

ERASMUS+ Programme 2015 – KA2 Adult Education

Project n°: 2015-1-ES01-KA204-015937

Document name: : **Observation Report Guidelines - Cyprus**

Partner: Cyprus Adult Education Association – Syndesmos Ekpedevsis Enilikon Kyprou (CAEA)

Author: Klitos Symeonides

Employment and Women on the 21st century in Europe: From Household economy to SME economy (Small and Medium enterprises) – MUPYME Project

Guidelines for drafting the participant observation report

As agreed, once the observation is completed it shall be displayed on a report that summarizes the observation action together with other data; both describe what we call the *Professiograph* of the household work. The data, the cold figures, should be discussed by the analyst by making a critical interpretation. We will note possible answers in brackets, but the observer/commentator's reflections are especially interesting.

We remind you that every partner of the project should draft a report for each of the 5 observations that should be made. Afterwards, they will write a summary report for which drafting we will provide an appropriate guide.



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1.- Identification

Descriptive data related to:

- **Name** Elenitsa Deftera
- **Place** Deftera Village
- **Analyst name** Klitos Symeonides
- **Approximate time of the observation** 2hours

2.- Context

Other data that may be useful for analysing the space where the observation takes place

- **Type of town (population size)**

5000 people.

- **Local economy (agricultural, industrial, commercial, services)**

Agriculture is the main source for vegetables in Nicosia, the capital. It is an expensive land. Many institutions are necessary to make the community functioning. Hospital is working only 2 times a week when doctor visit the town. The Adult Education Centres of the Ministry of Education have in the evening some groups such as English Language, cooking, Get to know your country, dancing, ICT etc. Lectures are often organised in the town discussing subjects of common interest. There are sports clubs, cultural clubs, and elementary school. The town council is elected by the villagers. There are two banks.

- **Local dynamics (enriched, impoverished, emergent)**

Emergent. The economy of the town is rapidly increasing as is situated very near the capital. In 20-30 years will join the capital and could be a superb of the capital. The inhabitants are increasing and there is space for more people to live there.

- **Referential cultural environment:**

Intermediate-Urban and rural. It is 15 kilometres far from the capital. There are not many institutions (secondary education school, theatres, hospital,) and villages can have entertainment or medical treatment at the capital, as is situated very near the capital.

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3.- Profile

Information for the correct understanding of the selected woman as the subject of study

- **Age** 66

- **Educational level**

Only Primary Education. She did not go to Secondary Education, her education is limited, cannot speak English which is spoken widely. But she is very socialized so she can easily communicate with anyone. Circumstances blocked her education and employment. She loves and believes in education. When there are lectures at the villages she likes to attend. When children were at schools she used to be at parents school committees.

- **Income level or estimated social class (low, middle, high)**

Middle. Her husband's salary, a teacher, is at medium levels. She is always contributing to the household economy in various ways. She worked as baby sitter for few years, work as a cleaner in a restaurant , as dress maker taking care of children clothes. For some years she is renting olive trees fields at a small scale and shares the income from selling olives and olive oil, with the owner of the field. With this, she is creating an income for household.

- **Type of household (members of the family)**

4 adult children and 9 grandchildren. She has many responsibilities at household as she is cooking every day for many persons. She has no time to relax. Even if children are married, two of children houses are connected with parents home and they depend from mother mainly for household activities.

- **Work experience outside the household**

She was working as baby sitter for 6 years in a home in the capital, travelling everyday. She was employed a baby sitter because of her experience in raising children. She was also working for 7 years in the evenings at the kitchen of a restaurant as cleaner. It was unskilled work. She was feeling humiliation working at this type of job. Even so, she has learned some cooking skills there by observation. These two part time jobs was a necessity for her to contribute to the household economy.

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4.- Subject assessment

Informal data that may help to understand the work performance inside the household

- **Where and how did she learn to perform the household?**

She believes that she has some inherent qualities like sensitivity, dynamism, determination, love of nature taken from parents (mother and father). The extended family of her father are very sensitive persons. Those inherent competences were guiding her life and of course household work.

Household skills were learned from grandmother, and mother. Parents were farmers and she has to look for household for the whole family. This is the main reason why she has never been to secondary education. She was living in a rural area, and then she became refugee (displaced) moving with her family to the village Deftera. From mother and grandmother she has learned to use the agricultural products- fruits, olives, vegetable, etc.- and make sweets for the needs of the family.

She has also learned to make special lace work from her mother. Her granddaughter told her to open a shop for lace work and she will help her through internet to be known.

Working for some years in the kitchen of a restaurant in the evenings, she has gained experiences in cooking new kinds of food.

Cooking for parents, children, grandchildren different kinds of food she became expert in cooking delicious dishes. She has never trained in school how to cook.

Concerning other tasks like ironing she has a modern iron as once a week she ironing a lot of clothes.

Cleaning the house is everyday work and she has the main responsibility. She has no education and information how to use environmental cleaning liquids but all comes from experience. She would like to attend some lectures on this.

She is acting as coordinator in some cases in household activities.(When children and grandchildren are at home to eat, etc.)

She managed to attend a course on sewing-cutting and she is able to do maintenance of the clothes of the family. For small children she could even make their clothes.

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Even she has not good education, she is persistent and interest in children and grandchildren education. She is caring of private lessons and for the home work of children insisting to work hard for the school home work. I would say that for the Cypriot family the biggest goal is to give children the highest degree of education doing many sacrifices.

She is responsible for the medical treatment of the children and many times for grandchildren. She is taking children to doctors, for vaccine etc.

Every month is visiting the supermarket in the capital to buy large quantities of food and materials for the household spending a significant amount of money. For everyday needs she is visiting local market.

She is dealing with her social insurance details visiting government services. She managed to have a good pension as she used all possible ways for own contribution in order to cover all requirements.

- **How many years has she been working in the household economy?**

For 50 years. From 16 years old she took main responsibility at the household. She was cooking, cleaning, doing many other home works for grandparents, parents and for 3 brothers and sisters. While all other 3 brother-sisters studied at the highest level she went only to primary education.

- **What does she consider to be the most and the least difficult task?**

The most difficult task was to raise 4 children while displaced with very little financial resources, with very bad living conditions, trying to have a comfortable shelter for 8 persons(her parents, 4 children and the couple). After the displacement in 1974 the main effort was to buy a piece of land and build their house with some financial assistant of the government. Her role in buying the land and to build a house was crucial. She was supervising the work of the builders, planners, painters, plumbers, etc. even with low calculation skills.

Her easier task is cleaning the house because he realizes that she cannot “ escape “ from this task due to the large family but also because she likes this task she feels happy to have the house in order.

- **What kind of things does she consider that would have facilitated her work performance?**

If she has knowledge and skills in computing and access to internet, life and household tasks could be easier. She has not even a mobile telephone. She has land telephone number. Driving

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licence she decided to issue 15 years ago. It was giving her some problems to have a driving license but she managed to use buses very well. The house is equipped with the necessary machinery, tools and materials. These are the basic, not sophisticated, enough to run the household. As coming for a rural area and loving nature and flowers, she takes care of the small garden and many flowers are growing at flowers-pots.

- **Has she given up to something in order to take care of the household?**

Yes , parents left her home,(she was the oldest girl in the family) so they could do agricultural work(fields with olive trees, lemon trees , some animals) , also she could cook for the 3 other children. She is unhappy about this. Of course after the displacement in 1974, we cannot talk about second chance education but how to survive.

- **Would she have pursued other professional career in other circumstances?**

She has replaced professional career with other type of work not professional. She has learned dress making-sewing, cutting, so she managed to contribute to the household economy. Also she practiced the caring of a small child for some years.

5.- Most frequent tasks

This section has to be filled in by following the Tasks File form attached to these guidelines.

ANNEX

6.- The performance

This section has to be filled in by following the Job Analysis form (modified) attached to these guidelines.

Here will be presented what was not analysed in other parts of the report.

Elenitsa answered all questions with openness. She did not hide anything. Personal data were given in another section.

She feels that is a strong personality. Working at home she wants to be like line production and cooperate with others and coordinate things and tasks.

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Concerning autonomy, initiative and responsibility levels, believes that is medium. Solving problems takes common action with husband –children. She is taking initiatives and responsibilities. In execution level is behind, have some fears, needs to predict possible consequences before execute.

She is working 12 hours a day. She uses all means of production with the best way. There is high degree of maintenance of home materials, tools, machinery. She is not in favour to buy new unless are very old. Changes in furniture, chairs, tables, beds, refrigerator, etc. are rare. Once a month she invites a house helper to help her in general cleaning of the house and for other tasks which cannot be done by one person. It is interesting to say that thousands women from Asia are employed and sat at home to act as housekeepers when the couple is working and have very young children. They do all home tasks.

She believes in evolution and says that sometimes is good investment to spend money for new technology etc. She feels that will not be able to use sophisticated machineries, tools, materials and seems reluctant to make significant changes.

About inherent qualification and about required training she believes that (we have mention in another section) sensitivity, risk taking , cooperating personality and strong will for cleaning she believes that are inherent from parents and grandparents.

Concerning autonomy, initiative and responsibility levels in relation to solving problems is vast, the same for making decisions. For execution is medium.

She likes new technology concerning machinery, tools, and materials but due to household budget is not so keen in changing often when can be used. Evolution at household believes more in organizational changes than technological.

A good, productive housewife having almost all responsibilities for the household should have knowledge , skills and experience in many areas of human activity. Having responsibilities for children and family caring, for cleaning the household, for gardening, for purchasing and cooking needs knowledge on basic psychology and physiology, on hygiene , on health issues, medical knowledge, on communication, on some elements on statistics, pedagogical principles, needs skills how to sew, how to cook , how to make bread, to have knowledge and safety rules, to know basic knowledge how to make a budget, skills how to use technology at home, how to use machinery, tools and materials in a save and productive way etc. Experience is very important and learning by doing and practicing is important. Initiative and taking responsibility increases the levels of experiences. Interpersonal skills are very important. Important for household is the use of software. Today is handicap one who cannot use

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software, internet etc. Conflict resolution skills are necessary in the household. Also management skills and coordination are necessary.

Today the complexity of society requires a skilful housewife. A training course for housewives is necessary to bring changes in society to give skills and knowledge on management, organizational skills, , communication skills, time management, logistics, building relation skills, planning, conflict management, how children and adults learn, environmental issues, coordination skills etc

Household management should gradually upgrade to a demandable profession and necessary training should be given.

1. Intellectual and psychological Aptitudes

(Rate: 0 inappreciable 1. Scarce 2. Medium 3. High)

1. General Intelligence required for the job.	2
2. Aptitude for solving problems	3
3. Calculation skills	2
4. Ease of communication	3
5. Spatial aptitude	2
6. Creativity, ease of participation and originality	3
7. Concentration skills	2
8. Movement coordination	2
9. Manual Dexterity	2
10. Ability to differentiate colors,	2
11. Data , ideas or sentences memory	2
12. Spatial memory	2
13. Response capability	2

2. Personality and Social requirements

(Rate: 0 inappreciable 1. Scarce 2. Medium 3. High)

1. Easy of building personal relationships	3
2. Ability to make quick decisions	2
3. Perseverance and method	3
4. Self control	2

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5. Leadership Ability	3
6. Level of responsibility	2
7. Organizational skills	
7.1 In the job itself	2
7.2 Of the work of others	2
7.3 Administrative skills	3
7.4 Adaptive capacity	2

3. Job conditions and efforts

(Rate: 0 inappreciable 1. Scarce 2. Medium 3. High)

1. Physical strain	2
2. Mental effort	2
3. Nervous effort	2
4. Hazardous effort	2
5. Toxicity	1
6. Environmental aggression	1
7. Risks	2

On PERFORMANCE improvement

1. Possibilities to improve job performance

Various factors contribute to the improvement of job performance. Technological, financial, social, educational reasons, training, traditions, values, etc. have to be in favour in order to make improvements. Usually training in household is happening rarely. There are no specific courses either short term training or professional training. In most countries there is no professional or occupational training. Most housewives get training by experience from parents mainly. The need to train housewives as a profession is obvious and it is time the household job to be recognised as a profession.

2. Possibilities of receiving some training

There is strong will for training. If opportunity is given, housewife can make any sacrifice on time and money to get the best training to improve their performance. Possibilities are always on training having indirect relation. Lectures on various aspects on household tasks are given

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often. T V usually is a source of some training in various fields of the household. Self-directed learning is also a mean for some training.

3. Main Characteristics of job conditions

Time consuming is one of the main characteristic. Housewife is always busy and feels isolated. The household tasks are a lot and some are complex. Many tasks need solutions on the spot, fast. Initiative, responsibility taking, risk taking, fast decisions, are happening all the time. There is continues learning. Housewife needs strength, physical fitness, psychological stability. Need many skills and knowledge.

4. Main Physical requirements including sense requirements

Psychological and physical stability is necessary. Housewife deals and work for other human being. They depend on her. The house economy, Hygiene, cleanness, the wellbeing of the family, health, education , values etc all depends on the level of good performance of the housewife.

7.- Summary and critical reflection

This section shall be used by the observer/commentator to note everything he/she considers to be important but does not fit in any of the aforementioned sections.

This part of the document should be finished with a summary of the observation in which the most relevant aspects of this analysis are underlined, together with their transfer to the SMEs economy.

In this section which is a summary, some points that have already mentioned will be repeated again

Elenitsa Deftera is a housewife with large family. She has primary education; she is very intelligent person, hard working person, caring mother and grandmother. She is a committed person. A person who takes initiatives, risks, decisions. A person with strong personality. Limitation in education is compensated by strong will, by will for cooperation, by high levels of experience in various fields, by strong family values, by her pleasant personality.

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She lost her house 40 years ago (refugee-displaced) but she managed to build a new house with high levels of determination, commitment, doing various part-time jobs in order to fulfil this important task, a task for life.

She managed to give higher education to all her children as her dream was to have the higher education for them, education which missed due to various circumstances.

She was fortunate to have inherent qualities and knowledge, skills, attitudes and experiences from the parents. It is obvious that experience is a huge resource replacing other limitations.

Elenitsa has learned many skills and competences which can be used in case she decides to establish a small business. She acquired knowledge, skills, attitudes, competences

- in decision making
- on taking risks
- On preserving the environment
- on the use at low levels logistics and accounts
- On management on many kinds
- on Coordination at various levels
- on executive role
- On Security and safety
- on Marketing
- on Leadership
- on Conflict resolution
- on organization issues
- On Time management
- On communication
- on the best use of resources

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ANNEX

TASK RECORD FILE

ELENITSA DEFTERA

TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Education of children (helping for home work, mobility for private lessons)	Partial 65%)	Partial (35%)	Shared husband	3	Financial area Family development Mobility	Human development Time management Leadership motivation	Daily, 10% of working hours
Shopping for the household	Partial (70%)	Partial (30%)	Shared husband	4	Financial Area Mobility	Multiple economy-polytalent qualification Logistics tasks	5% daily and 7% monthly
Maintenance of family clothes	90%	10%		5	Financial area Family traditions	Files management Resources management	Weekly 20%
Renting olive fields for extra income	90%	10%	Shared with children and husband	3	Financial area Management Mobility	Budget records Inventory Risk management	Monthly 25% Seasonal
Clearing and maintenance	75%	25%	Shared with children and husband	5	Maintenance tasks	High Hygiene Maintenance Environment Working conditions	Daily, 15%
Care for the family unit	30%	70%	Shared with husband-children-relatives	5	Mobility Time management	Medical knowledge Leadership Motivation Learning to make decisions	Daily, 15%
Impact Environment	50%	50%	Shared husband-children	4	Physical-psychological environment	Multiple technological economy	5% daily
Gardening	60%	40%	Shared children	4	Environment Values-aesthetic	Maintenance Marketing	5% daily

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TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Lace work-needle work	80%	20%		3	Entertainment-relax area	Income management	10% daily
Purchases of clothes, tools, for household	60%	(40%	Shared husband children	4	Household progress Investment Time management	Purchase management Suppliers classification	Weekly 15%
Management of Income	20%	80%	Shared Husband	4	Financial area	Profit-loss account management	Daily 10%
Documnets on expenses	45%	55%	Shared husband	4	Accounting	Files management Stock management	Weekly 10%
Social activities	70%	30%	Shared husband Relatives children	3	Family mobility Human relations	Team building Communication	Weekly 20%
Conflict resolution	40%	60%	Shared husband	5	Family relations	Security Executive management	Daily , 5%
Bills of family	70%	30%	Shared husband	5	Mobility Financial area	Ligistics Profit-loss Polyvalent qualification	Weekly, 15%
Ironing	90%	10%		4		Maintenance tasks of the systems and installations	Weekly, 25%
Cooking	90%	10%	Shared, husband	5	Health economy	Logistic tasks Coordination	15% daily
Decision making process	60%	40%	Shared husband	5	Family relation	Executive management	Daily 5%