage of their capabilities and skills, whereas the data show that ethnic entrepreneurship is an important element of integration into the labor market.

Based on these considerations the training program should focus on career management skills and sense of initiative and entrepreneurship.

As far as career management skills we means the set of competences and ability that lead a person to take responsibility for his/her own career and personal development (understanding own strengths and weaknesses, needs and wants, ability to identify relevant opportunities, accessing career information, ability to plan and take decisions, ability to present oneself effectively, ability to network and build relationships).

Sense of initiative and entrepreneurship, as per the Recommendation of the European Parliament and of the Council of 18 December 2006, is defined as “skills relate to proactive project management (involving, for example the ability to plan, organise, manage, lead and delegate, analyse, communicate, debrief, evaluate and record), effective representation and negotiation, and the ability to work both as an individual and collaboratively in teams. The ability to judge and identify one’s strengths and weaknesses, and to assess and take risks as and when warranted”.

There are many factors that hamper the integration of migrants in the labour market, especially in professional positions appropriate to their educational background. In some cases, these are bureaucratic obstacles. In the first place the difficult to obtain the recognition of foreign academic and professional certificates and the impossibility to obtain credits for skills acquired in the workplace, due to delays in Italy in completing its system of recognition.

Then there is the obstacle associated with little knowledge of Italian language, which for technical and intellectual professions is most needed.

There are other obstacles, less clearly visible but no less difficult to overcome.

First there are the stereotypes about immigrants in the labour market, according to which they occupy jobs that Italians no longer want, the most menial jobs, less healthy and less profitable (eg in tanneries, harvesting fruit and vegetables, caregivers, domestic helpers etc). That means that very seldom an employer will think about a migrant to occupy positions in administration offices or in other skilled professional positions.

There is then to consider that often migrants, especially women, have difficulties in asserting their skills and knowledge. It's almost as if in the course of their migration had lost the knowledge and skills they acquired in their previous life, during their studies, training activities or their profession.

An important task is therefore to help them to bring out these skills, to make them aware that what they have learned in their previous life is a legacy that can be put to use in the land where they now live.

## ***What skills does the labor market most need?***

### ***Austria***

The labor market needs general qualifications that can be summarized under the title employability. This contains skills and attitudes like initiative, personal responsibility, entrepreneurial thinking and acting, commitment, willingness and ability to learn new things,

capacity for teamwork, communication skills, empathy, resilience, conflict handling skills, openness, reflection capacities and readiness to change.

The specialization level of the demanded qualifications is depending on the form of activity. In commercial activities more general qualifications are needed, in technical-orientated activities more highly specialized. Altogether a tendency can be seen, that the need in technical experts and in people with a university degree is increasing. Special qualifications can be gained in the company when needed and can be developed faster than general qualifications.

## ***Portugal***

In Portugal, in general, the labor market valorizes soft skills, such as good communication skills, time management, problem-solving, team work, flexibility/adaptability, self-confidence, ability to learn, working under pressure, strong work ethics or initiative.

Also depending of the function, technical skills are valorized and required.

## ***France***

Accounting for 41,8% of recruitment intentions, personal services represent the most significant source of jobs<sup>5</sup>.

The 10 jobs the most demanded in the labor market (except for seasonal workers):

- ⇒ Cleaning staffs
- ⇒ Home helps
- ⇒ Catering professions ( cooks, apprentices, general-purpose employees)
- ⇒ Engineers, IT managers
- ⇒ Sales representatives
- ⇒ Nurse's aides (medical psychology, auxil. nursery nursing, medical assistants)
- ⇒ Administrative assistants
- ⇒ Waiters
- ⇒ Nurses, and nursery nurses
- ⇒ Attendants and domestic staffs

The 10 executive jobs in planned recrutements:

- ⇒ Engineers in the computer field
- ⇒ Engineers and executives in industry field
- ⇒ Administrative, accounting(countable) and financial Executives
- ⇒ Engineers and commercial executives
- ⇒ Sales executives in marketing, buyers
- ⇒ Executives of the bank
- ⇒ Engineers in construction field
- ⇒ Engineers and executives in administration
- ⇒ Engineers and executives of the telecommunications
- ⇒ Engineers and executives of the manufacturing and the production

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<sup>5</sup> Labor Requirements Survey, National Agency of Employment (Pôle emploi), April 2011



The 10 jobs with the strongest difficulties of recruitment:

- ⇒ Home helps
- ⇒ Cooks
- ⇒ Nurses and nursery nurses
- ⇒ Attendants and domestic staffs
- ⇒ Sales representatives
- ⇒ Nurse's aides (medical assistants)
- ⇒ Sport trainers
- ⇒ Engineers, IT managers
- ⇒ Guards of security staff
- ⇒ Waiters

## ***Spain***

One important characteristic of Spanish labor market is its fragmentation, which means there is a marked division between high skilled employments and a big number of low skilled or unskilled jobs with lower labour conditions. In higher level jobs, labor demand is stable and always unsatisfied completely, so what is required are professionals very qualified, not disdaining geographical mobility, able to continue their professional path acquiring specific skills on going. At the other side, low skilled jobs are always available but they are more influenced by economic conjuncture.

In spite of what defines Spanish situation is that described fragmentation in opposite polarities, what Spain mostly needs are the so-called “half qualification” positions. The biggest number of vacancies actually is situated in this zone, where exists a consistent lack of some expertises and highly specialised professionals, technicians. There is an excessive number of university graduated with insufficient qualification to cover strategic places, and on the other hand there aren't enough workers coming from professionals schools.

It's a structural problem of Spanish labor market that provoke unemployment in the median sector.

## ***Italy***

Apart from technical skills which are occupation and industry specific, and apart from ICT skills and foreign languages, companies require social and personal skills and often rate them higher than technical and theoretical knowledge and formal qualifications. These skills are: team working, interpersonal communication, initiative, creativity. entrepreneurship, leadership and management, presentation skills, ability to learn.

Personal characteristics are also an important factor kept in consideration by companies, such as flexibility, motivation. loyalty, commitment.

First migrants should improve their knowledge of Italian language, not only at the level of verbal communication but also written. Take courses in Italian language, however, requires a commitment of time and money. Often migrants, especially women, do not feel this need, as they have the perception that their investment of money and time will not be rewarded and they will not be able to find a job according to their qualification.

As we said before, often migrants, especially women, do not recognize their social and professional skills, have very low self-esteem and little confidence in being able to access appropriate professional positions.

Is therefore crucial to address this issue in the first place, starting with a thorough assessment of skills, knowledge and competences of participants in training activities, in order to make them aware of their capabilities and potential. This is an activity that requires a lot of time and must be carried on by highly skilled counselors, not only experts in career counseling but also with strong intercultural skills.

Public speaking is another issue that must be addressed. Many migrant women, in fact, come from cultures where women's role is very minor compared to that of men, cultures where a woman can only speak when she is given permission to do that and where the word of a woman has very limited value.

These women are not so accustomed to speaking front of an audience, perhaps even made by males. Teach them to speak in front to a public is therefore essential if you want that they can satisfactorily deal with the transition to the world of work.

Another important point in a training program must be interculturality. Apparently migrants, as such, can not be separated from having intercultural skills. In reality it is not. Interculturality in fact, in our view, means the ability to relate to other cultures, while respecting the values of others and their own, it also means mixing, transferring some of your own culture to accept something of the culture of others.

This does not always happen, whether we speak of migrants towards the host culture or if it comes to natives towards migrants.

It takes a great awareness of own home culture and of the cultures of others not to give rise to situations of rejection, radicalization of conflicts, ideological positions on one side or total abandonment of the culture of origin on the other, which would be an impoverishment for both migrants and for host communities.

There are certainly many other interesting topics that would be addressed in a training course for migrants, particularly women, but we believe these are the most important and essential.

## ***What is the main institution to provide jobs for unemployed people in your country?***

### ***Austria***

Independently from the migration background it is family and friends who have the most important role in finding a new employment. For nearly every fifth friends and family helped (19.1%). 27.3% of the people who were born abroad found their actual employment with the help of friends and family members. People who are born in Austria have here only a rate of 17.6 % (603,000).

A lot less important role has the AMS (the Austrian employment service) for the Austrians: just 3.2 % of the people born in Austria used the service. Twice as high is the number of migrants: 6.4% had their job intermediated through the AMS.

Surprisingly low is the rate of immigrants (1.7%) who used the support of consulting offices or associations for migrants in finding a new job. It has to be regarded, that these institutions

can't offer employment possibilities, they focus on consultations and similar offers for migrants.

## **Portugal**

In Portugal, too main public institutions provide jobs for immigrants: (a) Institute for Employment and Professional Training, (b) Employment Support Office.

Also other strong job provider, especially for immigrants and low qualified people, are the temporary employment agencies.

## **France**

*Pôle emploi* (Employment service agency).

## **Italy**

In Italy is in force the Public Employment Services System. PES mission is to facilitate job matching, working in network and coordination with the local labour markets. Services aim at preventing long-term unemployment. Responsible of the Public Employment Services is the Province. Each Province has the duty to select and identify the typology of service's offers better responding to the needs of the territory.

Essential services guarantee by PES:

- Reception, information, counseling and first evaluation of the needs of the users (job-seeker and enterprise)
- Counseling and orientation to people
- Job-matching, pre-selection, placement
- Promotion of placement of specific target disadvantaged groups
- Services for local development: identification of new employment basin.

Users are all people seeking a job, employers searching for workers. In particular:

- Adolescents (minors between 15 and 18 years)
- Young people (between 18 and 25 years)
- Long-term unemployed workers (people without a job from more than 12 months and more than 6 months if young people)
- Women to be re-placed (that are willing to re-entering the labour market after at least 2 years of inactivity).

## ***The needs of the target group by personal contact with at least one stakeholder who works with immigrants***

What are the main barriers for / deficits of immigrants to access to the labor market and to find an appropriate job according to their previous qualification?

The needs of the target group are illustrated by qualitative interviews with 3 to 5 representatives of the target group using an interview guideline.

## ***Austria***

### **Interview 1:**

Which is your country of origin?

Angola

What is your mother language?

Ja- Lingola, Portuguese, French

What level of German do you speak?

Intermediate – about A2 – B1

What is your education / highest education?

Teacher in the Rep. Dem du Congo

What kind of work did you do in your home country? Was it related to your education?

Cashier, hairdresser – not related to education

What kind of work / job do / did you do in the country you migrated to? Is / was it related to your education?

cleaning person

What was the biggest barrier / difficulty to find a job in AT?

being a migrant (no language skills, no documentation), being 55

What kind of support would you have needed to find a job?

More contact to other people.

Have you participated in any kind of training and/or coaching program in AT so far?

Yes, German language classes, Computer classes

What skills do you think that you need to be trained at / improve in order to get a better position on the labor market?

Improve German skills, internships

Do you work in a labor market or job-position that is related (equal) to your education?

No because my German is not good enough

### **Interview 2:**

Which is your country of origin?

Turkey

What is your mother language?

Turkish

What level of German do you speak?

Fluently, very good spoken and written

What is your education / highest education?

Commercial academie with graduation of a commercial school in Steyr

What kind of work did you do in your home country? Was it related to your education?

I have been staying in Austria since I have been 8 years old

What kind of work / job do / did you do in the country you migrated to? Is / was it related to your education?

What was the biggest barrier / difficulty to find a job in AT?

Being a migrant and not having better educational chances through this

What kind of support would you have needed to find a job?

Private network, contacts, education

Have you participated in any kind of training and/or coaching program in AT so far?

No

What skills do you think that you need to be trained at / improve in order to get a better position on the labor market?

Internship

Do you work in a labor market or job-position that is related (equal) to your education?

Yes and no

### **Interview 3:**

Which is your country of origin?

Thailand

What is your mother language?

Thai

What level of German do you speak?

Fluent in spoken and written

What is your education / highest education?

Postgraduate studies European community law, political science in Thailand

What kind of work did you do in your home country? Was it related to your education?

Red Cross and at a hotel, no

What kind of work / job do / did you do in the country you migrated to? Is / was it related to your education?

Social field, consellor, around help in the office of my ex-husband

What was the biggest barrier / difficulty to find a job in AT?

Age, education

What kind of support would you have needed to find a job?

Network

Have you participated in any kind of training and/or coaching program in AT so far?

Yes

What skills do you think that you need to be trained at / improve in order to get a better position on the labor market?

Qualification for the social field

Do you work in a labor market or job-position that is related (equal) to your education?

No

### **Interview 4:**

Which is your country of origin?

Poland

What is your mother language?

Polish

What level of German do you speak?

fluently

What is your education / highest education?

Slawic studies at the university of Salzburg, logistic at the university of Danzig and transport in Poland

What kind of work did you do in your home country? Was it related to your education?

Kindergarten teacher, secretary

What kind of work / job do / did you do in the country you migrated to? Is / was it related to your education?

14 years no employment because of my polish citizenship, after that secretary without education

What was the biggest barrier / difficulty to find a job in AT?

Missing citizenship, overeducation

What kind of support would you have needed to find a job?

Network, contacts

Have you participated in any kind of training and/or coaching program in AT so far?

No

What skills do you think that you need to be trained at / improve in order to get a better position on the labor market?

Internship, work experience

Do you work in a labor market or job-position that is related (equal) to your education?

No

## **France**

In order to adapt the Culture Pilots programme to the local context, we planned to analyse the needs of target audiences in France and in our area of action.

Right from the outset, we focused on recruiting future *culture pilots* by using an existing employment aid tool: *contrats aidés* or government-subsidised contracts.

*Contrats aidés* are special employment contracts for which employers receive assistance. This can take the form of recruitment subsidies, exemptions from some social contributions or training support. The overarching objective is to reduce employers' costs when hiring and/or training staff by providing direct or indirect assistance. They can be from the retail or non-retail sector. Examples include the *contrat unique d'insertion marchand* (CUI-CIE) or individual retail integration contract, and the *contrat unique d'insertion non marchand* (CUI-CAE) or individual non-retail integration contract. The second type of contract is more typically used by the non-profit sector, regional authorities and state-owned enterprises.

People experiencing difficulties in the labour market include: the long or very long term unemployed (for example, those who have been unemployed for 12 of the last 18 months, or 24 of the last 36 months), recipients of minimum welfare benefits (such as the *allocation de solidarité spécifique* or special welfare allowance and the RMI or minimum wage), handicapped people, people of over 50 years of age who have been unemployed for over three months or are on retraining leave, and unqualified young people.

Like all employment contracts, *contrats aidés* are governed by French employment law, which includes provisions preventing discrimination. These are effective from the recruitment phase. It is therefore impossible to target future recruits using their gender, ethnic background or religion.

For this reason, before committing to the project, we asked permission from the national Leonardo da Vinci agency based in Vienna to not target the same group as the original project (which focused on immigrant women). Instead, future *culture pilots* will be recruited from amongst the unemployed.

They will be employed for six months minimum by one of six *Centres Sociaux* (social centres) involved in the project. Thanks to the government-subsidised contract programme, they will run from October 2012 to March 2013, and will involve 26 hours work a week. A job description has also been drafted (see job description attached). However, we are unable to provide information on their ethnic background or gender at this stage.

Nevertheless, we are aware how important the multicultural dimension is to the original project. We will therefore take the necessary steps to ensure that the group selected is representative of the cultural diversity in targeted zones.

## **Italy**

### **Interview n.1**

Which is your country of origin?

Argentina

What is your mother language?

Spanish

What level of Italian do you speak?

C1

What is your education?

university degree

What kind of work did you do in your home country?

it network installer

Was it related to your education?

yes

What kind of job do you do in Italy?

textile worker

Is it related to your education?

no

What was the biggest barrier/difficulty to find a job in Italy?

No employer trust my professional skills and my academic degree is not recognized in Italy

Have you participated in any training courses in Italy so far?

no, I have to work and no time to attend courses

What skills do you think you need to gain/improve to get a better position in the labor market?

be able to present myself and my work experience in a better way during job interview

### **Interview n. 2**

Which is your country of origin?

Nigeria

What is your mother language?

Yoruba, English

What level of Italian do you speak?

A2

What is your education?

High school degree in administration

What kind of work did you do in your home country?

Unemployed

Was it related to your education?

--

What kind of job do you do in Italy?

House cleaner

Is it related to your education?

No

What was the biggest barrier/difficulty to find a job in Italy?

poor knowledge of Italian language

Have you participated in any training courses in Italy so far?

No, I have 3 little children to take care of

What skills do you think you need to gain/improve to get a better position in the labor market?

Better Italian language, basic administrative knowledge

### **Interview nr. 3**

Which is your country of origin?

Mexico

What is your mother language?

Spanish

What level of Italian do you speak?

C1

What is your education?



university degree

What kind of work did you do in your home country?

Tv production

Was it related to your education?

yes

What kind of job do you do in Italy?

unemployed

Is it related to your education?

--

What was the biggest barrier/difficulty to find a job in Italy?

degree acknowledgement

Have you participated in any training courses in Italy so far?

no

What skills do you think you need to gain/improve to get a better position in the labor market?

better Italian language,

#### **Interview nr. 4**

Which is your country of origin?

Ukraine

What is your mother language?

Ukrainian

What level of Italian do you speak?

A2

What is your education?

high school degree

What kind of work did you do in your home country?

sales woman

Was it related to your education?

no

What kind of job do you do in Italy?

waiter

Is it related to your education?

no

What was the biggest barrier/difficulty to find a job in Italy?

language, degree acknowledgement

Have you participated in any training courses in Italy so far?

no

What skills do you think you need to gain/improve to get a better position in the labor market?

better Italian language, vocational training course

**Interview nr. 5**

Which is your country of origin?

Ecuador

What is your mother language?

Spanish

What level of Italian do you speak?

B2

What is your education?

university degree

What kind of work did you do in your home country?

university researcher

Was it related to your education?

yes

What kind of job do you do in Italy?

factory worker

Is it related to your education?

no

What was the biggest barrier/difficulty to find a job in Italy?

degree acknowledgement, distrust, age

Have you participated in any training courses in Italy so far?

yes

What skills do you think you need to gain/improve to get a better position in the labor market?

better Italian language, administrative and managing skills

## ***Potential Job (training) places***

Research the potential on job training places, get in contact with 5 to 10 organizations and enterprises, to present the project and explore the possibilities of cooperation.

### ***Austria***

The cooperation consists of offering training on the job places to the participants of the Culture Pilots project and to investigate which skills are needed to work there. This procedure assures a good matching during the training program between the participants of the Culture Pilots project and the enterprises and organizations.

#### **Pro Mente – psychosocial assistance**

The organization Pro Mente (Ms. Michaela Keita-Kornfehl) has made an internal analysis and is expecting a rising need for cultural-intermediates (men and women) in the psychosocial field in the region of Upper Austria. Cultural-intermediates would be employed as translators and attendants for psychosocial assistances (e.g. therapies). It is not possible to quantify the need, because primary the offering of this possibility would create the request. The Pro Mente already developed a detailed concept and profile of qualifications.

Requirements for future cultural-intermediates: Social competences, intercultural understanding, willingness to work with personal topics, personal strength and boundary-abilities

#### **Female health center**

From hospitals, senior residences and health care organizations (e.g. counseling, health insurances, female health centers...) is known, that they have a need in cultural-intermediates and people with a sensitive approach to cultures. The female health care center is able to provide training-on-the-job-places for cultural-intermediates and offers their contacts to health organizations to support job-opportunities.

Requirements for future cultural-intermediates: Social competences, intercultural understanding, possibly an education in the health sector

#### **Municipality of Linz**

They can offer training-on-the-job opportunities in the public administration. The municipality sees a raising need in intercultural intermediation especially in the citizen's services centers. The realization of these plans is however bound to public budgets.

Requirements for future cultural-intermediates: Social competences, intercultural understanding, abilities in service occupations

#### **Municipal council for economy Ms. Wegscheider**

The importance of intercultural intermediates is seen as undisputable important. Nevertheless economies and enterprises are only adjusted on profitable developments. An assignment of cultural-intermediates would need to be proven with economic figures, in times of economic crises a social motivation can't be expected from the enterprises.

Requirements for future cultural-intermediates: Relevant education and competences for the place of employment/business

**Cooperation ibuk**

Intercultural intermediation is a very important part of the work of the cooperation ibuk. They offer the possibility of training-on-the-job places and will also organize city tours with immigrants to be presented to a broader audience. But also for the cooperation ibuk everything is depending on public funding. If their budget is approved a cooperation with the cultural-intermediates is assured.

Requirements for future cultural-intermediates: Ability to talk openly and public about the personal biography and intercultural topics

**bfi – Vocational training institute**

Cultural intermediates could be employed in language courses. The learning of the German language could be enriched with intercultural topics. Additional visits in museums and cultural organizations allow a better acquisition of the language as well as more creative teaching methods. Appropriate concepts are developed at the moment and – given the financial possibilities – realized with the cultural intermediates.

Requirements for future cultural-intermediates: Very good German language skills, intercultural understanding, knowledge of local cultural organizations, organizing abilities

***Portugal*****ACIDI - High Commission for Immigration and Intercultural Dialogue**

The main aim of this State service is to promote the integration of immigrants, as well as promoting intercultural dialogue within Portugal. The Commissioner is dedicated to ensuring the participation and cooperation of representative immigrant associations, social partners and public services in all decisions and assessments of policies on immigrants' social insertion. It also works to prevent exclusion and discrimination.

**CNAI - Qualification Support Office**

Aims to advise and redirect the immigrants for the most appropriate qualification processes the profile of each candidate, whether for education-training in training institution, public or private, whether to process the Recognition, Validation and Certification (RVCC), implemented in the New Opportunities Centres (CNO's).

**PEI – Project promoting the Immigrant Entrepreneurship**

This project wishes to promote the creation of businesses ruled by immigrants through the empowerment and acquisition of entrepreneurial competences got through training.

**Immigrant Job Centers Network**

Structures of supported employment, in close cooperation with the local Employment Institutes providing support to unemployed youth and adults aiming to integrate or reintegrate into the labour market. Immigrant Job Centers Network arises from the partnership between the High Commission for Immigration and Intercultural Dialogue (ACIDI) and the Employment Institute (IEFP) establishing 25 Job Centers, driven by private nonprofit entities, specially oriented to immigrants distributed along the country.

**Choices Programme**

Created in 2001, the Choices Programme seeks to promote the social inclusion of children, young people and their parents coming from more vulnerable socio-economic backgrounds, aiming for equality of opportunities and the reinforcement of social cohesion. Currently in its fourth phase, the Programme supports 133 projects throughout the country, involving 1031 local partners and 820 technicians who undertake daily activities to support formal and non-formal education, orientation and referral to vocational training and employment, developing civic and community participation, promotion of “digital inclusion” and supporting empowerment and entrepreneurialism.

**France**

Culture Pilots in France will be hired by the 6 Community centers participating to the project ( 2 culture pilots per Community Centres) and they will be working 26 hours a week.

They will be in charge of both elaborating and guiding the city-tour and promoting events organised by Marseille Provence 2013 programme.

Furthermore, in order to elaborate the city tour of their area, they will be tutored by an expert in tourism and they will be in contact with Office Tourist Boards, Marseille Provence 2013 organisation and local cultural associations;

Given this situation, it no longer seems relevant to interview organisations working with immigrant populations, as was originally planned.

By working closely with partners such as the Pôle Emploi, the Conseil Général (which runs the subsidised contracts programme) and the Conseil Régional, we will develop recruitment procedures and take appropriate steps for the "post-project" phase. This includes exploring possible outcomes (such as additional training or job opportunities).

**Italy****Quality Travel**

Quality travel is a travel agency actually developing incoming tourism from Latin America countries. In view of an expansion of their business in this sense they are considering hiring new staff with accompanying, interpretation and customer care tasks.

Requirements for future cultural-intermediates: intercultural and social competencies, of Latin American origin and Spanish mother language, attitude to interpersonal relations and customer care

**Infotraining srl**

Infotraining srl is a private company that deals with adult education and business services in an international context. Among the activities include translation and interpreting. Especially as regards the interpretation is required not only a good knowledge of Italian but also the ability to act as mediator. It is thus not only to translate literally but also to give the client's background information about the culture of the interlocutor.

Requirements for future cultural-intermediates: intercultural and social competencies, very good Italian language knowledge, simultaneous and consecutive interpretation skills.

**Eurocultura**

Between the activities carried out by Eurocultura there is the reception of foreign guests who come to Vicenza for study visits. Among the activities that are offered for these guests there is also a guided tour of the city. It is therefore particularly interesting to have the possibility of guides able to lead guests on a non-conventional tour of Vicenza, informing them also about the cultural aspects related to immigration.

Requirements for future cultural-intermediates: ability to drive guests to visit the city, native speakers of English, German or Spanish, social and intercultural competencies, ability to speak in public.

**CGIL Vicenza**

CGIL is the largest union of Italian workers. Many union workers have a foreign origin. They are also workers who most often are victims of abuse and injustice in the workplace.

The union leaders often have difficulty understanding the requests of foreign members, both for the language barrier but also the lack of adequate cultural competence.

The presence of a mediator can facilitate the work of the union and lead to better results for the foreign worker.

Requirements for future cultural-intermediates: social and intercultural competencies, good knowledge of Italian language with particular regard to the language of labor law.

**INCA Vicenza**

INCA is an institution that assists workers in the paperwork relating to retirement, the granting of benefits such as unemployment allowance, the recognition of occupational diseases and in cases involving accidents at work.

Many users of the Inca are foreign workers who, more than the Italian ones, have difficulty in dealing with social security and welfare institutions due to language barriers and previous positions gained in the countries of origin, often very complicated and difficult to be claimed. Inca can offer an initial stage that in the future can become a job offer at one of their locations.

Requirements for future cultural-intermediates: social and intercultural competencies, good knowledge of Italian language with particular regard to the language of labor law, welfare and social security issues.

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