Industrial Relations in Multilingual Environments at Work (IR-Multiling)

Country Profile: Italy

Pietro Manzella

Association for International and Comparative Studies in the field of Labour Law and Industrial Relations

www.adapt.it

pietro.manzella@adapt.it

IR - *MultiLing*
Industrial relations in multilingual environments at work

European Commission

Some Facts for 2015

Foreign-born population living in Italy	**5,026,153**
Percentage of immigrant population out of overall population	**8.2% (+ 1.9% compared to 2014)**
Top Country of Origin	**Romania**
Top Regions of Destination	**Lombardy/ Lazio**

Top Ten Countries of Origin in 2015

Country	%
Romania	22.6%
Albania	9.8%
Morocco	9.0%
China	5.3%
Ukraine	4.5%
Philippines	3.4%
India	2.9%
Moldova	2.9%
Bangladesh	2.3%
Peru	2.2%

Source: *QUINTO RAPPORTO ANNUALE - I migranti nel mercato del lavoro in Italia* (As from January 2016).

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Foreign-born Workforce in Italy in 2015

Country	%
No. of Foreign-Born Workers employed in Italy	**2.315.120 (i.e. 58% of total)**
% of national workforce	**11%**
Sectors of Employment	**3 Cs (Care – Catering and Cleaning)**
Remuneration	**30% less than nationals**

Source: *QUINTO RAPPORTO ANNUALE - I migranti nel mercato del lavoro in Italia* (AS FROM JANUARY 2016).

Languages spoken **at work** (by native language) in 2015

Native Language	No. of Workers	Italian	Own Language
Romanian	518,379	93.6%	6.4%
Arabian	225,117	93.5%	6.5%
Albanese	200,822	91.8%	8.2%
Spanish	153,019	97.0%	3.0%
Chinese	90.187	50.9%	49.1%
Russian	85,000	96.3%	3.8%
Ukrainian	90,201	98.0%	2.0%
French	65,000	90.4%	9.6%

Source: *ISTAT -* **Diversità linguistiche tra i cittadini stranieri**

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Italy's Three Case Studies

Sectors Covered	- **Catering** - **Poultry Industry** - **Food Processing**
National/International Companies	- **1 National Company** - **2 International Companies**
Interviews	**- 24 interviews conducted, mostly with workers**
Language used to interact	**- Italian**
Unionised	**- Yes**

Case Study no. 1

Company Facts	- Catering Company (6,500 workers) - Migrant workers: 30% of workforce - Languages spoken: Arabian, Spanish, English - Contract: open-ended employment contracts (90%) - Union Presence among Migrants: (20%)
Interviews	- No. of Interviews: 8 (mostly workers – 50%) - Method: initial contact w/ employers, then unions and workers.
Findings	- Everyday/manual work without much Italian - Language not a cause for Discrimination - Mostly Well-integrated (support of colleagues) - English or French (for technical terms) - "Multilingualism" not dealt with in Collective Bargaining (language classes provided)

Case Study no. 2

Company Facts	**- Food Processing Company (3,000 workers)** **- Migrant workers: 10% of workforce** **- Languages spoken: French, Spanish, Portuguese** **- Contract: open-ended employment contracts (70%)** **- Union Presence among Migrants: (20%)**
Interviews	**- No. of Interviews: 8 (mostly workers – 70%)** **- Method: initial contact w/ employers, then unions and workers.**
Findings	**- Basic communication skills needed for the job** **- Linguistic/cultural Diversity not seen as an issue** **- Colleagues serve as interpreters** **- No internal policies concerning language** **- Migrant workers not interested in union issues.**

Case Study no. 3

Company Facts	- **Company in the Poultry Industry (400 workers)** - **Migrant workers: 12% of workforce** - **Languages spoken: Romanian, Albanian, Bulgarian** - **Contract: 90% open-ended employment contracts ; 10% Fixed term contacts** - **Union Presence among Migrants: Very low**
Interviews	- **No. of Interviews: 8 (mostly workers)** - **Method: initial contact w/ employers, then unions and workers.**
Findings	- **Repetitive tasks (language poorly used)** - **There is no "language" issue.** - **Italian courses are provided. High level of Italian** - **Non-nationals satisfied with working conditions.**

Conclusions

- (Apparently) Language not cause for Discrimination;

- Migrant Workers seem well-integrated;

- Low Union Participation (good working conditions?)

- Language Classes are provided but at times seem unnecessary

- Generational Gap

- Plurilingualism or Multilingualism?

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Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Per collaborare xxxxxxxxxxxx:

www.adapt.it

xxxxx.xxxxx@xxxxxxx.it