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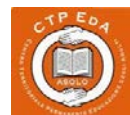


MINISTERO
DELL'INTERNO

PROJECT FEI

Development, work and integration: from the voices of employers and employees to examples of good practice.

Report on a collaborative European research project



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per Stranieri
di Perugia

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Introduction

This report summarizes the findings of a research project into the language skills of migrant workers in Italy, Germany and Portugal. More specifically it examines the attitudes, beliefs and opinions of migrant worker employees towards the use of the language of the official country where they are employed, which is respectively Italian, German or Portuguese. It also investigates the attitude of their employers towards the language skills of third-country workers and their beliefs about the level of skills required in the workplace. Employees and employers taking part in the survey represent four sectors: industry, construction, catering and services.

This project has been financed by the European Fund for the Integration of third-country nationals. The aim of the project is to develop recommendations of good practice for the professional development of migrant workers, the improvement of their competencies, conditions and security, and ultimately to contribute a potential increase in the number of migrants employed from third-countries.

The three organisations who collaborated on the data collection of the report are: the University of Perugia – CVCL (Centro per la Valutazione e le Certificazioni Linguistiche), the Goethe-Institut, and Universidade de Lisboa- CAPLE (Centro de Avaliação do Português Língua Estrangeira). The statistical analysis was carried out by Cambridge English Language Assessment.





1. Data summary by country and employment sector

The report is based on the data from two questionnaires which was collected in March 2014. Each of the three organisations, CVCL, The Goethe Institute and CAPLE, distributed questionnaires to employers, and to employees. The total number of questionnaires completed was 18 employer questionnaires and 333 employee questionnaires. The data was analysed by Cambridge English Language Assessment in March 2014 and the report finalised in April 2014. The main findings will be presented in Rome in June 2014.

An overview of the employees taking part in the study is shown below in terms of the breakdown by number of employees per country and employment sector¹.

Country		
Answer options	Response percent	Response count
Germany	35.1%	117
Italy	15.3%	51
Portugal	49.5%	165
answered question		333
Professional sector of the interviewee:		
Answer options	Response percent	Response count
Construction	22.3%	74
Industry	16.3%	54
Catering	31.3%	104
Services	30.1%	100
answered question		332

Note: Percentages in tables may not sum to 100 due to rounding.

¹ The Italian sample is smaller when compared to the German and the Portuguese ones. It was collected at the very beginning of the operational phase of the Project, following the Project Indicators. Both Goethe Institut and the University of Lisbon enlarged their sample independently from the Project indicators. This was, of course, an important contribution.



2. Main findings across countries and employment sectors

2.1. Common findings

General demographic information

The majority of employees have lived in the host country for more than 10 years, have 9-15 years of education and hold a residence permit. The two largest age groups are 36-45 and 26-35.

Age in years		
Answer options	Response percent	Response count
16-17	0.6%	2
18-25	14.2%	47
26-35	29.3%	97
36-45	32.9%	109
46-55	18.7%	62
56-65	4.2%	14
Over 65	0.0%	0
answered question		331

The employers are evenly split between the construction, catering and services sectors, with a smaller number working in industry. The largest group (50%) are owners or the chairman of the company, with the other half holding a range of senior positions. The most common number of migrant workers is 1-12 in half the companies, with a larger number in the remaining 50%.

Total number of workers from third countries currently employed in your company		
Answer options	Response percent	Response count
1-12	50.0%	9
13-24	16.7%	3
25-50	16.7%	3
More than 50	16.7%	3
answered question		18

The employment sector

Looking at the employment sector in more detail, the top three most common jobs are a skilled construction worker, a driver in the construction industry, and a cooking assistant or dishwasher. 60.8% are on a permanent contract and 27.9% have a fixed-term contract. For all countries and employment sectors, most employees (62.6%) found their job through a friend or relative and reported that willingness to accept flexible working conditions was the most important factor in being given their job. Employers also report the majority of workers are recruited through



information provided by another worker, with a smaller number being recruited through a job adverts, a job centre, or agencies.

How demand and supply are matched		
Answer options	Response percent	Response count
Through a job centre	29.4%	5
Through temporary employment agencies	23.5%	4
Through information provided by another worker who is already employed	88.2%	15
Through voluntary associations	5.9%	1
Through social cooperatives	5.9%	1
By checking listings of people seeking employment (local press, websites etc)	23.5%	4
By placing a listing in the 'Jobs Offered' columns (press, websites, radio, TV etc)	35.3%	6
answered question		17

55% of employees stated they did have to demonstrate their knowledge of the language as part of the hiring process and 78.9% of those who did, said they did this by attending an interview in the host country language. Employers report the firm ascertains knowledge of the required language by an oral examination; however language use at interview was not given as an option to the employers, so this may in fact be the same as reported by the employees.

According to employers, the main reason for contact between the company and the workers is because they accept less skilled work. Reasons for termination of employment are that the worker was ill-suited to the tasks assigned, or that the worker resigned. It is rarely because of poor language skills, as detailed in the following table.





Reasons for termination of the employment relationship. Indicate the reasons that led to the eventual termination of the relationship between your company and the workers		
Answer options	Response percent	Response count
The worker resigned	57.1%	8
It was determined that the worker was ill-suited to tasks that were assigned	64.3%	9
The worker failed to integrate in the workplace	42.9%	6
Impossible to provide the worker with stable employment	21.4%	3
Reduction in available jobs	28.6%	4
Poor knowledge of the Host Country language	14.3%	2
Other	7.1%	1
answered question		14

Nationality and language skills

The most common country of birth overall was Ukraine, but this is not the case when looking at individual countries. There was no common mother tongue across the three countries.

Employees were asked to rate their proficiency in the host country language in general terms and also with respect to individual skills. Employees were positive, with over half rating themselves as good (50.61%) and roughly a quarter rating themselves as either satisfactory (24.1%) or very good (21.34%). The majority felt they could understand it well when reading, listening or speaking, and could write to a satisfactory level. At the time of recruitment the employer perception of the level of knowledge is described as either sufficient (72.2%) or good (27.8%), indicating a similar perception.

Language ability by skill					
Answer options	Not very well	Satisfactory	Well	Very well	Response count
You can understand it when reading	13	75	135	100	323
You can understand it when listening	7	52	145	120	324
You can speak it	11	75	151	88	325
You can write it	35	114	117	57	323
answered question					329



Language use in the workplace

Moving onto the use of the language in their current job, employees report that the most important skills is reading, closely followed by speaking. However most report that they have to listen and speak most frequently. Employers rate listening and speaking as highly important to perform duties in their company.

Think about the host country language and your current job. How important is it for you:

Answer options	Not very important	Satisfactory	Important	Very important	Response count
To understand when listening	25	48	83	161	317
To understand when reading	6	22	81	212	321
To know how to speak	8	26	95	193	322
To know how to write	38	66	93	120	317
answered question					328

Think about your day at work. How often do you have to:

Answer options	Never	Sometimes	Often	Always	Response count
Read	13	122	86	98	319
Listen	3	29	78	209	319
Speak	5	27	85	202	319
Write	36	141	68	66	311
answered question					324

When asked to indicate which skills they consider of greatest importance in their job, overall the top five were understanding instructions given orally, speaking to colleagues and superiors, understanding written instructions and speaking to clients. This supports employee perception of reading and speaking as the most important skills. Results differed slightly by sector. These small differences reflect the working environments. The overall findings reflect the common ground between different jobs across employment sectors. Employers also highlighted understanding instructions and communicating with colleagues and superiors as the most important skills.





Skills at work	Not necessary	Not very important	Important	Very important	Response count
Understand instructions given orally	9	19	142	158	328
Speak to your colleagues	16	32	138	139	325
Speak to your superiors	18	32	143	129	322
Understand written instructions	13	69	134	112	8
Speak to clients	81	42	91	107	1
Understand written warnings	18	58	145	104	325
Understand internal notices and warning signs	24	64	132	99	319
Conduct telephone conversations	61	57	117	89	4
Use a computer, tablet, mobile phone etc	107	59	71	86	323
Understand price lists/menus	70	60	104	81	315
Fill out forms	77	66	100	80	323
Understand manuals/catalogues	58	73	121	74	326
Give orders/provide explanations to others	41	83	120	74	318
Understand warnings and audio/visual announcements	79	64	111	68	322
Interact verbally with employees from other offices (public administration, banks, post offices etc)	91	70	92	68	321
Write e-mails	133	54	67	67	321
Speak to suppliers and representatives	107	51	92	66	316
Produce receipts	138	55	75	56	4
Write letters, registered letters etc	136	59	74	55	324
Use programs for calculation	136	57	71	53	317
Navigate the Internet	130	58	81	53	322
Produce a list/report	81	70	121	50	322
Write faxes	174	52	51	42	319
Describe a menu	148	64	66	41	319
Describe a sales proposal	144	64	70	38	316
Make orders online	172	60	51	36	319
answered question					331

A high percentage of employees (85%) said it was important to know technical terms, and these were ranked as fundamental or important by the majority of employees and employers across all four skills, although writing was rated less important overall than the other skills.

When asked about use of any other languages in the workplace, 54.8% of employees reported using another language when talking to colleagues. The language used to speak to colleagues was most commonly the mother tongue of the employee. Only 24% reported using another language when





talking to superiors, which was usually a common mother tongue, or English. When speaking to employers, 76% used the host country language. English is the only language mentioned as an alternative used by employers to the host country language when talking to employees. Employers all report using mainly informal language when they speak to their workers, when the employees speak to them, and to their colleagues.

The table below shows how important employees think it is, overall, to know the host country language in terms of different aspects of the job. Combining ratings of very important and important together, the most important factors are being the ability to perform your job well, to become better integrated in the work environment and to improve their level of professional competence. The ranking of aspects was the same in the catering sector but others differed slightly. In industry, performing your job well and improving professional competence were rated equally highly, followed by integration in the work environment. In construction, performing the job well was rated first, with integration and professional progress rated equally important. In the services sector, integration was rated most highly, followed by performing the job well, being respected and progressing professionally. Employers had slightly different options but rated improving professional skills most highly, followed by having a greater awareness of their rights and duties, and performing their job properly. This reflects the similar views of the employees.

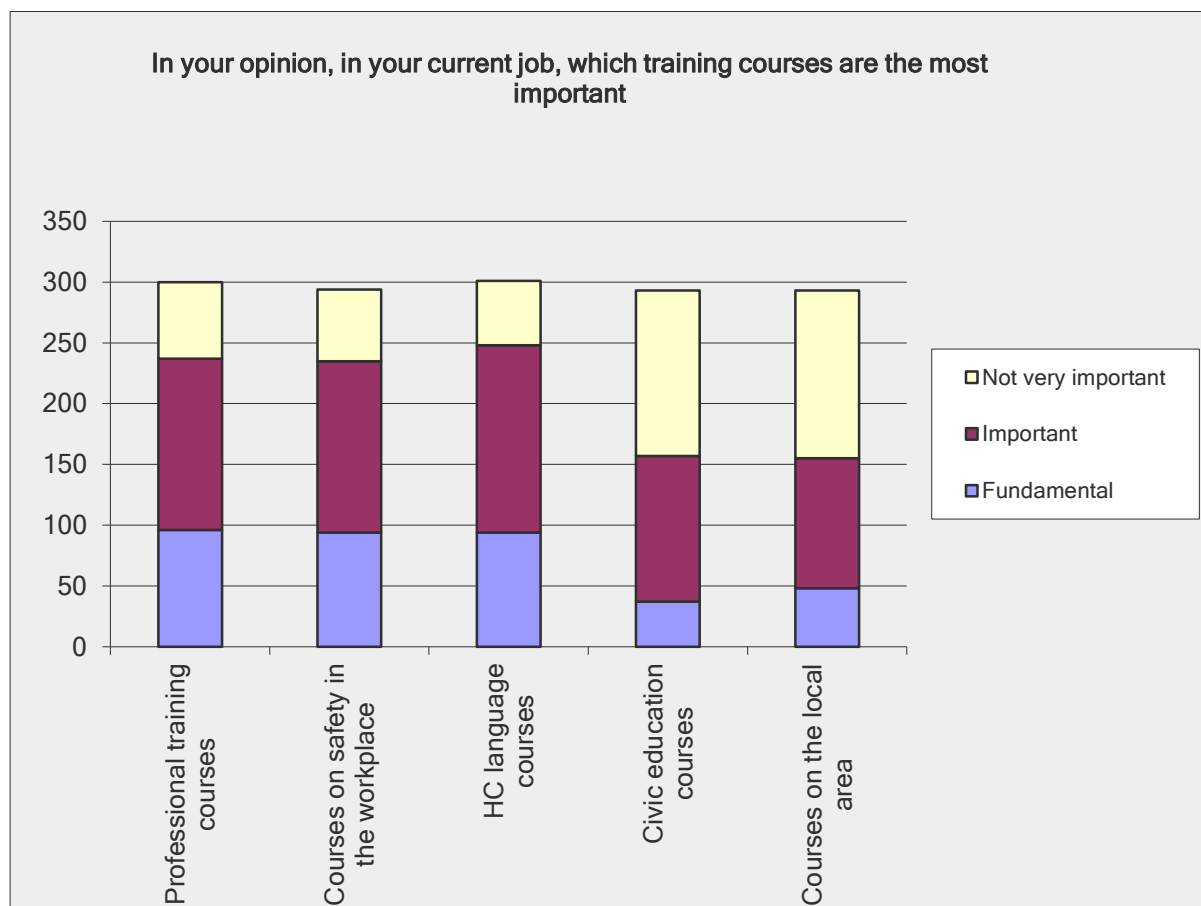
In your opinion, how important is it to know the HC language?

Ranking of options: 1=The highest ranking option	Employees overall	Catering	Construction	Industry	Services
To perform your job well	1	1	1	1	2
To become better integrated in your work environment	2	2	2	3	1
To improve your level of professional competence	3	3	6	1	5
To make progress in your professional career	4	6	2	4	3
To ensure you are respected more in your work environment	4	5	4	4	3
To operate safely in your work environment	6	4	4	6	6



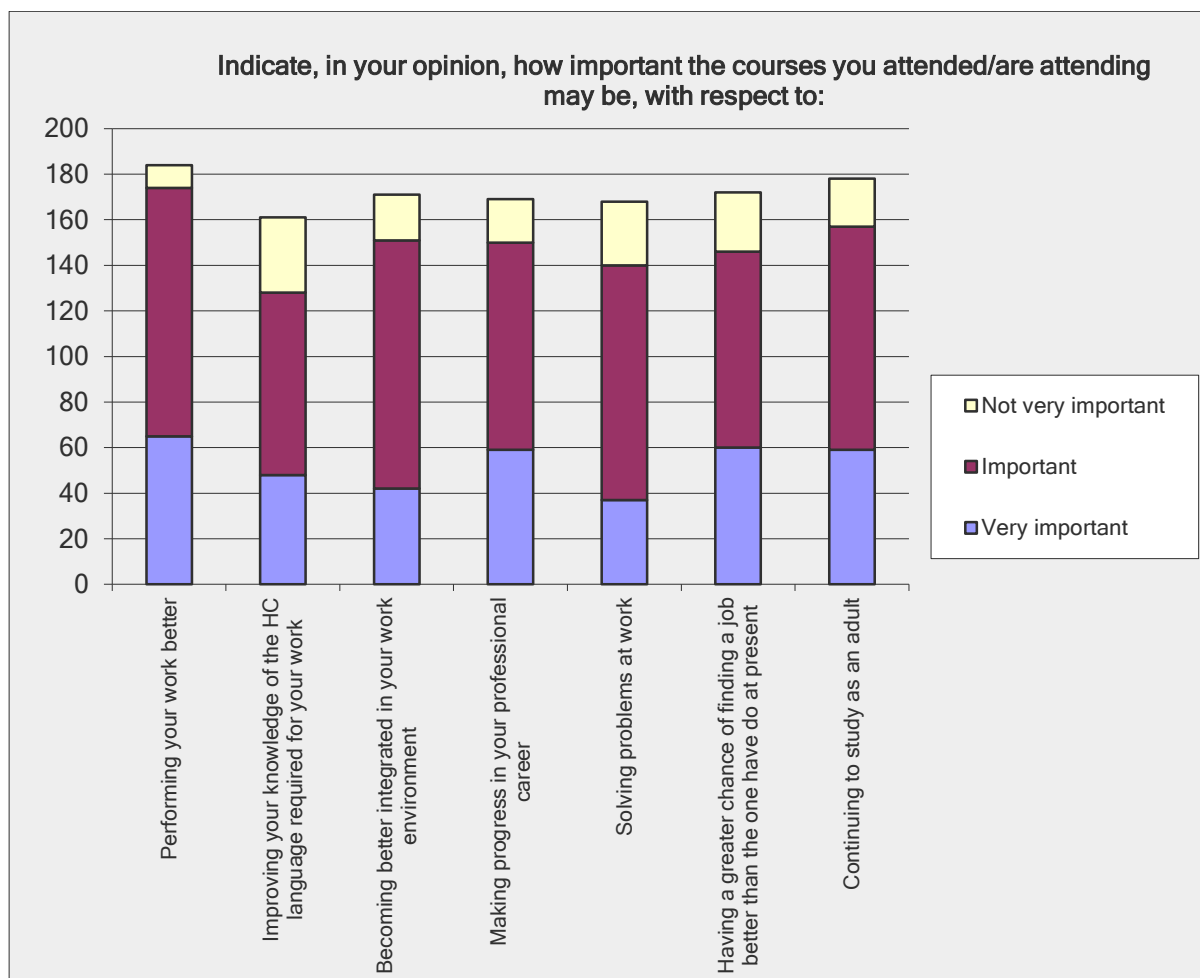
Training courses

Professional training courses, courses on safety in the workplace and language courses were all rated as very important, with civic education courses and courses providing information on the local area were rated as much less important, both by employers and employees. Employee responses are shown below.



34.1% report they had attended or were attending training courses outside the work environment, with the main reason given that they are useful for work (65.8%). Those who did not attend the courses did not do so because they were not compulsory (33.1%) and because they were not felt to be useful (22.3%). The highest number of employees were or are attending professional training courses, which varied in terms of hours.

The majority of courses take place in a state school. The courses were considered important by employees primarily to perform their work better, and secondly to continue to study as an adult, as can be seen in the table below. 64.2% reported that the number of hours was sufficient to achieve their goals.



Professional training courses or courses on safety regulations are provided by the majority of employers (72.2%) and are mostly compulsory. Most take place during working hours, and an average of 11-20 hours per calendar year is provided. Specific language training is provided by 41.2% of companies, but is not compulsory for two thirds of the companies where it is provided, with the average number of hours per year provided being less than 10.

In terms of important advice for a foreign person looking for a job, employers and employees all highlighted knowing the language, avoiding isolating yourself, and to try and meet people and make contacts. Employers rated knowing the language most highly. The top rated piece of advice by employees was to respect the national laws of the host country. Employers also advised job seekers to take on board the needs of the company, but this was not included as an option for employees.



2.2. Key differences

General demographic information

The breakdown of male to female employees overall is 63.3% male to 36.7% female. This is similar to the breakdown in each country but not by industry sector, as can be seen below, where male employees dominate in construction and industry, and female employees are more highly represented in the services sector. In catering, the two genders are more evenly represented.

Gender demographic information of employees		
Answer options	Male	Female
Germany	58.6%	41.4%
Italy	63.8%	36.2%
Portugal	66.5%	33.5%
Construction	97.1%	2.9%
Industry	84.9%	15.1%
Catering	52.9%	47.1%
Services	38.8%	61.2%

Overview of the employment sector

The highest number of employees who work in catering are in Germany (54.3%), the services sector is dominated by Italy, (29.4%), and the highest number of workers in construction is in Portugal (34.5%). The vast majority of employees found their job through a friend or relative, but for additional sources there are some differences by sector and country. In industry, catering and services, the second and third options are through a newspaper advert or website. This is also the case in Germany, probably because the highest number of employees are in the catering sector. In Portugal, and in the construction industry (the largest employment sector in Portugal) the second option is a job centre, and then a newspaper advert. In Italy the second choice is also a job centre, and then an agency or social cooperative. The employees in Italy who selected job centre all worked in catering. The overall percentage for second and third choices is comparatively small, and the other options are generally selected in addition to information from a friend or relative. The table below shows all options by country and sector, with the top three options highlighted. The table is organised from left to right with the highest percentage selecting friend or relative, in Italy, to the lowest percentage, in Germany.





How did you find your current job?

Answer options	Italy	Construction	Services	Portugal	Catering	Industry	Germany
Friend/relative	87.5%	70.6%	68.1%	67.3%	56.6%	54.2%	45.5%
Website	0.0%	5.9%	10.6%	6.0%	20.2%	10.4%	26.8%
Newspaper advertisement	0.0%	11.8%	8.5%	10.0%	15.2%	20.8%	24.1%
Job centre	6.3%	14.7%	6.4%	10.7%	11.1%	6.3%	9.8%
You placed an ad on a website	0.0%	5.9%	2.1%	4.7%	3.0%	2.1%	2.7%
Television advertisement	0.0%	1.5%	1.1%	0.0%	1.0%	0.0%	2.7%
Social cooperative	4.2%	0.0%	3.2%	2.7%	2.0%	6.3%	1.8%
Agency for temporary employment	4.2%	8.8%	4.3%	8.0%	2.0%	6.3%	0.9%
You placed an ad in a local newspaper	0.0%	2.9%	1.1%	2.0%	1.0%	0.0%	0.9%
Association for volunteer work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Nationality and language skills

The most common country of birth differed for the three countries. The top three nationalities represented in Germany were Turkish, Sri Lankan and Vietnamese. The most common mother tongues of migrant employees in Germany were Arabic, Russian and Turkish, followed closely by Tamil and Vietnamese. The greater number of Arabic speakers reveals a common language for respondents born in Morocco, Germany and Egypt. Russian is the common mother tongue of respondents born in Russia, Kazakhstan, Ukraine and the former USSR.

For Italy, the top country of birth was Ukraine, followed equally by Albania, Bosnia, India and Morocco. The most common mother tongues of migrants in Italy were Albanian, spoken by migrants from Albania and Kosovo, Ukrainian and then Malayalam, Arabic and Bosnian.

In Portugal the most common country was also Ukraine, followed by Moldova and Romania. The most common mother tongue was Ukrainian, followed by Romanian and Russian, then Moldovan. Russian was a common mother tongue for migrants from Ukraine, Moldova, Belarus and Russia. Migrants from Ukraine spoke Ukrainian or Russian as a mother tongue and some were bilingual. Germany had the widest range of countries (42) followed by Portugal (22) and lastly Italy (12).

Language use in the workplace

Only employees and employers in Germany and Italy were asked about the importance of local dialect, as this is not considered an issue in Portugal. There was a split regarding the importance of the local dialect, rated overall as important by 45.5% of employees. It was felt to be important when listening or speaking. Knowledge of the local dialect is not regarded as very important by employers. Looking at employee profiles for this question, country profiles and the industry and services sectors are similar, with around 35% regarding dialect as important. However in catering 55.9% of employees





feel dialect is important. Most striking is that in the construction sector dialect is viewed as important by nearly 90% of workers, in contrast to all other profiles.

In your opinion, in your work environment, is it important to know the local dialect?		
Answer options	Yes	No
Germany	37.8%	62.2%
Italy	36.0%	64.0%
Catering	55.9%	44.1%
Construction	88.9%	11.1%
Industry	22.6%	77.4%
Services	30.6%	69.4%





3. Migrant worker profiles by country

3.1. Italy

General demographic information

An overview of the employees taking part in the study in Italy is shown below in terms of the breakdown by employment sector and gender. The highest percentage of employees work in the services sector (29.4%), and secondly in construction and industry (both 25.5%). For those in the service industry, employees are mostly in cleaning (75%) or in transport or caregiving (both 12.5%).

Professional sector of the interviewee		
Answer options	Response percent	Response count
Construction	25.5%	13
Industry	25.5%	13
Catering	19.6%	10
Services	29.4%	15
Gender		
Answer options	Response percent	Response count
Male	63.8%	30
Female	36.2%	17

The survey respondents in Italy

Male and female migrant workers who responded have different profiles. The female respondents in Italy work mainly in the services sector in cleaning. The majority are from Ukraine, speak Ukrainian, and are aged either 26-35 or 46-55. Most have 9-15 years of school education, have been in Italy 6-10 years if in the younger group and more than 10 for the older group. Most female workers have a permanent contract and an extended residence permit. They report their knowledge of the language is good, and they can write, speak and read it well, and to a satisfactory level when listening. They found the job through a friend or a relative, and the willingness to do different jobs depending on the company's requirements and other than they had done previously, were the most important factors in securing the position. They were given a job interview in Italian. At work, reading and speaking are the most important skills and speaking is what they do most often, with speaking to clients, superiors and understanding instructions in Italian among the essential tasks they must be able to perform. Technical terms are important when reading or writing. Knowledge of the local dialect is not important. The largest group, the Ukrainian speakers, report they use their mother tongue when talking to colleagues and superiors. Knowledge of the language is most important for integration. They consider courses on safety most important. Most female workers attended courses on professional training and the local area in a social cooperative, in order to perform their work better,





improve their language and to become better integrated at work. The most important piece of advice for someone looking for a job is to avoid isolation, try to meet people and make contacts.

The male respondents were mainly unskilled workers in industry, mostly aged 36-45, with the majority coming from India or Morocco, so Malayam or Arabic speakers, with 9-15 years education, Most male respondents have lived in Italy for more than ten years and are on a permanent contract. They report their knowledge of the language is good and they can understand and read it well, but have less confidence in their writing ability, which is at a satisfactory level. They found the job through a friend or relative, and willingness to accept flexible working conditions was the biggest factor in being offered the job. They were mostly interviewed in Italian. Ability to speak Italian is the reported to be the most important skill and understanding oral instructions is the most essential language skill for the job. It is important to know technical terms but not the local dialect. Male respondents report they use only Italian in the workplace. Knowledge of Italian is most important to operate safely at work. They attend courses on safety at work, and attend/have attended language courses outside work for work-related reasons and to continue to study as an adult, and would have liked more time on these courses. The top piece of advice from this group for someone looking for work is to use Italian as much as possible.

3.2. Germany

General demographic information

An overview of the employees taking part in the study and resident in Germany is shown below in terms of the breakdown by employment sector and gender. The highest percentage of employees work in catering (54.3%), and secondly in the services sector (26.7%). For those in the service industry, employees are either in transport (85.7%) or cleaning (14.3%).

Professional sector of the interviewee		
Answer options	Response percent	Response count
Construction	3.4%	4
Industry	15.5%	18
Catering	54.3%	63
Services	26.7%	31
Gender		
Answer options	Response percent	Response count
Male	58.6%	68
Female	41.4%	48

The survey respondents in Germany

The migrant workers in Germany who took part in this survey are mostly working in the catering industry, have 9-15 years of school education, and have lived in Germany for over ten years, but profiles differ for men and women. The majority of male respondents work in catering as an unskilled worker or cooking assistant or dishwasher on a permanent contract and are aged 26-35. Most come from Kosovo, Serbia, Russia or Sri Lanka. The majority of females in the study work in catering as a cashier on a permanent or fixed term contract and are likely to come from Turkey, Kazakhstan, Kosovo, Albania or Macedonia and speak Turkish, Russian or Kurdish. Most are aged between 18-35 and often at the younger end of this age range.

Both groups of respondents report they can understand German and read and write it very well. Male respondents found their job through a friend or relative and willingness to do other jobs than those they had done previously was the most important factor in being offered his position. The female workers may also have used a website to find work, or a job centre, and willingness to work in flexible conditions was also a factor in being offered the job. Most were interviewed in German. Both male and female respondents report speaking, listening and reading are all essential for the job, with writing slightly less important. Listening and speaking are what they do most often. German is most important to them to understand instructions, and for speaking to colleagues and superiors, and the male employee needs it to understand menus and to speak on the phone. They need to know the local dialect and technical terms, especially when speaking and listening. They sometimes use their mother tongue or common language with colleagues, but speak German with superiors. German is very important for all aspects of job performance and integration in the workplace. Courses on professional training, language and safety are all important but the male employee did not attend these outside work for a range of reasons: expense, tiredness, lack of time or transport, or because they are unaware they are available. The female employee did not attend as the courses were not considered useful for work. Male workers report all the pieces of advice for new workers to be of equally great importance. The female employees highlighted the most important piece of advice is to be prepared to be flexible at work.

3.3. Portugal

General demographic information

An overview of the employees taking part in the study and resident in Portugal is shown below in terms of the breakdown by employment sector and gender. The highest percentage of employees work in construction (34.5%), and secondly in the services sector (32.7%). For those in the service industry, employees are mainly in cleaning (44.7%) followed by tourism (18.4%) transport (15.8%) healthcare (13.2%) or caregiver services (7.9%).



Professional sector of the interviewee		
Answer options	Response percent	Response count
Construction	34.5%	57
Industry	13.9%	23
Catering	18.8%	31
Services	32.7%	54
Gender		
Answer options	Response percent	Response count
Male	66.5%	107
Female	33.5%	54

The survey respondents in Portugal

The respondents in Portugal have different profiles depending on the sector they work in. The construction migrant worker is male, and works as a skilled worker or driver, whereas in the services sector there is a roughly even split between male and female workers, who have a range of jobs. The male construction worker often comes from Ukraine or Moldova and speaks Ukrainian or Russian. He is likely to have a residence permit and a permanent contract. Portuguese is important to perform his job better and to become better integrated at work. He attends courses outside work if they are compulsory.

The services sector worker is usually on a permanent or a fixed term contract and has a residence permit or extended residence permit. Portuguese is useful for a range of job and career-related performance and integration reasons. Courses are also attended and felt to be useful for a range of personal and professional reasons. Typically, respondents in this sector come from Ukraine, Romania, Russia and Moldova.

In both sectors the respondents got their job through a relative, and have 9-15 years of school education. Willingness to do different jobs, depending on the company's requirements, and to accept flexible working conditions were the two most important factors in being offered a job in both sectors. Their Portuguese is good, and they can understand and read it well. Workers in the services sector reported they can also write it well, and construction workers reported they can write it to a satisfactory level. They are likely to have been interviewed in Portuguese or to have carried out a language test, and, in construction, may also have presented a certificate. Understanding oral instructions and speaking to clients and superiors in Portuguese are important in both sectors. In the





services sector being able to use a computer, tablet or mobile phone is also very important. Knowledge of technical terms is important in both sectors. This is not reported as most important in any one skill in the services sector, but it is regarded as especially important when reading for our construction worker respondents. Respondents in both sectors often use a common language with colleagues at work. This could be English, Romanian, Russian or another European language. This is also the case with superiors in the services sector, but for construction our respondents mostly reported using only Portuguese. Courses on training, safety and language are important for a range of professional reasons and for continuing to study as an adult.

Their top pieces of advice for other workers are to know and use Portuguese as much as possible, to know and respect national laws, and to avoid isolation, to meet people and make contacts. Construction workers also advise knowing the duties of workers.

4 Types of work and tasks by employment sector

4.1. Types of work

An overview of the employees taking part in the study is shown below in terms of the breakdown by jobs performed.

Type of work in industry		
Answer options	Response percent	Response count
Industry - Office clerk	28.8%	15
Industry - Unskilled worker	25.0%	13
Industry - Skilled worker	17.3%	9
Construction - Skilled worker	7.7%	4
Industry - Security Guard	3.8%	2
Industry - Manager/Director	3.8%	2
Construction - Unskilled worker	1.9%	1
Construction - Store-keeper	1.9%	1
Construction - Office clerk	1.9%	1
Industry - Porter	1.9%	1
Industry - Store-keeper	1.9%	1
Industry - Foreman	1.9%	1
Catering - Office clerk	1.9%	1





Type of work in construction		
Answer options	Response percent	Response count
Construction - Skilled worker	39.7%	29
Construction - Driver	28.8%	21
Construction - Office clerk	13.7%	10
Construction - Unskilled worker	6.8%	5
Construction - Security Guard	2.7%	2
Construction - Manager/Director	2.7%	2
Industry - Office clerk	2.7%	2
Construction - Store-keeper	1.4%	1
Services - Manager/Director	1.4%	1

Type of work in catering		
Answer options	Response Percent	Response Count
Catering - Cooking assistant/Dishwasher	25.2%	26
Catering - Waiter	14.6%	15
Catering - Cashier	13.6%	14
Catering - Office clerk	13.6%	14
Catering - Unskilled worker	11.7%	12
Catering - Cook/Chef	5.8%	6
Catering - Manager/Director	5.8%	6
Catering - Cleaner	3.9%	4
Catering - Bar attendant	2.9%	3
Catering - Pizza maker	1.9%	2

Type of work in services (overlap reflects service sector work in other industries)		
Answer options	Response percent	Response count
Services - Office clerk	23.2%	22
Services - Cleaner	21.1%	20
Construction - Driver	7.4%	7
Services - Nursing Assistant/Nurse	5.3%	5
Services - Shop Assistant	5.3%	5
Services - Manager/Director	5.3%	5
Services - Care worker/Care Giver	5.3%	5
Services - Driver	3.2%	3
Services - Beautician/Manicurist/Hairdresser	2.1%	2
Services - Gardener/Greenhouse worker	2.1%	2





Services - Software consultant/IT Programmer	2.1%	2
Services - Scientist	2.1%	2
Construction - Skilled worker	1.1%	1
Construction - Office clerk	1.1%	1
Construction - Manager / Director	1.1%	1
Industry - Office clerk	1.1%	1
Catering - Cleaner	1.1%	1
Catering - Waiter	1.1%	1
Services - Unskilled worker	1.1%	1
Services - Security Guard	1.1%	1
Services - Receptionist	1.1%	1
Services - Skilled worker	1.1%	1
Services - Trainer/Educator	1.1%	1
Services - Dressmaker	1.1%	1
Services - Cashier	1.1%	1
Services - Housekeeper	1.1%	1
Services - Tour Guide	1.1%	1

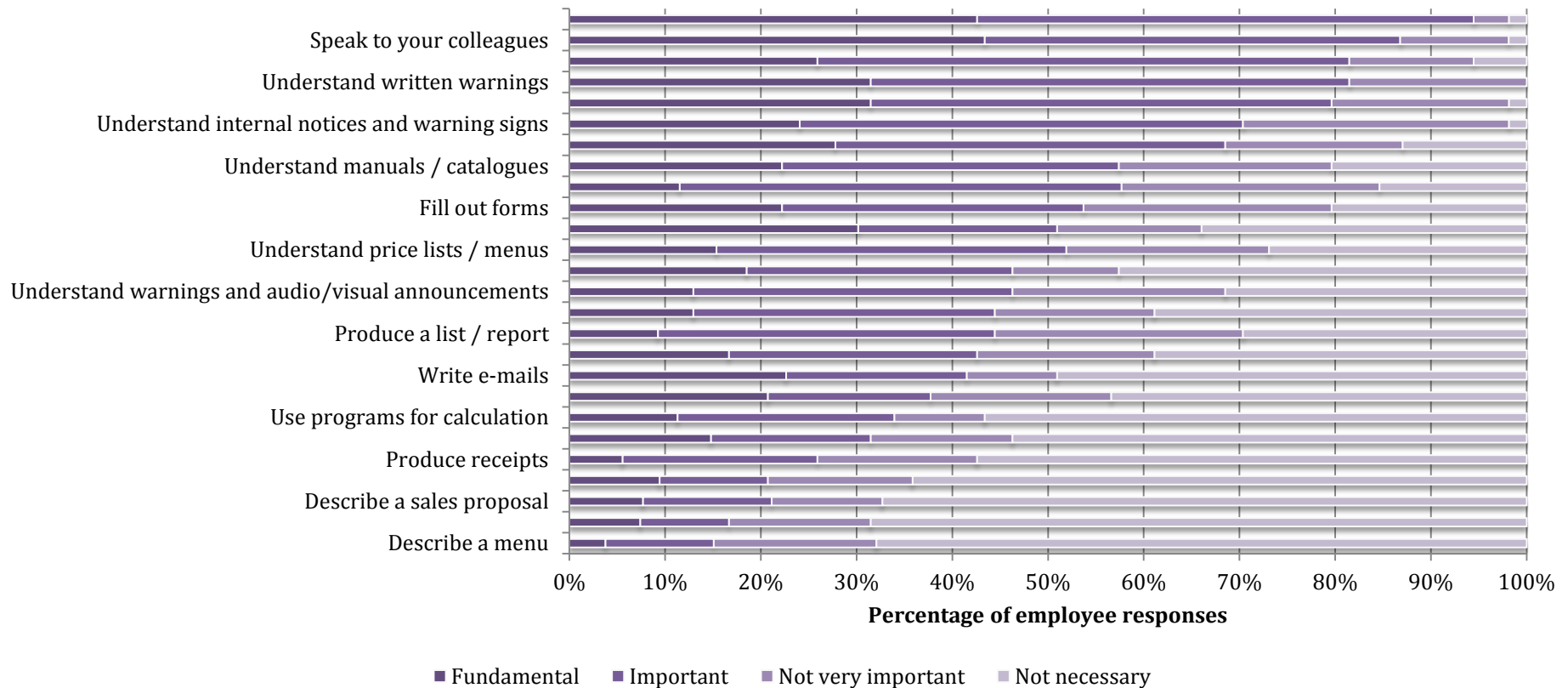
4.2. Tasks by employment sector

An overview of tasks performed and the relative importance of the host country language to carry out each task is shown below.



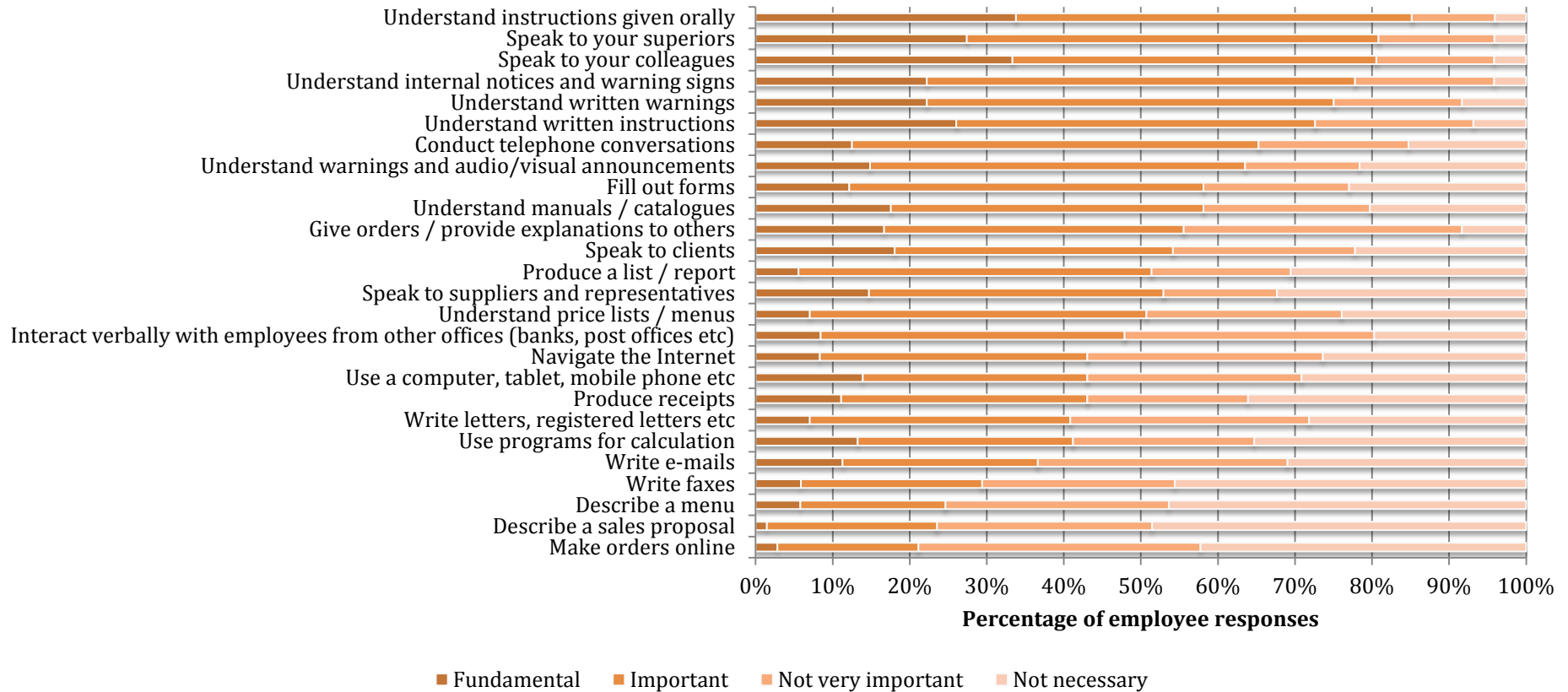


Importance of the host country language for industry sector workers



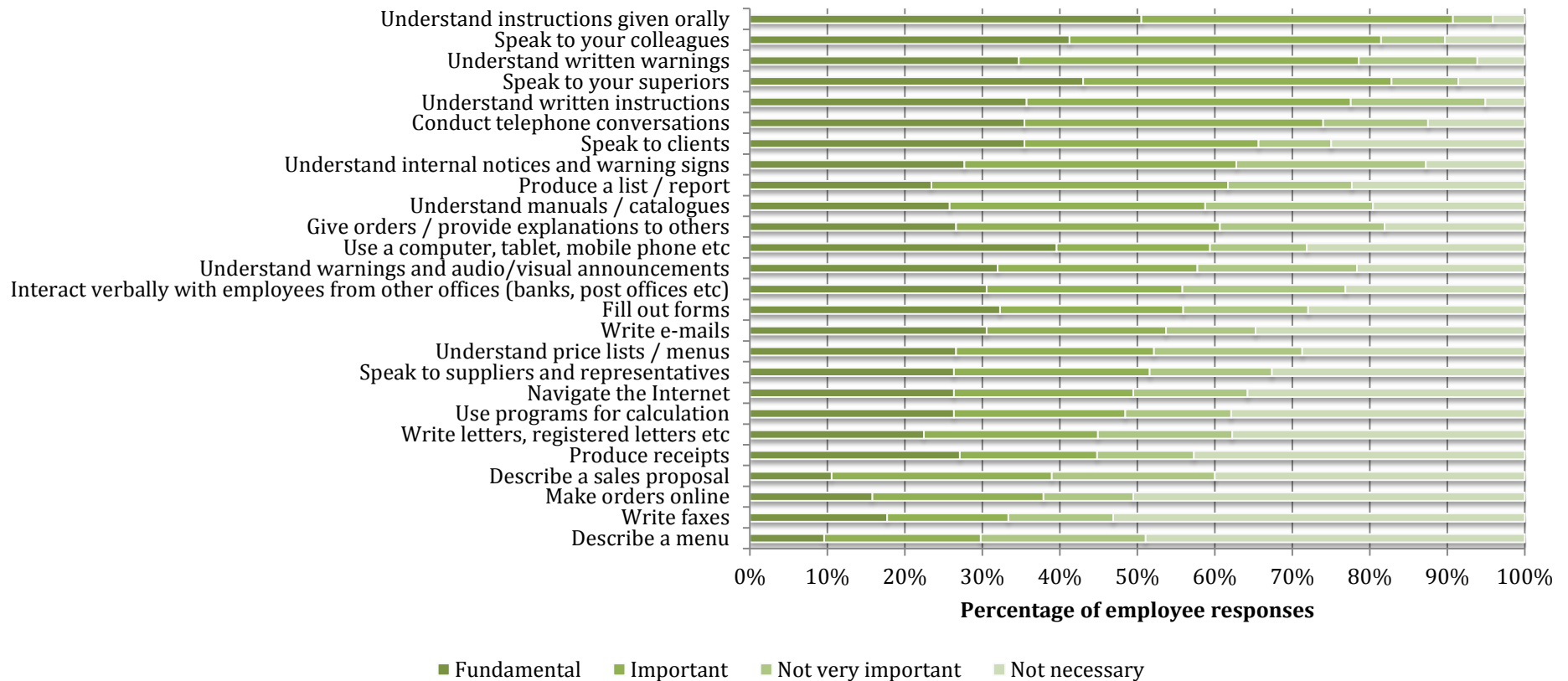


Importance of the host country language for construction sector workers



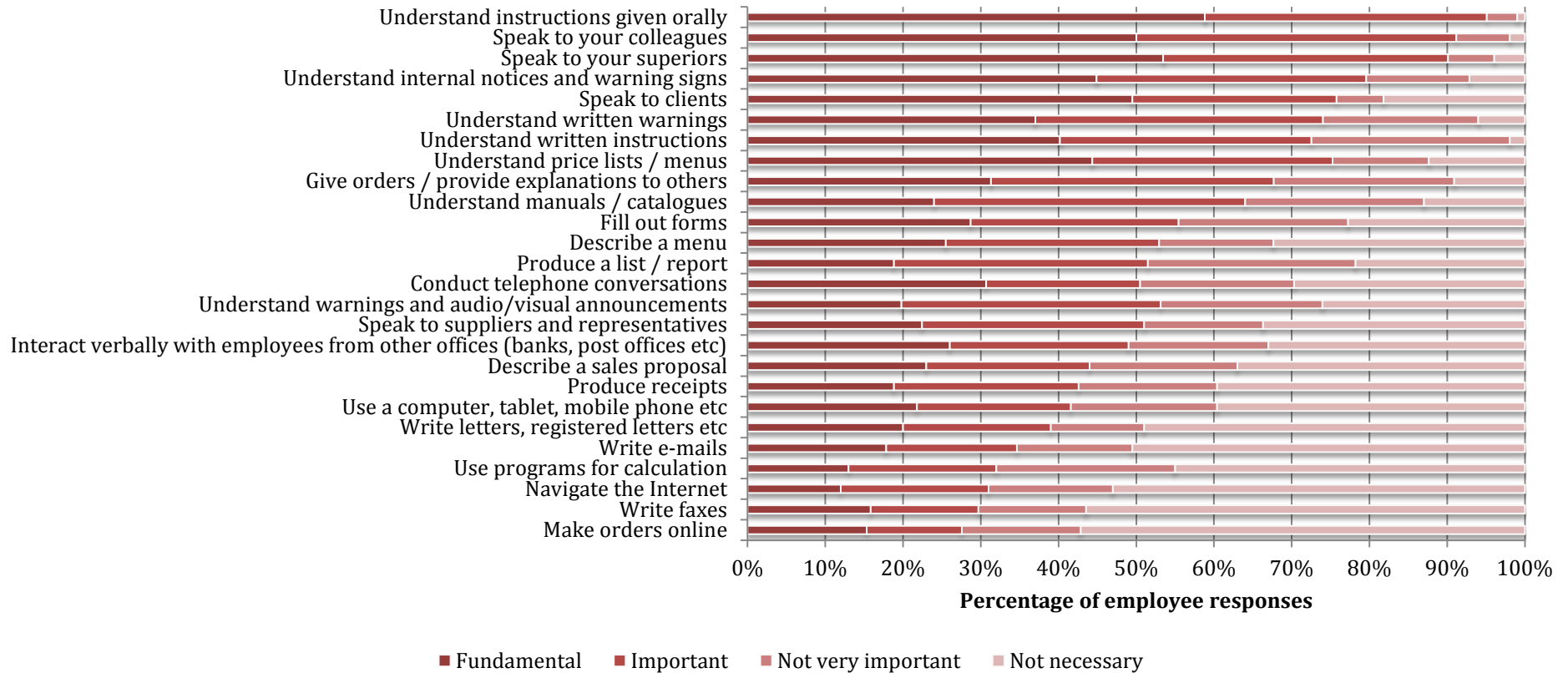


Importance of the host country language for services sector workers





Importance of the host country language for catering sector workers





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5. A summary of the main findings

The most striking aspect of the data is the degree of uniformity and agreement across countries and employment sectors, and between employers and employees, and between employers on many issues. The overall picture is of a stable workplace where employees are settled on permanent or fixed term contracts, are long term residents in the country, and are happy with their level of expertise in the host country language in terms of being able to carry out their duties and integrate at work. Employers and employees agree they have the language skills they need to perform their jobs well. Reasons for termination of employment were only reported to be related to insufficient language skills in less than 15% of cases. Migrant workers advise respecting the laws of the country, knowing and using the language as much as possible, and avoiding isolation by making contacts. This suggests a workforce who want to integrate and also move beyond their mother tongue group.

5.1. Language Knowledge

Knowledge of the host country language, (and in consequence language training) is perceived as important both by employers and employees, particularly in relation to the ability to perform the job well (rated as important by both employers and employees) and to become better integrated in in the work environment (from an employee perspective). Language knowledge is perceived important in order to find a job; it was placed third, after respecting national laws and the importance of not being isolated. Two main observations which can be drawn from the questionnaires analysis are:

- a) "Language at work" is considered very important. Language training programmes should take this into more account both in terms of language situations and activities to be carried out, but also in terms of specific, technical terms and vocabulary to be taught and learnt during language tuition.
- b) Looking at the importance of different skills, it is evident that reading, speaking and listening are considered by employees more important in their current job compared to writing: they have to listen, speak and read more than write. This is clear despite some inconsistencies in the data. Knowledge of the country language is also considered important by a substantial percentage of employees in terms of improvement of their levels of professional competence and for making progress in their professional career. This implies that the teaching and learning of writing cannot be dismissed. How best to approach teaching of this skill in order to support the personal and professional growth of migrant workers represents a further challenge.

5.2. Training

High response rates to questions on integration and professional development and competence indicate that employees are highly motivated to progress in their careers and are interested in further vocational, professional and language training. Courses on professional aspects of the job, languages and safety are rated most highly. Knowledge of the language was not seen as particularly important in order to operate safely in the workplace, perhaps because this is a knowledge, procedure or practice-based area and not so closely related to language knowledge.



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In contrast, civic education courses and courses providing information on the local area were rated much less important. The one exception to this, is the perception of the importance of accurate knowledge of national legislation. From the workers' point of view knowing the laws of the host country, with particular reference to rights and duties of the employees, is crucial in getting a job.

5.3. Finding a job

Employees in all sectors and countries tend to find their job through a friend or relative, often someone already employed by the company. There is broad consensus that the host country language is used mostly for communication between employees and superiors and between colleagues in the workplace, and its second most important use is for understanding instructions. When employees share a common language or common mother tongue, it is also used in the workplace. Technical terms are important, but dialect is only thought to be of significant importance in the German catering and Italian construction industries. Overall there is a reasonable amount of flexibility in the workplace with employees adapting to the demographic of the workplace and using whatever languages are common. This probably varies from workplace to workplace, depending on the collective languages of the employees. Employees also show flexibility when it comes to working conditions, and the willingness to do both different types of work and different work to that which they previously did in their home countries.

6. Recommendations for best practice and further research

6.1. Additional language training

The data comes from a relatively small sample, compared to the overall migrant population. This sample of migrants has quite a good level of schooling, most of the employees have a residence permit, and the majority have a permanent contract. This migrant profile can be looked at as a potential example to follow by other migrants. Their answers can guide and direct both their colleagues and authors of tuition programmes, language teachers, and regional and national institutions involved in migrants' language training.

Technical terms are considered very important, and coupled with an interest in language courses and professional development, a course which combined specialist language input and some professional issues would be welcomed by employees. Courses on safety are also appreciated by the migrant workforce. Most workers in construction and many in catering in Germany and Italy feel that knowledge of the dialect is important so training or help with this aspect would also be welcome.

6.2. Further research into multilingualism

The multilingual aspect of the communication between colleagues would be worth investigating, to find out to what extent the host country language, the mother tongue, or a common language are used, and for what purposes. The survey did not investigate when different languages were used and to what extent. It would be useful to discover what language is used for work-related tasks, what language is used for social



interaction at work, and, in situations where mother tongues are different, whether the host country language or another common language is used, and why this might be the case.

6.3. Further research into integration

The readiness of the employees to recommend their place of work to others, their satisfaction in their linguistic abilities to do their job, their interest in professional development and the length of time they have been in the country all indicate a stable and motivated migrant workforce. It would be worth investigating in greater detail what motivates them in the workplace, and what contributes to their integration, both at work and in their social network.

6.4. Increased communication between stakeholders

The employees are interested in courses which take place at work, but many do not have the time or energy to attend courses outside work, or may not have the resources to find out about them. There is an interest in continuing to study as an adult and to develop professionally so any initiatives to introduce courses or training into the work environment or to facilitate participation in or awareness of training activities outside work would be welcome, particularly those that did not require a substantial time commitment and are closely related to the job or the language.

There is a need for more communication among employers or agencies that are enrolling migrants from third countries, and between national and local institutions involved in the migrants' language training to find a workable solution which fosters professional and language training of migrants.

6.5. Further research into recruitment practices

It appears that most employers assess the knowledge of the country language through an interview. It may be useful to think about a kind of Migrant Language Portfolio. This could take the form of a dossier where the migrants could keep information of all courses followed, certificates obtained, and possibly evaluation of their language knowledge by teachers, previous employers and so on. It would be useful to explore findings on the use of the European Language Portfolio promoted by the Council of Europe.

Recruitment through current employees is favoured by employees and employers. The readiness of employees to inform friends and relatives of opportunities in the workplace suggests that they are happy in the workplace and happy to recommend their employer to others and this is perhaps a good barometer of employee satisfaction. It appears this informal network generates as many or more employees than other more expensive channels. Whether the recommendation of an employee then leads to an applicant following up at a job centre or through an advert would be worth finding out, in order to evaluate whether advertising is worth the expense, and if the recommendation from a current employee is either the initial step or the only step.

On the other hand, substantial recruitment by word of mouth implies that the information provided at national and regional level by employment agencies does not reach the majority of migrants and this needs The employers highlight the importance of flexibility in the workforces and a shared understanding of the company's mission. The migrant workers also highlight flexibility in the workplace as a key factor in



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obtaining a job. Flexibility, coupled with an awareness of and a willingness to work towards achievement of the company's mission seem to be common concepts in today's wider work context. We recommend investigating what this flexibility actually implies in practice within the migration context.

7. Conclusion

In our view, what emerges clearly through all the data is the need for more systematic communication between employers, institutions involved in migrants' training and national and regional authorities in order to coordinate action and to share solutions to common areas of concern.

Promoting agreement and dialogue between local and national institutions, one of the initial objectives of this research project, is a step in the right direction.





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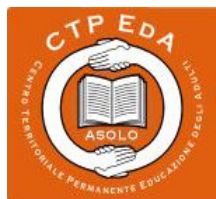


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