

PRELIMINARY RESULTS OF THE **NEEDS ASSESSMENT** AMONG PUBLIC SERVANTS OF CAMPOBASSO MUNICIPALITY.



THE RESEARCH

The project “Worthwhile opportunities through shared resources and knowledge for inclusive municipalities: MUNICIPALITY4ROMA”, is a project funded by the European Commission, of which CNR, together with the Municipality of Campobasso, is the leader of a partnership made of six institutional and non-institutional bodies. The project aims to positively affect the social inclusion of Roma living in Campobasso, improving the relationship between them and the local services.

According to recent estimates, Roma in Campobasso accounts for 200 people, they are all Italian citizens and live in conventional houses. Despite that and the fact that they settled down in Campobasso in the 60s of the last century, Roma still experience a strong social exclusion.

The project intended to build institutional capacities and raise awareness, of both Roma and municipal operators, on the topic of antidiscrimination. In this regard, and to better meet the targets’ training needs, a preliminary research was conducted before the frontal and mutual trainings took place.

The research wanted to investigate the perception of Roma by institutional representatives, their knowledge of antidiscrimination measures and identify their training needs. Thus, 90 anonymous questionnaires were administered, aimed at public officers from the Municipality of Campobasso and operators of ATS¹ of Campobasso.

The questionnaires were administered during seven outreach events, organized by Campobasso Municipality. The random sample included operators from: social sector (employment and school), registry office, local police. The sample represents about one quarter of the total of the Municipality’s dependents.

DATA ANALYSIS

As mentioned, the research aimed at identify the training needs of those that, with different responsibilities, work at the Municipality of Campobasso and interface in various ways with Roma families.

This paragraph, after introducing the sample profile in terms of socio-demographic and professional grounds, analyses the following dimensions: interviewees’ knowledge and opinions of European and international legal tools to counter discrimination; their perceptions of the Roma people, in terms of numerosity and cultural attributes; their professional experience with the Roma and their opinion regarding the Roma’s access to service; training needs on the topic of Roma social inclusion.

¹ ATS stands for *Ambito Territoriale Sociale*, an inter municipality network aiming to coordinate social interventions on the territory of 26 Municipalities in the area of Campobasso.

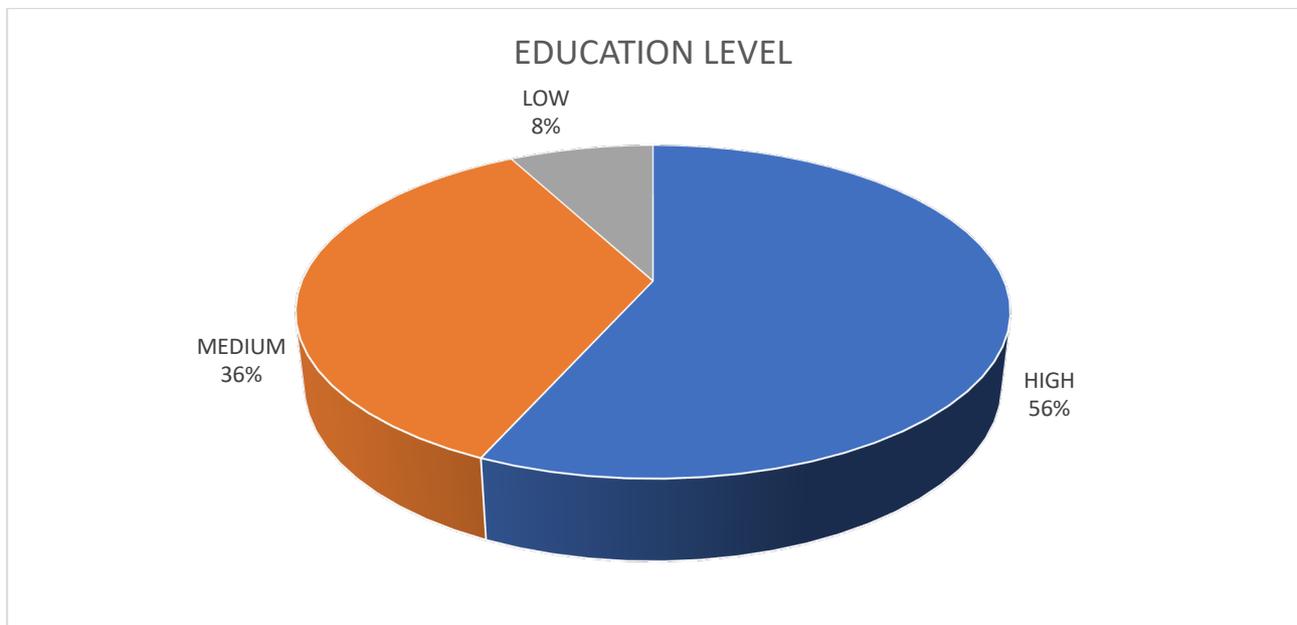
The sample

The sample consists of 90 respondents.

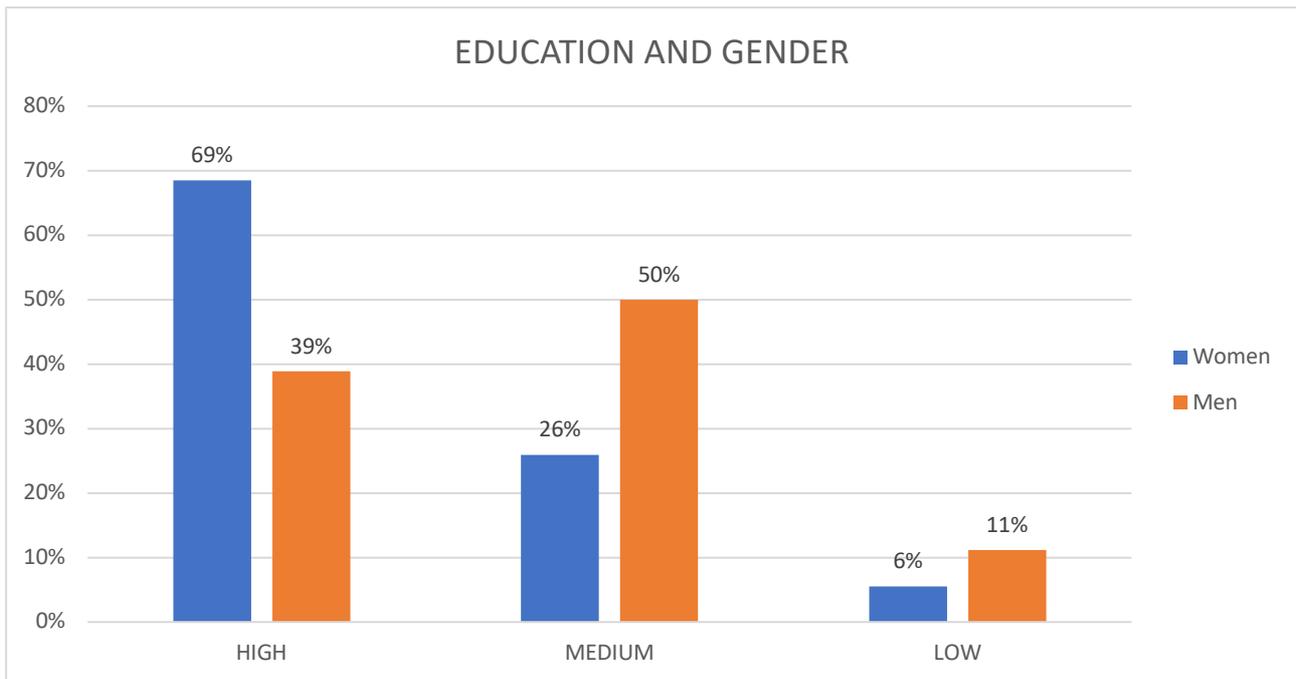
Amongst those who filled the questionnaire, 60% are female and in 90% of cases are dependents of Campobasso Municipality; the remaining 10% work for ATS Campobasso, Ferrazzano Municipality and IACP².

Of the total sample, 26% do not indicate his or her professional category, whereas 24% fall into the category of officials (D level - high skilled), 32% of technicians (C level - medium skilled), 18% of collaborators or unskilled workers (A & B level - low skilled). There is no significant difference between men and women, beside a difference of 4 percentage points in high skilled roles for men, and a corresponding light prevalence of women in the category A and B.

One person in 3 (32%) holds a secondary education diploma. 8% concluded secondary school (low education level), 36% finished high school (medium education level), and 56% holds a degree, a Master, or a PhD (high education level). It is noteworthy that level of education varies with gender: 69% of women fall in the category of those holding a high education level (a share that drops to 39% among men), 26% in those holding a medium education level (this percentage rises to 50% among men), and only 6% have a low education level, a value that is 11% among men.



² The *Istituto Autonomo per le case popolari* is the body in charge with social housing.



Such data indicates that those who were more participative to the questionnaires' administration, and probably more active or engaged on Roma issues, are females and with a high education level.

The average age is 50, the median value is 49, and on average, respondents have been in service for 18 years, with a minimum of 1 and a maximum of 40. Over their career, 78% of interviewees declared to have worked directly with Roma, to provide economic aid (43%), to give support in bureaucratic procedures (38%) or to help them with their housing needs (26%).

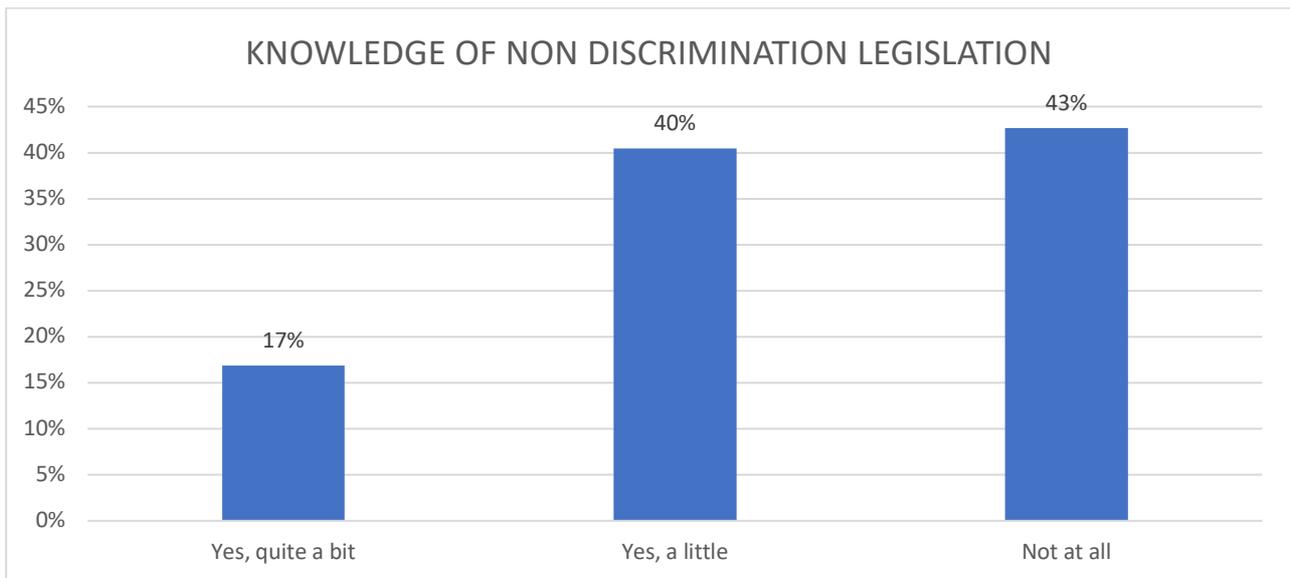
Despite the advanced age, the length of service, and the regular contact with Roma communities, only 13% (12 people) have already attended a training on discrimination. It is easy to understand that 72% are interested in attending the trainings proposed within Municipality4Rome Project.

Among those who declared the reasons of their interest, 83% are motivated by their engagement against discrimination afflicting Roma, 14% are intrigued by the trainings' setting (the *mutual learning* as opportunity to meet and engage with the Roma communities), 3% refer other motivations than those indicated (interest in widening the knowledge on Roma and meet one of the current administration's goals).

Counter-discrimination

Consistently with the data above mentioned, 83% know little or nothing about the European or international legislative framework on *non-discrimination*, 17% declare to have an acceptable knowledge, none to have a strong knowledge about it.

The mentioned 17% of those having an acceptable knowledge of the legislation fall in the category of those having a working experience with Roma. On the contrary, among those who never worked with Roma, the share of those who do not have any cognition of counter discrimination legislation rises from the 41% of the total sample to 58%. **Such data shows that trainings addressed to public officials are necessary, regardless their professional role: also those who actually work with a minority victim of discrimination, such as that of Roma, do not command the anti-discrimination's tools.**



Regarding the efficiency of the abovementioned normative tools, 44% think they are very or quite useful (respectively, 13% and 31%), 23% think they are not very useful or completely useless (respectively, 21% and 2%). 29% do not know how to answer to the question, and 4% do not answer.

It is interesting to note that among those who said they do not know the legislation, 41% take anyway a position: 22% think that legal tools are very or quite efficient, 19% not very useful or completely useless. On the contrary, among those who declared to know the legislation, even if superficially, 87% reckon normative tools as relevant, 13% not so relevant and none defines them as inefficient.

Moving up to a national level, 32% is convinced that Italy does enough to counter discrimination, whereas 58% think that this is not the case – a data revealing that public officials not always feel uphold by central institutions. 10% do not know how to answer.

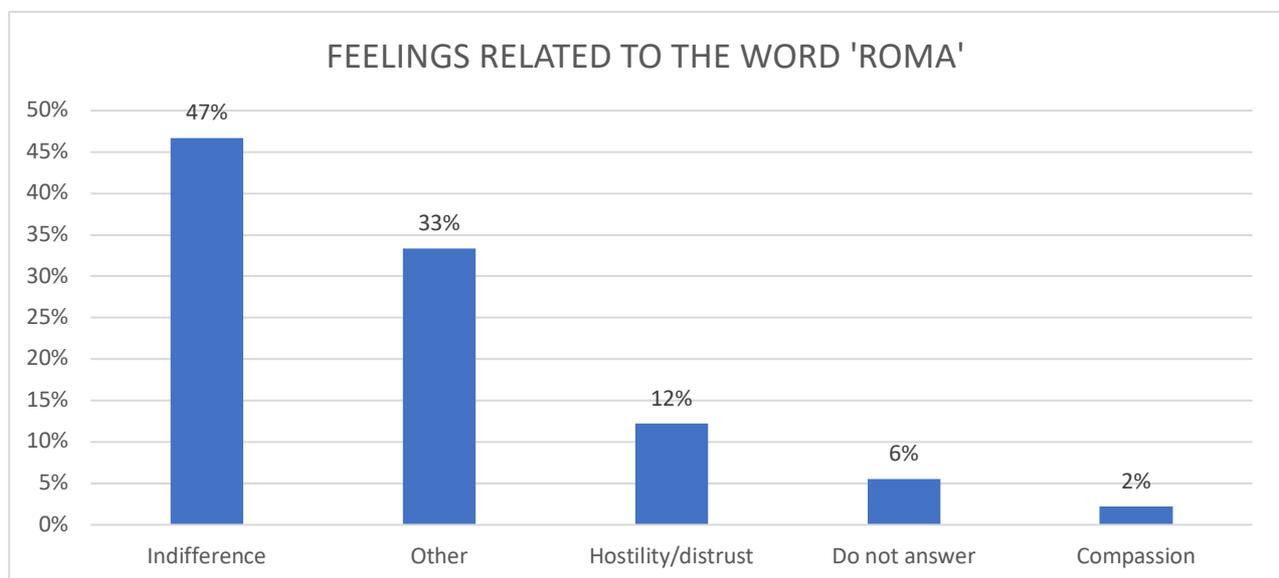
Lastly, the question 'what do you mean for discrimination?' recorded only two answers that do not condemn discriminations. One comes from an operator who chose the option 'not every discrimination is to be condemned', another one opted for the open answer and wrote: 'sometimes discrimination originates from a prejudice, sometimes from the fact that Roma, in deed, do not want to integrate themselves. Their culture is to live hand-to-mouth. This leads them to steal and expect rights for free (houses)'.

Such data indicates that, regardless the honesty of answers and the fact that many may have answered in the desired way, almost all of the interviewees associate discriminations as something to be condemned, at least officially.

The perception of Roma

The survey wanted to investigate the officials' perception of Roma people.

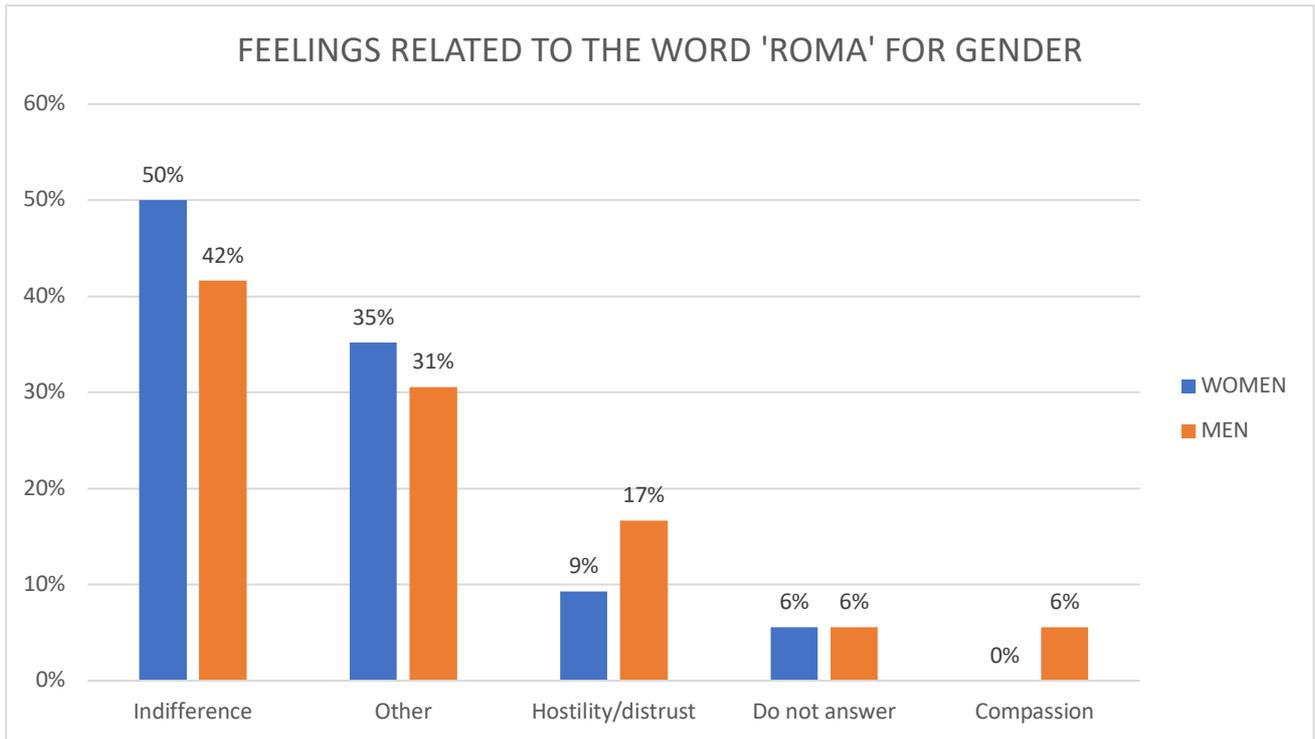
It was noted that the majority of interviewees tend to give neutral answer to the question 'what feelings do you associate with the word 'Roma'?': 47% declare they are indifferent, 33% choose the option 'other' without specifying their feelings, 6% do not answer. Only 12% openly declare to feel hostility, and 2% compassion.



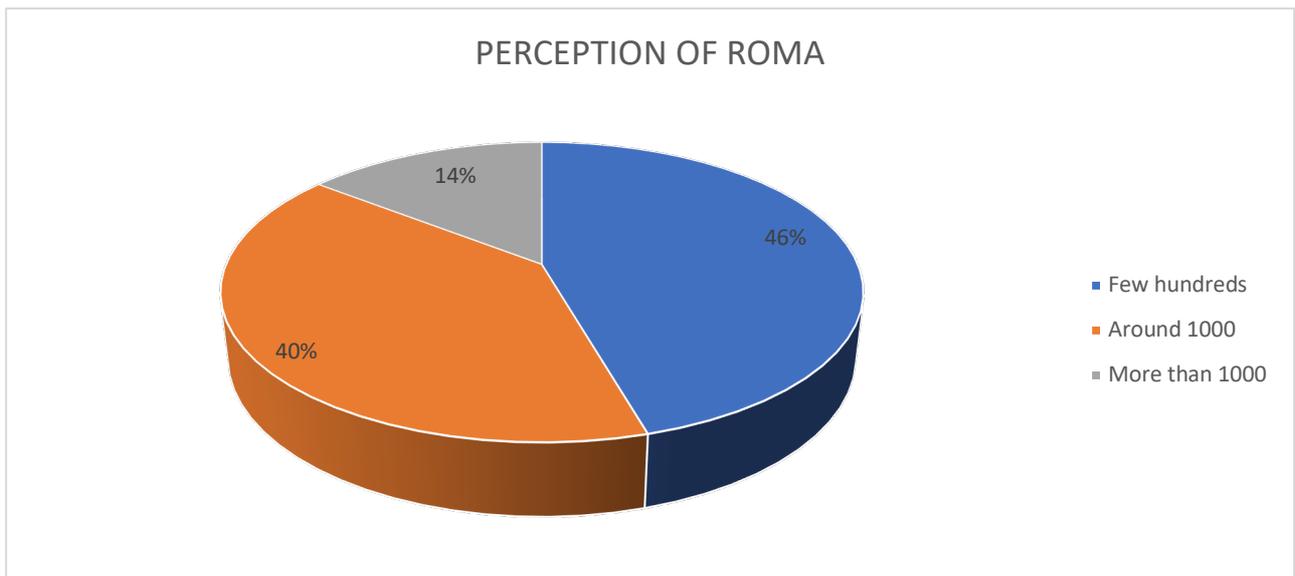
This data indicates the officials' reluctance to openly take a stand and communicate their emotional perception, as if they censored their own feelings.

Prior professional experience with Roma, or gender, do not have any impact on answers.

Women tend to give more neutral answers and men to express more precise feelings (17% of men feel hostility versus 9% of women, 6% compassion, versus 0% of women).



It was found that more than half of the interviewees have a wrong perception of the number of Roma living in Campobasso. 40% think Roma are around 1.000 and 14% more than 1.000. In truth, Roma in Campobasso are around 200 people, as 46% of the sample correctly answer. **Also in this case, the professional experience with Roma does not affect the distribution of answers, showing that also those who worked with Roma do not have access to basic information, and tend to overestimate Roma presence on the territory.**



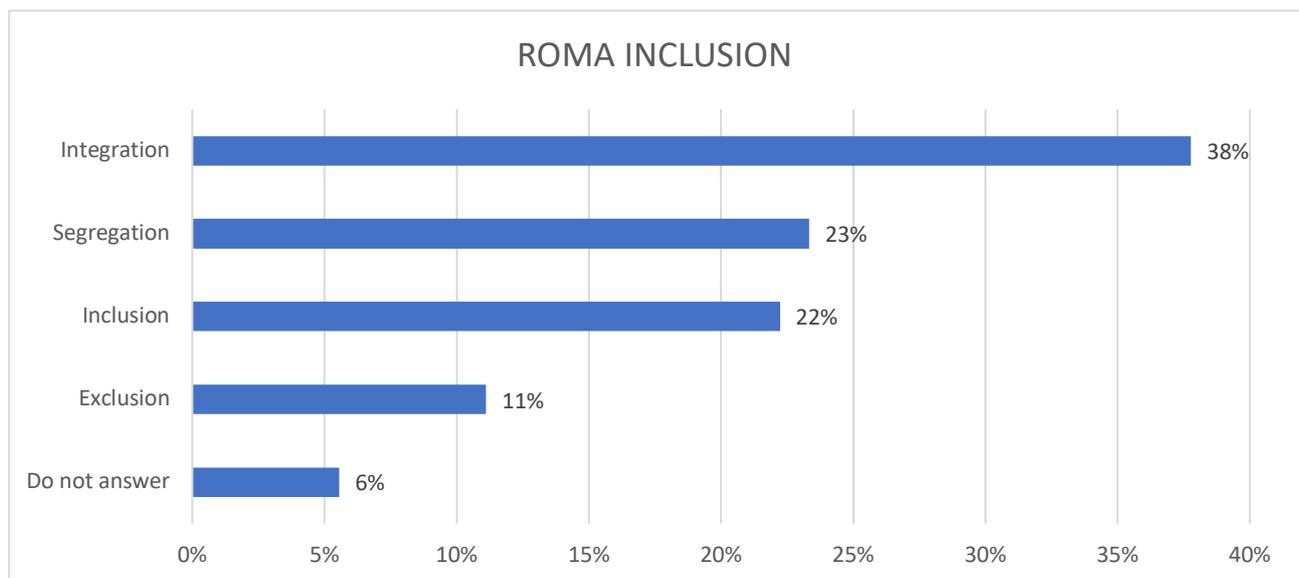
Interviewees were asked to express their opinion on Roma through semantic differential scales regarding individual qualities and to indicate a value from 1 to 5 to polarities of adjectives regarding Roma (i.e. educated/not educated, intelligent/not intelligent).

Data analysis show that operators tend to define Roma as not educated, unreliable, closed, backward, dishonest, as well as, intelligent, clean, healthy, generally good-looking.

Answers are quite uniform, and there are no significant differences between operators with or without experience with Roma people, nor differences related to the education level.

Roma inclusion

An additional scope of the inquiry was to investigate interviewees' opinion on Roma integration in Campobasso. More than half of respondents (60%) think that Roma are included (22%) or integrated (38%) in the local society. One interviewee in three believe that Roma are excluded (11%) or segregated (23%). 6% choose not to reply.



This data is inconsistent with others.

According to the majority of respondents, Roma tend not to get integrated with other Italian inhabitants (68%), live exclusively within their community (76%) and live by their wits (60%).

Also in this case, the professional relation created with Roma does not have a significant impact on answers, as well as the operators' education level.

The fact that Roma represent themselves as a minority – even if this is not the case for each community – is believed to be an obstacle to integration by more than half of the operators

(52%), who consequently blame Roma for their lack of inclusion. This one is not associated to the approach that institutions may have with Roma.

Indeeds, according to 69% of interviewees, Roma access to services is very similar to that of the rest of population in Campobasso. According 18% the access would be even higher and for 9% lower. 4% do not answer.

Furthermore, 73% think that operators pay enough attention on the issue of Roma discrimination and then, implicitly, that there is no discrimination by social services. 16% think that such attention is little and only 2% that there is a lack of care in that sense. 11% do not know how to reply.

Opinions expressed on the causes of the low Roma inclusion are consistent with these data: the lack of inclusion is not due, according to interviewees, to the fact that Roma experienced discrimination and cannot access to services, but to internal behaviors or to the lack of job placement. 6% specify, in the open answer, that factors hindering Roma inclusion are: closure of the clan, cultural issues, mutual distrust, lack of desire of getting integrated.

Generally, a low tendency to shift the responsibility of Roma exclusion to institutions is recorded. Roma exclusion is rather attributed to Roma communities' internal behaviors.

TABS

The sample

Gender

F	60%
M	40%
Total	100%

Level of Education

HIGH	57%
LOW	8%
MEDIUM	36%
Total	100%

Municipality

ATS Campobasso	3%
Campobasso ATS	1%
Municipality of Campobasso	90%
Municipality of Ferrazzano	1%
IACP	1%
Do not answer	3%
Total	100%

Professional Category

A	2%
B	16%
C	32%
D	24%
NA	26%
Total	100%

Are you interested in pursuing the project activities?

Yes	71%
No	28%
Do not answer	1%
Total	100%

Have you ever dealt with Roma during your working experience?

Yes	78%
No	22%
Total	100%

Counter discrimination

Have you ever attended a training on discrimination?

Yes	13%
No	87%
Total	100%

Do you know the European and international legislation on *non-discrimination*?

Yes, a lot	
Yes, quite a bit	17%
Yes, a little	41%
Not at all	42%
Total	100%

Do you think it is efficient to counter discrimination?

A lot	13%
Quite enough	31%
Little	21%
Not at all	2%
Don't know	28%
Do not answer	4%
Total	100%

Does Italy do enough to prevent and counter discrimination?

A lot	3%
Enough	29%
Little	57%
Nothing	1%
I do not know	10%
Total	100%

Perception of Roma

What feeling does the word 'Roma' awaken in you?

Hostility/distrust	12%
Indifference	47%
Compassion	2%
Other	33%
Do not answer	6%
Total	100%

How many do you think are the Roma in Campobasso?

Few hundreds	46%
Around 1000	40%
More than 1000	14%
Totale complessivo	100%

Roma inclusion

How would you define Roma condition in Campobasso

Exclusion	11%
Inclusion	22%
Integration	38%
Segregation	23%
Do not answer	6%
Total	100%

The fact that Roma represent themselves as a minority can be an obstacle to their inclusion

Yes, a lot	10%
Yes, quite a bit	26%
Yes, a little	17%
Not, at all	34%
Do not know	11%
Do not answer	2%
Total	100%

Compared to the rest of population, Roma access to services is

The same	69%
Higher	18%
Lower	9%
Do not answer	4%
Total	100%

Social operators pay enough attention to the topic of counter discrimination

Yes, a lot	26%
Yes, quite a bit	48%
Yes, a little	16%
Not, at all	2%
Do not answer	9%
Totale complessivo	100%