



Progetto co-finanziato  
dall'Unione Europea



REGIONE LIGURIA



MINISTERO del LAVORO  
e delle POLITICHE SOCIALI

Direzione Generale dell'Immigrazione  
e delle Politiche per l'Integrazione  
AUTORITÀ DELEGATA



MINISTERO  
DELL'INTERNO

Dipartimento per le Libertà Civili e l'Immigrazione  
AUTORITÀ RESPONSABILE

## **FONDO ASILO, MIGRAZIONE E INTEGRAZIONE (FAMI) 2014-2020**

**OS2 Integrazione/Migrazione legale - ON2 Integrazione - Piani  
d'intervento regionali per l'integrazione dei cittadini di paesi  
terzi - Autorità Delegata – IMPACT**

### **Azione 02**

**Promozione dell'accesso ai servizi per  
l'integrazione**

**INTERAZIONI (PROG 2337)**

# QUESTIONARIO FAMI MEDIAZIONI

## 1. Gender of the interviewee

a. female /  /

b. male /  /

## 2. How old are you ?

## 3. In which state were you born ?

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## 4. What is your citizenship ?

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## 5. What is your native language?

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## 6. What is your level of knowledge of Italian?

|                  | None                         | A little                     | Almost good                  | Good                         |
|------------------|------------------------------|------------------------------|------------------------------|------------------------------|
| a. understanding | / <input type="checkbox"/> / |
| b. spoken        | / <input type="checkbox"/> / |
| c. reading       | / <input type="checkbox"/> / |
| d. writing       | / <input type="checkbox"/> / |

## 7. Do you know these services and/or offices in the province of Imperia?

a. doctor /  /

b. health office AUSL and booking center [CUP] /  /

c. consulting room /  /

d. municipal registry office /  /

e. municipal office Social services [social workers] /  /

f. schools /\_\_/

g. municipal office Socio-educational services /\_\_/

**8. Do you find it difficult to interface with the social and health institutions of your city? Which?**

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**9. What would be needed, according to your point of view, to improve the government/foreign citizen relationship?**

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**10. Could a multilingual cultural mediation service that helps in contact with social and health institutions be a solution ?**

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**11. Training and socio-cultural needs**

a. learn italian /\_\_/

b. books in the original language /\_\_/

c. IT courses /\_\_/

d. multimedia material from the country of origin /\_\_/

e. magazines in the original language /\_\_/

f. job information /\_\_/

g. information on the right of residence /\_\_/

h. information about the school /\_\_/

i. reading aloud in Italian /\_\_/

j. accommodation information /\_\_/

k. local transport information /\_\_/

L. bilingual texts /\_\_/

m. health information /\_\_/

n. information on the registry service /\_\_/

o. other

12. Would you be able to make an online reservation with your phone/pc if there was a platform/website that allows you to book a cultural mediation service to carry out daily booking procedures translated into your native language?

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