

ERASMUS+ Programme 2015 – KA2 Adult Education  
Project n°: 2015-1-ES01-KA204-015937  
Document name: **Observation Report Guidelines - Italy**  
Partner: Università Popolare di Firenze (U.P.F.)  
Author: Elisa Burchietti

**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.

## FRANCESCA



Reviewed by: Elisa Burchietti

Code:20160530\_MU\_O3\_UPF\_1



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## 1.- Identification

- **Name** Francesca
- **Place** Quarrata (PT)
- **Analyst name** Elisa
- **Approximate time of the observation** 2 hours

## 2.- Context

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

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

Quarrata is an Italian municipality with 25.846 inhabitants in the province of Pistoia(Tuscany).It is between Prato and Pistoia, at the bottom of the Montalbano and covers about 46 Square Km. It's few km from the centers of Pistoia and Firenze.

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

Quarrata is well known in Tuscany as “ Town of Furniture” for the huge amount of small and medium companies manufacturing and selling furniture, in various styles, from Renaissance to Modern, all of them with a typical filling. Furthermore many nurseries are in the site, because the whole of Pistoia Province is a large producer of plants.

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

In recent years Quarrata too was facing the economical crisis, especially because of the entry on the Market of big distributors of furniture and articles of interior design produced by the industry, and, therefore, less costly.

- **Referential cultural environment (urban, rural, intermediate)**

The environment is in between rural and urban.

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### **3.- Profile**

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

- **Age**  
41 years old

- **Educational level (certified)**

Diploma from Language High School

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

Medium

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

The family is composed of 4: husband, wife and two daughters (9 and 12)

- **Work experience outside the household**

She works as employee part time in an office near Prato. She was full time in the same office, but, when her babies were born, she agreed with her boss to halve work hours to care after them every day.

### **4.- Subject assessment**

Informal data useful for understanding the expertise of domestic work.

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

Self-taught in household. Her mother tried to give her some information, but actually she has learned “in the field”(while working).

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

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She has never been a full-time housekeeper because she carries on working . About 12 years ago, at the birth of the elder baby, she obtained part- time, thereafter she deals more with housekeeping

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

Chores she doesn't like : the Saturday cleaning, general deep cleaning

Chores she likes: to cook

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

She renounced to full time, but for looking after the two girls, not for doing more homework.

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

She does the homework with the help of small appliances. Besides the washing machine for the laundry, the most used,( though not enough, because she finds around a lot of dirty clothes), and the dish-washer, substituted already two times, she uses Bimbi for cooking, the vacuum cleaner ( broom and dustpan on sunday , to avoid to wake up the girls); the dehumidifier in winter to dry the laundry. Very useful for her to buy online. Also if the prices are higher, sometimes it's the only way.

## **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).*

At home Francesca is in charge of all the activities, except the management of the maintenance of Tv and Internet, up to her husband. The daughters have the duty of setting and clearing the table at mealtimes. She has to support almost all the management of the house

Francesca receives help by neighbors and mothers or grandmothers of her daughters friends. It happens especially when the little girls are ill and still she has to go to work. Occasionally Francesca is helped also for the housework by the mother of one of her daughter's schoolmates.

She divides her daytime between work, daughters and home, so that she can't develop any other interests except her reflexology studies. She has to accompany her daughters to any

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physical or entertaining activity because the structures are far away and the two girls are not yet independent.

### **Concerning intellectual and psychological aptitudes required for the job**

To rate from 0 to 3 the need of each required aptitude in this scale.

0- Inappreciable 2- Medium 1- Scarce 3- High

1. General intelligence required for the job (ease of learning, reasoning, judging, and drawing conclusions)	3
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	3
8. Movement coordination	3
9. Manual dexterity	2
10. Ability to differentiate colors, identify and combine them	1
11. Data, ideas or sentences memory	2
12. Spatial memory	3
13. Response capability	3

### **Concerning personality and social requirements**

To rate from 0 to 3 the need of each required aptitude in this scale.

0- Inappreciable 2- Medium 1- Scarce 3- High

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1. Ease of building personal relationships	3
2. Ability to make quick decisions	3
3. Perseverance and method	1
4. Self-control	3
5. Leadership ability	2
6. Level of responsibility	3
7. Organization skills	2
7.1. In the job itself	1
7.2. Of the work of others	2
7.3. Administrative skills	3
8. Adaptive capacity	3

#### **On JOB conditions and efforts we have the following table**

1. Physical strain	2
2. Mental effort	2
3. Nervous effort	1
4. Hazardous effort	1
5. Toxicity	0
6. Environmental aggression	0
7. Risks	0
8. Frequent accidents, severity and frequency	0

#### **On PERFORMANCE improvement**

##### **1.Possibilities to improve job performance**

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She believes it is possible to get and to improve your own skills. She is open to new methods for obtaining results in the minimum possible time, to be free to carry out her passions. She is interested in methods for cleaning fast, to save time.

## **2. Possibilities of receiving some training**

She is not particularly interested to participate in courses or meetings to rise her abilities. The only thing she could consider is to learn some trick to be faster in doing the domestic activities. In case she could be more interested in a course where they teach to optimize leftovers.

## **3. Main Characteristics of job conditions**

Every day it takes Francesca an hour and a half to do the homework. Done the 4 hours of work in the morning, after five thirty p.m. she is free for her studies or for driving the two sisters to their physical activity. The change in working hours has improved the rhythm of her domestic activities. Gradually she has spent more time in them, though never exceeding the two hours per day. But certainly she succeeds to speed up in her homework.

## **4. Main Physical requirements including sense requirements**

Francesca moves in space at ease, assuming postures conforming the functions she carries out.

Her house is not small but distributed in 4 levels, which is highly uncomfortable for cleaning. In particular, the washing and drying of the laundry requires to rise from the ground floor to the terrace on the roof in summer and to go down into the underground floor, where is a humidifier, in winter.

Co-ordination of movements is necessary, especially in going down and climbing the stairs carrying bulky and heavy wet sheet and towels.

## **7.- Summary and critical reflection**

Francesca was very helpful during the two hours of shooting, answering accurately to our questions and was at ease showing us around in her house. She is a very determined person, knowing exactly what she loves to do in life and in her free time. She has two daughters and, although working, she has never given up her duties as a mother and wife. The whole family recycles garbage in a field near to their house, where there is the compost for organic waste. Despite her role as a housekeeper, she is involved in many interests. The most important is reflexology applied to the sole, of which she follows a course, planning to go about it as a future job. An interesting job of which she could manage the time  
The family doesn't see much TV. Neither computer nor social networks are used regularly.

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During the two hours we have observed her in her house, Francesca was ordering her house, was cleaning the kitchen and fixing clothes just washed. However, with the help of our interview, we were able to go deep in details of her other duties as well as abilities within her family. We had the intuition of her distinguished skills in taking the care of the family upon herself and in managing her time left, because days of Francesca are very hectic. She tells us she doesn't want to lose much time in the domestic works, liking to care for her daughters and to carry on her studies better. She defines herself a forced housekeeper.

She shows to be very autonomous in the decisions she has to take every day for the family.

The areas in which she assumes to be competent are:

- to cook biological foods
- autonomy in choices
- care for her daughters
- management of the inputs and outputs of the family.

**BELOW we can see competences acquired at household which correspond to SME:**

- Leadership (She makes decisions on her own)
- Multitasking ( She does a lot of activities at once and during the week)
- Time management (planning in short and long term)
- Creativity ( think different when there are problems)
- Social relationship (with family members, friends, neighbors)
- Team work ( inside and outside her family)

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## ANNEX

### TASK RECORD FILE

#### FRANCESCA

TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
To do the shopping	80%	20%	Unilateral	Four	Organization Finances Family Relations	Organization Finances Family Relations	Preferably once a week in the week end
To cook	80%	20%	Unilateral	Five	Organization Finances Family Relations	Time planning Money managing Planning what to buy Relations with suppliers	Daily
To clean	80%	20%	Unilateral	Three	Area organizzativa Area familiare	Planning	Weekly
To do the washing	80%	20%	Unilateral	three	Area organizzativa	TimePlanning Planning	More than twice a week
Management of her daughter's activities	60%	40%	Unilateral	two	Family Organizatio n	Gestione del tempo Pianificazione	More than twice a week