

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: Annamaria Maccarone

## **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.

## **LAURA**



Reviewed by: Annamaria Maccarone

Code: 20160530\_MU\_O3\_UPF\_1

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## 1.- Identification

Descriptive data related to:

- **Name** Laura Pini
- **Place** Sant'Andrea a Rovezzano (FI)
- **Analyst name** Annamaria Maccarone
- **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)**

Rovezzano is a quarter of the municipality of Firenze, at its east border. For administration purposes it is included in Quartiere 2 campo di Marte.

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

Sant'Andrea a Rovezzano is regarded as a residential area, because many Florentines have moved to this area from the nearby Center of Town. Year after year the Center of Firenze has become less populated, and many residences have decentralized.

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

Over the years economy is decreasing and many small supermarket and shops of this area have been obliged to close down.

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

The area is mainly rural, with the Arno river flowing near her house

## 3.- Profile

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

- **Age** 57

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- **Educational level (certified)**

Commercial School Diploma

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

Middle

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

Her family is composed of 3: Laura and two sons (27 and 22 years old). Now the last one studies in London.

- **Work experience outside the household**

In 2006 she stopped working out of home and since then she is housekeeping full-time. Previously she has worked as an estate agent and in various companies where she was engaged as promoter of events, publicist, international P.R.

#### **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?**

From her mother in law and from the workers for the parent's home of her husband.

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

Starting 2006 she works in domestic economy as housekeeper full-time. Before that year, having to work for the Company, she was spending much less time in chores.

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

Tasks she doesn't like to do: the ironing

Tasks she likes to do : the cooking

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

None

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

She resigned from her job, but she says she doesn't live this as an imposition, on the contrary, as a choice she was aware of.

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

No, because hers has been a choice.

## **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).*

The activities for the care of the house are carried out mainly by Laura, except for the bills and of the management of the sons rooms. The elder son likes to cook and helps his mother when he is free from work. The ex-husband looks after the administration

Neighbours are not very helpful. The nearest neighbours were her parents-in-law, with whom she was going on really well. But they died some years ago. So in the house the family is now living alone.

Laura is very active as a volunteer. She told us about the two main associations she has made experience with: the first one is based on Clown Therapy, the second is Dynamo Camp.

**Concerning Intellectual and psychological Aptitudes required for job we have the following table**

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)

2. Aptitude for solving problems

3

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3. Calculation skills	1
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	2
11. Data, ideas or sentences memory	2
12. Spatial memory	3
13. Response capability	3

**Concerning personality and social requirements we present the table coming from interview.**

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

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

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

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

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. 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	

## On PERFORMANCE improvement

### 1. Possibilities to improve job performance

According to Laura, to live is to improve and she is open to new suggestions and new incentives for improving her performance at home, especially if this allows her to save time.

### 2. Are there any possibilities of receiving some training in order to improve the job performance?

She is not particularly interested in being trained or to participate in courses to rise her abilities of housekeeper. She seems more attracted by training herself about her interests.

### 3. Main Characteristics of job conditions

Laura moves her body in space at ease, assuming postures conforming the functions she carries out.

The house is in good conditions, without risks and/or dangers. It only shows qualities of a past period.

### 4. Main physical requirements, including sense requirements:

No physical requirements.

### 5. Working hours by day

Laura doesn't define a fixed timetable

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## **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.

Laura was fully at our disposal during the two hours of shooting, answering accurately to our questions and was at ease showing us all the rooms in her house. Laura is a decided person, knowing exactly what she loves to do in life and in her free time. She has two sons, always involved by her in various domestic activities. She says the collaboration between all of them has always been very high. In spite of her role of housekeeper, she has a lot of interests: Cinema, to go out with her sister, to be volunteer and to keep herself up to date by means of courses of interest.

TV is not very popular at home (she specifies she doesn't like it) and neither computer nor social networks are used regularly.

Laura uses very often some appliances, in detail, washing machine, iron and oven. Sometimes, being quite old, they broke and she had to have them repaired; though, before calling a technician, she prefers to give herself a chance to repair them, mainly for saving money. Only when specific repairs and/or technical expertise are required, she calls an expert. During our shooting she uses mainly an iron. For cooking she doesn't use particular appliances, also because during our survey she has cooked only vegetables. After, she said, at the arrival of her son, she was going to decide if to add some ingredient to what she had prepared for her pasta. Laura relates on the strong collaboration with her son, because both are keen on cooking and often they do it together. Speaking about cooking, she joins that her way of doing the shopping has changed: when she was married and worked, she used to go with her husband once a week, buying a lot. After her separation, and having more free time because she doesn't work, she goes more than once a week to do the shopping and chooses shops nearby and goes to farms in the surroundings.

During the two hours of observation in her house, we saw how Laura was fixing the clothes after the wash, ironing, washing dishes and preparing lunch. However, from our interview, we have discovered also other qualities related to her life and skills in managing her family life.

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Definitely she shows skills in carrying out the chores for the house and an interest for some domestic activity such as cooking.

She confesses she was aware, when she abandoned the job, of wanting to take care of the house, but, above all, of wanting to take care of herself.

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

Areas in which she assumes to be skilled are:

- Cooking
- Autonomous in her choices
- Management of family expenses
- Management of the house

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

- Social relationship (with family members, friends, neighbors, colleagues)
- Team work ( inside and outside her family)
- Leadership (She is independent and autonomous in decisions)
- Motivation ( she likes to do what she does and to motivate others to be passionate)
- Multitasking ( She does a lot of activities during the week)
- Time management (planning in short and long term)



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## ANNEX

### TASK RECORD FILE

#### LAURA

TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
cooking	80%	20%	Unilateral	Five	Planning Finance Family Relations	TimePlanning Managing money Planning how to buy Relations with suppliers	Daily
Going shopping	80%	20%	Unilateral	four	Planning Finance Family Relations	Managing time Managing Money Planning how to buy Relations with suppliers	More than twice a week
To iron	70,00%	30%	Shared	Tre	Organization Family	Time planning Planning	Weekly
To clean	80%	20%	Shared	Three	Organization Family	Time planning Planning	Weekly
To wash dishes	90%	10%	Unilateral	Three	Organization Finance	Gestione del denaro	Daily

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TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Social Relations	60%	40%	Unilateral	Three	Relations Family Organization	Time Planning Planning	Weekly