

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: Lisa Ribechini

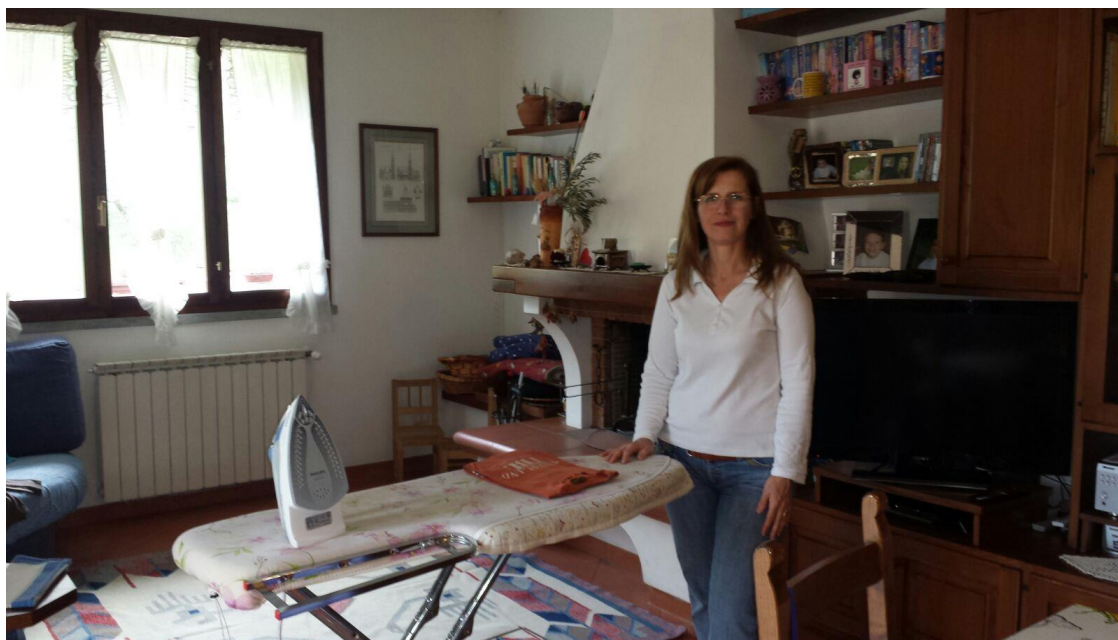
**Employment and Women on the 21st century in Europe: From Household economy to SME economy
(Small and Medium enterprises) – MUPYME Project**

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.

TIZIANA



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1.- Identification

Descriptive data related to:

- **Name** Tiziana
- **Place** Carmignano (PO)
- **Analyst name** Lisa Ribechini
- **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)**

Carmignano is an Italian Municipality with 14.101 inhabitants of the province of Prato, Tuscany. It is at the bottom of Montalbano and covers about 38 square Km. It's few km from the centers of Pistoia and Firenze.

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

The economy of the area is not based on the development of small and medium production, unlike most of the Municipalities of the inland of Tuscany in the industrial boom of the seventies. Between the '80 and '90 years, on the contrary, the number of agricultural enterprises (farms) is growing, with olive tree culture and even more grapes, resulting in good oil and optimum wine, such as "Carmignano" or "Artimino", welcomed by the national market. Other successful production comes from cereals, together with textiles, coming out from the previous tradition in artisancraft. Apart from job offered to active population in the fields of agriculture and textiles, there is a rather high percentage of offers of jobs in the local service industry. This area has essential services of public health and public education (only middle schools), accomodation facilities, bars and restaurants, social clubs, cultural information (public library).

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

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

The environment is mostly rural.

3.- Profile

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

- **Age**
47 years old
- **Educational level (certified)**
High school certificate
- **Income level or estimated social class (low, middle, high)**
Medium
- **Type of household (members of the family)**
Her family is composed of 4: husband, wife and two sons (14 and 12)
- **Work experience outside the household**

She has worked as a secretary and as a switchboard operator for the same firm. She worked after, in the same firm (data processing), as a marketing operator. Because of reduction of workers, she has been fired. Then she has found a new job in a firm of skotch tapes and finally she is now working again in a data processing firm, in charge of telemarketing.

4.- Subject assessment

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

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

She has learned mainly from her mother all she knows about taking care of a house.

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

Since 1996 she has worked as a housewife for the domestic economy. After the birth of her sons, she has been more and more involved in housekeeping. She succeeded then in having her full time job transformed into part time.

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

Chores she doesn't like: to cook; to clean the windows.

Chores she likes: ironing

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

None

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

She gave up with full time mainly for taking care of her sons, not because of the domestic activity

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 housekeeping is wholly done by Tiziana, except for some help of her husband in cooking. Tiziana receives a lot of help from her neighbours and from the mothers of the school mates of her sons. Living in an area lacking public transport, it is irreplaceable that neighbours are on your

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side and organized. Fortunately this is not lacking in Tiziana's small town. Recreational activities, according to Tiziana, exist in her municipality, together with those from the parish. There is also a fair, in which the whole family gets involved.

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	3
2. Aptitude for solving problems	3
3. Calculation skills	3
4. Ease of communication	3
5. Spatial aptitude	3
6. Creativity, ease of participation and originality	2
7. Concentration skills	3
8. Movement coordination	3
9. Manual dexterity	2
10. Ability to differentiate colors, identify and combine them	3
11. Data, ideas or sentences memory	3
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	3
2. Ability to make quick decisions	3
3. Perseverance and method	2
4. Self-control	3
5. Leadership ability	3
6. Level of responsibility	3
7. Organization skills	3
7.1. In the job itself	3

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7.2. Of the work of others	3
7.3. Administrative skills	3
8. Adaptive capacity	3

On JOB conditions and efforts we have the following table

1. Postured adopted at work (Description):

Tiziana moves in space at ease, assuming postures conforming the functions she carries out. When cleaning the bathroom she realizes to adopt uncomfortable postures, which increase the pain of her back. Every day Tiziana works 6/7 hours for the domestic activities. She works part time (half a day) in a Data processing company.

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

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

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

Tiziana says it is possible to get to and improve your expertise as a housewife. She confesses to have a limit, that is not to do the little cleaning of each day and to do the big ones at the end of the week/season. To manage better small things would avoid a huge amount of work.

2. Possibilities of receiving some training

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She should like to improve the organization of her time and of wardrobes. She is not very interested in being trained for better cooking, because her husband is more interested in it.

3. Main Characteristics of job conditions

She uses small appliances for carrying out household. In detail, the most used is an electric broom and the vacuum cleaner. She tells us she has changed many electric brooms. For cleaning home she tells us she buys the most expensive products, which in general are the best ones. She does the shopping on the way back home or before entering to work. She states that great part of the day is spent as a housekeeper: a full day of the weekend (10 hours work). For the weekdays the hours are 6/7. In average other 6 hours per week are spent ironing. One/two hours per day are spent in preparing food. Before having babies it was very different, much easier. More time for yourself. When the sons were little, time was almost fully devoted to them. Now that they are grown up, their management is less time consuming.

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.

Tiziana was very helpful during the two hours of shooting answering accurately to our questions and was at ease showing us all the rooms 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 sons and, despite her work, she has never given up her duties as a mother and wife. In spite of her role as a housekeeper and employee, she is involved in many interests, the most important being a course of counseling. Twice a week she does gym, mainly in the evenings. She organizes Rise Groups with a Therapist, one of her friends.

During the two hours we have observed her in her house, Tiziana was also ironing. In the interview, though, we were able to detail her other duties as well as abilities in her family manage. 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 Tiziana are very hectic. She appears very autonomous in the decisions she has to take daily for the family

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The areas in which she assumes to be competent are:

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- Solving problems

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

- Leadership (She is independent and autonomous in decisions)
- Problem solving and mediation (She faces different problems and finds solutions)
- Social relationship (with family members, friends, neighbors)
- Multitasking (She does a lot of activities during the week)
- Time management (planning in short and long term)
- Decision making (She has the thrust from family members for making decisions concerning the household activities)

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ANNEX

TASK RECORD FILE

TIZIANA

TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Going shopping	80%	20%	Unilateral	four	Planning Finance Family Relations	Organization Finance Family Relations to suppliers	More than twice a week
cooking	80%	20%	Shared	Five	Planning Finance Family Relations	TimePlanning Managing money. Planning how to buy Relations with suppliers	Daily
To clean	80%	20%	Shared	Three	Organizati on Family	Time planning Planning	Weekly

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TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Laundry	80%	20%	Unilateral	Three	Organization	Time planning Planning	More than twice a week
Managing sons engagements	60%	40%	Unilateral	Two	Organization Family	Time planning Planning	More than twice a week
ironing	80%	20%	Unilateral	Five	Organization	Time planning Planning	More than twice a week

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