



SERVIZIO POLITICHE PER L'ACCOGLIENZA E L'INTEGRAZIONE SOCIALE

Survey on:

“CULTURAL MEDIATION IN SOCIAL AND HEALTH CARE FACILITIES OF EMILIA-ROMAGNA”

Questionnaire



English version

The following questionnaire is submitted to all cultural and linguistic mediators who operate with foreign people and work in social, health and educational facilities run by public bodies of the Emilia-Romagna Region or on behalf of them.

This text version is already available on the website:

<http://regione.emilia-romagna.voxbox.it/index.php?q=5>

Once filled, please return to our Association or Employer or to Regione Emilia-Romagna at the address mentioned in the last page

1. WORK

A. Could you please tell us how long you have been working as a cultural mediator?*

- | | |
|---|----|
| 1. Less than 1 year | TM |
| 2. More than 1 year but less than 2 | TM |
| 3. More than 2 years but less than 3 | TM |
| 4. More than 3 years but less than 5 | TM |
| 5. More than 5 years but less than 10 | TM |
| 6. More than 10 years | TM |

B. Before starting working as a cultural mediator, have you had any other work experience?*

- | | |
|---|----|
| 1. No, I have not, this is/was my first work experience | TM |
| <i>(if you choose this option, do NOT answer questions G and H)</i> | |
| 2. Yes, I have, but they were on an occasional basis | TM |
| 3. Yes, I have, I also had other work experiences | TM |

C. Could you please tell us in which geographical area you have worked as a cultural mediator until now? *

- | | |
|--|----|
| 1. Only in the Emilia-Romagna Region | TM |
| 2. Mainly in the Emilia-Romagna Region but also in other regions ... | TM |
| 3. Mainly outside the Emilia-Romagna Region | TM |
| 4. Only in other regions, other than Emilia-Romagna | TM |

D. Are you working as a cultural mediator in Emilia-Romagna at the moment?*

- | | |
|---|----|
| 1. Yes, I am, I have been working without interruptions from the beginning | TM |
| 2. Yes, I am at the moment, but with one or more interruptions in the meanwhile | TM |
| 3. No, I am not, even though I live in Emilia-Romagna, I work outside this Region <i>(if you choose this option, go directly to question F)</i> ... | TM |
| 4. No, I am not, I am doing something else while I am waiting to start working as a cultural mediator again. (Please, write for how many months you have stopped your work _____) | TM |
| <i>(if you choose this option, go directly to question F)</i> | |



E. If you are working as a cultural mediator in Emilia-Romagna, could you please tell us in which Province you work on a prevalent or exclusive basis? (Please, choose only one option) *

	Mainly in the Province of	Only in the Province of
Piacenza	TM	TM
Parma	TM	TM
Reggio Emilia	TM	TM
Modena	TM	TM
Bologna	TM	TM
Ferrara	TM	TM
Ravenna	TM	TM
Forlì-Cesena	TM	TM
Rimini	TM	TM

F. Is your contract of employment as a cultural mediator the only contract that you have, or do you also do other jobs with a regular contract of employment? *

1. I only have this contract of employment as cultural mediator TM
2. I also do other jobs with a regular contract, even if they are completely different from mediation TM
3. I also do other jobs with a regular contract and they are related to foreign languages and cultures TM
4. I also do other jobs with a regular contract in social and socio-sanitary fields TM

You have to answer the following questions G and H ONLY if this is not your first (or only) job

G. If you did not choose option n.1 at question B, what was/is your other work experience? (Please refer to your latest important experience) *

1. Other public services TM
2. Private companies TM
3. Service sector or trade unions TM
4. NGOs, international solidarity TM
5. School and education TM
6. Other
 (Please specify) _____ TM



H. In which field? (Please refer to your latest important experience) *

- 1. Administration TM
- 2. Socio-educational services TM
- 3. Business TM
- 4. Industry TM
- 5. Craft TM
- 6. Other TM
 (Please specify) _____

I. Could you please tell us which is the total amount of hours in your contract/contracts of employment (also) as a cultural mediator? (note: If the total amount of hours is not specified, please write the average number of working hours that you have been doing for the last 3 months on a weekly basis) *

- 1. Less than 12 hours per week TM
- 2. From 12 to 17 hours per week TM
- 3. From 18 to 23 hours per week TM
- 4. From 24 to 35 hours per week TM
- 5. 36 hours per week or more TM
- 6. Other TM
 (Please specify) _____

L. If you consider the total amount of your working hours per week, how many hours do you spend exclusively for cultural mediation? *

- 1. Less than 8 hours per week TM
- 2. From 8 to 17 hours per week TM
- 3. From 18 to 23 hours per week TM
- 4. From 24 to 35 hours per week TM
- 5. 36 hours per week or more TM
- 6. I do not have a regular amount of hours per week but only a total amount of hours per month TM
- 7. Other TM
 (Please specify) _____



M. How would you consider the amount of hours that you really devote exclusively to cultural mediation? (choose max 2 options): *

1. I am satisfied with it, my working hours as a cultural mediator are suitable for me TM
2. I would like to work more as a mediator, but I cannot because of other jobs and/or my family TM
3. I would like to work more as a mediator, but in my field there is no need for it TM
4. I would like to devote myself more to it, but in order to do so, I should spend time for training and I do not think it is worth at the moment TM
5. I would like to work more but in these difficult times I think I am lucky if I can work as much as I am doing TM
6. I would like to work more as a mediator, and I could do it, if I had the chance to work as a full time cultural mediator TM
7. I could work more if working methods were different and if they did not cause so many slack moments TM
8. I think that even too much time is devoted to mediation in comparison to what I really have to do TM
9. Other TM
 (Please specify) _____

N. Apart from the concrete work you do (and your wage level), could you please tell us which is your professional profile (or your role) according to your contract? *

1. Cultural mediator TM
2. Intercultural mediator TM
3. Linguistic mediator TM
4. Cultural-linguistic mediator
5. Interpreter TM
6. Cultural worker TM
7. Youth worker, animator TM
8. International cooperation expert TM
9. Social worker TM
10. Anthropologist/sociologist TM
11. Psychologist/pedagogue TM
12. Lawyer TM
13. Office worker/civil servant TM
14. Technician TM
15. Manager TM
16. Collaborator/advisor TM
17. Other TM
 (Please specify) _____



O. Could you please tell us which kind of contract of employment you have with your employer (if you work for more than one body, please refer to the main contract as far as cultural mediation is concerned)?*

- 1. Employee/Associate TM
- 2. Indentures/training agreement TM
- 3. Advisor (with VAT number/partita IVA) TM
- 4. Fixed-term employee (Co.Co.Co., Co.Co.Pro., etc) TM
- 5. Occasional collaborator TM
- 6. Volunteer TM
- 7. Voluntary Community Service TM
- 8. Other
(Please specify) _____ TM

P. Could you please tell us in which public service (or services) you mainly work as a cultural mediator? (Please, choose a maximum of 3 bodies/services according to their importance)

	1 st for importance	2 nd for importance	3 rd for importance
Information office for foreigners/social office	TM	TM	TM
Housing reception centre (different kinds of centres: E.g. night shelters, etc.)	TM	TM	TM
Reception services and social guidance	TM	TM	TM
Professional social services	TM	TM	TM
School/education services	TM	TM	TM
Health services in the community	TM	TM	TM
Health centre for immigrant women/outpatients for foreign people	TM	TM	TM
Inpatients health services and emergency dept	TM	TM	TM
Street Working Units	TM	TM	TM
Prison	TM	TM	TM
Other	TM	TM	TM

Q. On which institution does the body/service (or bodies/services) where you work depend?*

- 1. On the municipality (or union/association of local authorities) TM
- 2. On ASP or on Public Special Authority (e.g.: Consortiums, etc) TM
- 3. On the Local Health Authority (AUSL/AO) TM
- 4. On Schools/Group of schools/School authorities TM
- 5. On a private social body that operates on behalf of a public authority... TM
- 6. On a joint venture of public/private bodies associated in order to fulfil a common project TM
- 7. I do not know TM
- 8. Other
(Please specify) _____ TM

*(Questions marked with * are required answering)*



R. Which is your actual employer, the one that drew up your contract (and not the body/ies or service/s where you carry out your work, if they are different)? (if you have more than one employer, please refer to the main contract as far as cultural mediation is concerned)*

1. Municipality/Province TM
2. ASP/Union or Association of local administrations/Public law body that operates under private law TM
3. Health Authority (ASL/AO) TM
4. Foundation/NGOs TM
5. Social co-operative TM
6. Association TM
7. Co-operative enterprise TM
8. Private non co-operative company TM
9. Other TM
 (specify) _____

S. Could you please tell us which are the main services that the body/bodies you work for (and not your employer) runs/run? (You can choose a maximum of 3 services - also run by different bodies- according to their importance)*

	1 st for importance	2 nd for importance	3 rd for importance
Information, guidance	TM	TM	TM
Housing reception services	TM	TM	TM
Legal and trade union protection	TM	TM	TM
Education, training, Italian language teaching	TM	TM	TM
Socialization, free time management	TM	TM	TM
Social policies, assistance	TM	TM	TM
Pedagogic-educational services	TM	TM	TM
Intercultural activities promotion	TM	TM	TM
Research and documentation on migration phenomena	TM	TM	TM
Health care and health promotion	TM	TM	TM
Support to the creation of associations	TM	TM	TM
Other	TM	TM	TM

T. According to you, are there any themes related to cultural mediation that would need a more structured and organized action?

- 1) _____
- 2) _____
- 3) _____

2. Experiences and personal profile

A. Could you please tell us which are the languages that you use while working?*

Mother tongue _____

1st language _____

2nd language _____

3rd language _____

4th language _____

B. Could you please tell us for which nationality/ies and/or ethnic-cultural areas you offer your mediation service?*

1st cultural area _____

2nd cultural area _____

3rd cultural area _____

C. Could you please tell us what are your main tasks? (You can choose a maximum of 3 tasks according to their importance)*

	1 st for importance	2 nd for importance	3 rd for importance
Intercultural mediator	TM	TM	TM
Linguistic mediator/Interpreter	TM	TM	TM
Translator of written texts	TM	TM	TM
Cultural mediator	TM	TM	TM
Community mediator	TM	TM	TM
Services guidance/social administration	TM	TM	TM
Front desk operator	TM	TM	TM
Youth worker, animator	TM	TM	TM
Worker in reception centres	TM	TM	TM
Legal consultant	TM	TM	TM
Psychological advisor	TM	TM	TM
Health advisor	TM	TM	TM
Educational advisor	TM	TM	TM
Service reference point / coordinator	TM	TM	TM
In charge of services management	TM	TM	TM
Other	TM	TM	TM



D. Could you please tell us how much your job deals with direct contact with migrants?*

1. It is an important but not the main aspect of my job, most of the time I deal with getting in touch and/or mediating with/among field-workers and services TM
2. It is a predominant but not the only aspect of my job TM
3. It is the only, or almost only, aspect of my job TM
4. Other
(please specify) _____ TM

F. How long have you been working in the immigration field?

1. Less than 1 year TM
2. More than 1 year but less than 2 TM
3. More than 2 years but less than 3 TM
4. More than 3 years but less than 5 TM
5. More than 5 years but less than 10 TM
6. More than 10 years TM

G. Have you ever been a volunteer, no matter with which task, in the immigration field?

1. Yes, I have, for more than 1 year and I am still doing it TM
2. Yes, I have, in the past, for more than 1 year TM
3. Yes, I have been doing it since the last year TM
4. Yes, in the past, for a short time (less than a year) TM
5. I have not TM
6. Other
(please specify) _____ TM

H. Have you ever had any professional, training or cooperation experience in any of the countries that today experience important migration flows?

1. Yes, I have TM
(if you choose this option, please answer also question H1)
2. Yes, I have, but partially TM
(if you choose this option, please answer also question H1)
3. No, I have not TM



H1. If you have ever had any professional, training or cooperation experience in any of the countries that today experience important migration flows, could you please tell us in which countries (also your native country, if relevant) and in which fields (educational, social, etc.) you have been doing it?

Country	Field

3. Training and professional experiences

A. What is your highest school qualification?*

- 1. Compulsory school TM
- 2. High school leaving qualifications TM
- 3. Bachelor (for social worker, educator, etc.) TM
- 4. Master TM
- 5. PhD or other post graduate degree TM

B. Where did you get it?*

- 1. In Italy TM
- 2. In the UE TM
- 3. In a non-EU country, but it is valid in Italy TM
- 4. In a non-EU country, but it is NOT valid in Italy TM
- 5. Other
(Please specify) _____ TM

C. Have you ever done any training activity in the immigration field in general, without taking into consideration any mediation training?

- 1. No, I have never done it TM
- 2. Yes, I have, on an occasional basis (participation in a conference, study days) TM
- 3. Yes, I have, in brief courses on specific topics TM
- 4. Yes, I have, in long but not institutional courses TM
- 5. Yes, I have, in university courses (master, post graduate courses, etc.) TM
- 6. Other
(Please specify) _____ TM



D. Have you ever attended any specific cultural mediation course?*

- 1. No, I have not TM
- 2. No, I have not, I have done my professional training while working TM
- 3. Yes, I have, but in an independent way (e.g. by participating in congresses and/or study days) TM
- 4. Yes, I have, I attended specific course TM
 (if you choose this option, please answer also questions from D1 to D5)

D1. Only if you answered "Yes, I have, I attended specific courses" to the previous question, could you please tell us if the most important and qualifying course you took was organized by:

- 1. A public body or an association in the Emilia-Romagna Region ... TM
- 2. A public body or an association in another Italian region TM
- 3. An association or a public body abroad TM
- 4. Academic institutions or universities (e.g. master, post graduate course, etc.) TM
- 5. I do not know TM
- 6. Other
 (please specify) _____ TM

D2. Could you please tell us which was the total amount of hours in the most important course you took, that you mentioned before?

- 1. From 100 to 300 TM
- 2. From 301 to 700 TM
- 3. More than 701 TM

D3. Did you get a valid certificate for this course?*

- 1. Yes, I did, it is valid at a national level TM
- 2. Yes, I did, but it is valid only in the region where I got it TM
- 3. No, I did not TM

D4. In which year did you take the course? |__|__|__|__|

D5. You decided to take the course:

- 1. because you wanted to do it TM
- 2. because your employer suggested you to do it TM
- 3. because your employer expressly asked you to do it TM
- 4. Other
 (Please specify) _____ TM

4. Working tools and professional attitude

- A. What are the professional tools that you usually use during cultural mediation to find information in order to answer the users' questions and meet their needs? (You can write a maximum of 5 tools, according to their relevance in the use you make of them)

	1 st	2 nd	3 rd	4 th	5 th
Telephone	TM	TM	TM	TM	TM
Face-to-face contact	TM	TM	TM	TM	TM
Web remote interface (chat, video conference, etc.)	TM	TM	TM	TM	TM
Information leaflets	TM	TM	TM	TM	TM
Internet	TM	TM	TM	TM	TM
Information exchange with colleagues and employees of other services	TM	TM	TM	TM	TM
Websites / web portals	TM	TM	TM	TM	TM
News sheets/e-newsletters	TM	TM	TM	TM	TM
Specialist magazines and newspapers	TM	TM	TM	TM	TM
Other	TM	TM	TM	TM	TM

- B. Could you please tell us what are the websites that you mainly use? (You can write a maximum of 5 of them)

- 1) www. _____ 2) www. _____
 3) www. _____ 4) www. _____
 5) www. _____

- C. Could you please tell us what are the services (also of private bodies or associations) with whom you get in touch mostly during your work as a cultural mediator? (You can write a maximum of 5 of them)

- 1) _____
 2) _____
 3) _____
 4) _____
 5) _____



D. What do you think about the staff in the services that more often get in touch with migrants?

- 1. The staff's openness is increasing, at a formal and practical level, and the staff is ready to understand the troubles of people coming from other cultures TM
- 2. The staff is open, but only at formal level, in practice this attitude disappears because the staff is not enough sensitized/trained to face these new challenges TM
- 3. Even if the staff has an open attitude at a formal level, this is frustrated because the migrant groups coming to Italy are constantly changing TM
- 4. The staff's attitude is more and more closed with increasingly high communication barriers TM
- 6. Other TM
(please specify) _____

E. According to your personal experience, what are the 3 most open bodies and their services as far as communicating with people with different languages and cultures is concerned?

- a. _____
- b. _____
- c. _____

F. According to your personal experience, what are the 3 most closed bodies and their services as far as communicating with people with different languages and cultures is concerned?

- a. _____
- b. _____
- c. _____

G. According to your personal experience, what are the 3 most popular prejudices among all the people with whom you have to mediate?

- a. _____
- b. _____
- c. _____

H. According to you, what are, in general, the most relevant gaps in the services where you work as far as staff members are concerned? Give a score between 1 and 10 to the following statements, 1 means "not important at all" and 10 "very important"

	1	2	3	4	5	6	7	8	9	10
Immigrants' languages knowledge	TM									
Law, rules and procedures knowledge	TM									
Information about the immigrants' countries of origin and their cultures	TM									
Communication and relationship skills	TM									
Knowledge about the main precepts of many religions	TM									
Knowledge about the services in the community	TM									
Knowledge about immigration processes	TM									
Specific knowledge about the field where they work (e.g. didactics if they teach a language, etc.)	TM									

I. According to you, what are the knowledge gaps that you have to plug if you want to work better? Give a score between 1 and 10 to the following statements, 1 means "not important at all" and 10 "very important"

	1	2	3	4	5	6	7	8	9	10
Law, rules and procedures knowledge	TM									
Knowledge about the services in the community	TM									
Knowledge about the new immigrants' countries of origin and cultures	TM									
Immigrants' languages knowledge	TM									
Knowledge about the main precepts of many religions	TM									
Knowledge about family relationships	TM									
Knowledge about the processes related to every different life stage, moment or condition (birth, old age, good health, illness, death)	TM									
Knowledge about immigration processes	TM									
Relationship counselling	TM									
Specific knowledge about the field where you work (e.g. didactics if you teach a language, etc.)	TM									

L. More or less, how many days do you yearly spend for training/retraining in cultural mediation?

- | | |
|--|----|
| 1. none | TM |
| 2. from 1 to 5 | TM |
| 3. from 6 to 10 | TM |
| 4. from 11 to 20 | TM |
| 5. more then 20 | TM |
| 6. I am attending a university course/master/etc. | TM |

M. Have you ever been a "teacher" or expert during a course or a study day about mediation or immigration?

- | | |
|--|----|
| 1. No, I have not | TM |
| 2. Yes, I have, but rarely (no more than once over the last 2 years) | TM |
| 3. Yes, I have, sometimes (e.g. once or twice a year) | TM |
| 4. Yes, I have, quite often (3/4 times a year) | TM |
| 5. Yes, I have, regularly | TM |
| 6. Other
(please specify) _____ | TM |

5. Personal view of mediation, immigration and motivations

A. Why have you decided to work as a cultural mediator? (max 2 answers)

- | | |
|---|----|
| 1. Because language knowledge and communication are my main resources | TM |
| 2. By chance | TM |
| 3. Because I wanted to help people coming from other countries by using my experience | TM |
| 4. Because it was a job opportunity | TM |
| 5. Because the body where I work asked me to do it | TM |
| 6. Only for professional reasons | TM |
| 7. Because it allowed me to improve my work conditions | TM |
| 8. Because I was interested in migration | TM |
| 9. Because of solidarity reasons | TM |
| 10. Because I need money to live on | TM |
| 11. Other
(Please specify) _____ | TM |



B. Please give a score between 1 and 10 to the following statements, 1 means "I totally disagree" and 10 "I completely agree"

	1	2	3	4	5	6	7	8	9	10
Only people who have personally experienced what it means to be a migrant can work as mediators	TM									
Mediation is effective only if it is face-to face	TM									
A cultural mediator should be impartial, for this reason one cannot work as a cultural mediator for a long time	TM									
Intercultural mediation is only a step towards other mediation activities aimed at improving relations in the community	TM									
Intercultural mediation is needed only in case of conflict	TM									
If one has to choose between two different points of view, I think that, as a general rule, one should give more importance to the hosting culture's point of view	TM									
Intercultural mediation between two foreign people is easier to do than between a foreign person and an Italian	TM									
Cultural mediation is a specialization of intercultural mediation	TM									
Intercultural mediation makes sense only in countries where there are few and well defined foreign cultures. In Italy, linguistic mediation is much more important	TM									

C. According to you, which ones might be the issues related to migration and social phenomena, that in the following years, will be more relevant for mediation and that will have a stronger impact in our region?

- 1) _____
- 2) _____
- 3) _____



6. Personal data*

A. Sex

Male TM

Female TM

B. Age

|_|_|

C. Country of birth:

Italy TM

Other Country TM (please specify _____)

D. Municipality of residence _____

Only for who was born abroad

E. Arrival year in Italy

|_|_|_|_|

F. Arrival year in the Province where you live now

|_|_|_|_|

G. Last job abroad (if done):

The questionnaire is complete
Thank you for your help

For any information or further details please write to:

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