



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.

1.- Identification

Descriptive data related to:

- Name: Durata
- Place: Patras (she's originally from Albania)
- Analyst name: Anastasia Giannakopoulou/ Vassiliki Tsekoura
- 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:**

Patras is Greece's third largest city and the regional capital of Western Greece, in northern Peloponnese, 215 km (134 mi) west of Athens. The city is built at the foothills of Mount Panachaikon, overlooking the Gulf of Patras. According to the results of 2011 census the population of the metropolitan area has a population of 260.308 and extends over an area of 738.87 km².

- **Local economy:**

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The economy of the city largely depends on a thriving service sector. Its main economic activities include retailing, logistics, financial and public sector services. Patras suffered a severe problem of deindustrialization in the late 1980s and 1990s; a number of major productive units shut down in successive order. As a result, a considerable portion of the city's workforce and the city's economic planning in its entirety had to be re-evaluated and restructured by the authorities. The University of Patras contributed by working towards this goal, using its widely respected service and technology sectors. The area still retains some of its traditional winemaking and foodstuff industries as well as a small agricultural sector. Major businesses in Patras include:

- **Tertiary education**
 - **Banking**
 - **Construction and real estate**
 - **Retailing**
 - **Tourism**
 - **Manufacturing**
 - **Energy**
 - **Foodstuff**
 - **Machinery**
 - **Pharmaceutical**
 - **Textiles**
 - **Timber and paper**
 - **Research and Technology**
- **Local dynamics** (enriched, impoverished, emergent):

Enriched in terms of Research and University Institutions located in the area, Merchant Port and Cultural Events . Social Services been driven by Local Municipality and in Regional Level, Intercity Transportation infrastructure in advancement stage (Big Road Works and Train Connection)

- **Referential cultural environment:**

Patras is the capital not only of Achaia Prefecture but also of the Western Greece Region (Region of Dytiki Ellada). It used to attract population of the surroundings, rural areas as it used to operate as Industrial Area (Textile, Winery, etc) and Merchant Port. On 1900 till mid 20th century used to be a rich flourished city in all terms: production, culture and research. Due to mobility of people and connection with the rest of Europe via Port, new ideas were always in emerge although blended with strong conservative



values coming from the dominant ethno centric and orthodox tradition. Subsequently strong remains the relevant respect to the past in a dialectical coexistence, sometimes in conflict. Within this approach we can support the perception of a low context culture, where possibilities to learn, inform and advance ones attitude was possible. The consuming model of the mid 20ths period unfortunately created a class related society and class- oriented high context cultures isolated people and develop groups of reference related to power and money. Near end of 20th the crisis and financial deficits drive the people in a paradigm shift: from close groups to open and dialectical agents of influence – the communication of ideas, the opening to other cultures, the adoption of lifelong learning strategies although still in embryonic status. Achaia and PATRAS city gives the sense of change into a dynamic community of initiative. Patras becomes again the capital of Innovation for Western Greece with a lot of mayor initiatives to implement this vision.

3.- Profile

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

- **Age:** 43
- **Educational level:** Low Secondary (not equivalent to National Educational System in Greece – she is coming from Albania and still difficult to find the direct equivalence between the two Educational Systems).
- **Income level or estimated social class:**
Low income (only her husband works at a construction company as a worker)
- **Type of household:**
5 (the couple and their 3 children)
- **Work experience outside the household:**
She started working at the age of 15 in the collectives that existed in Albania, while also learning her way around the household. Later when she came to Greece, she worked at a restaurant as a cleaning lady and after that she occasionally cleans houses.

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?**
At the age of 15 by her mother
- **How many years has she been working in the household economy?**
Since then. About 28 years
- **What does she consider to be the most and the least difficult task?**

She doesn't really discriminate them by level of difficulty, rather by level of personal liking. Under these terms, she often refers to cleaning as her favorite (or maybe the one she's more obsessed with). She didn't express any dislike for any of the household tasks.

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

After all these years being involved with the household, she has figured out ways to make things more efficient even when she doesn't have the best tools possible.

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

As she states in the interview, she would like to have continued with her education but given the family pressure at the time, she didn't do it.

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

She would like to have trained as a seamstress

5.-Most frequent tasks

TASK	EXECUTIVE	MANAGEMENT	LEVEL OF DECISION	CRITICISM	IMPACT	CORRESPONDENCE	TIME
Keep the house clean (sweeping, dusting)	90% (do the actual task)	10% (time and resources available)	Shared (all members of the family)	Two	Family/individual well-being	Cleaning and maintenance Care of the family unit	4 – daily (30 minutes per day)
Cooking	75%	25% (determining the available products and if there is something to be bought, search for new recipes)	Shared (all members of the family)	four	Family/individual well-being	Expenses and income management Inventories Care of the family unit	4 – daily (1 to 1½ hours per day)
Planting (vegetables and fruits)	60% (planting, watering, cleaning and keeping an	40% (seeds, space, protection and study/research on the	Unilateral decision-making (there is help from	Four (the plants require constant observation in	Financial area (less expenses in food) Family well-being (fresh	Environment impact Inventories Training	4 – daily (20 – 30 minutes per day)

	eye on them)	needs of each variety of plants)	the other members as well)	order to give fruits)	organic products)		
Sewing (only “repairing”)	90%	10%	Unilateral	One (it depends on the occasion)	Financial area – Sustainability	Maintenance Care of the family unit	2 – Monthly
Paying bills for home maintenance	10%	90%	Shared	Four (it depends on the financial situation of the family at a given time)	Financial area	Decision-making process	2 – Monthly
Shopping (food supplies, cleaning supplies, basic health care)	10%	90%	Shared	Three	Financial area Family and health care	Inventories Purchases and relation with the supplier	3 - Weekly

6.- The performance

A. JOB IDENTIFICATION.

A.1 Occupation: Manager of Hotel or Restaurant, Cleaning Services Management, Housing Services, Hospitality related services

A.2 An approximation to the ISCO-08 classification. See the section related to Manager and operators of small business:

1344: Social Welfare Managers (Family services, Housing services)

14: Hospitality related services manager

1412: Restaurant manager (Catering manager)



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1219: Business services and administration managers not elsewhere classified (Cleaning services manager)

A.3. Place of work. To describe the hierarchical relation in the work among:

- Other members of the family: Equal in execution of the tasks, responsible for management
- Neighbourhood: shared decisions as to what is needed to be done and where so that anybody in the block doesn't feel annoyed (example: terrace washing, waste consuming and recycling, parties and events in logic way or pre announced)
- Social and administrative institutions: Local Municipality rules and constraints
- Educational, sanitary, recreational institutions, etc: Religion nr School
Anniversaries and Events affect partly decisions on : time of lunch, special cooking, other preparation etc

B GENERAL DEFINITION OF THE JOB

B.1. Job goals: General coordination of Housing in details

B.2. The job consists of

- Isolated: main part is working alone
- In group or teamwork: in cooperation with other members especially for the private part of each
- Simple coordination:
- Line production:
- Others:

B.3. Autonomy, initiative and responsibility level (Scarce, medium, vast):

- Upon solving problems: vast autonomy
- Upon making decisions: medium / vast
- Upon executing them: vast / medium responsibility

C. WORKING FACILITIES USED



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C.1. Of production:

- Machinery: household ones (the traditional or modern ones for cleaning)
- Tools: traditional cleaning facilities
- Materials: as above

C.2. Non-materials:

- Standard software systems:
- Personal software systems:
- Networks: yes
- Others:

C.3. Interesting features related to the means of production and their use:

Producing organic plants

C.4. Is it perceived any kind of evolution upon the job performance? In which sense: technological, societal, organizational?

Typical cooking machinery – the modern ones

D. INHERENT QUALIFICATION FOR THE JOB, AND, IF APPROPRIATE, REQUIRED TRAINING.

D.1. Level of inherent general qualification for the job (See the classification set up by the CEDEFOP [European Centre for the Development of Vocational Training] adapted to the structure of the different Member States of the EU. Rated from 1 to 5)

NQF: 3 - 4

D.2. In detail, which is the specific qualification required for the job?

- Knowledge: Basic general and Factual knowledge of household tasks , principles and general concepts
- Skills: a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods , tools, materials and information and generate solutions to specific problems
- Experience: take responsibility for completion of tasks in work ; adapt own behaviour to circumstances in solving problems ; supervise the routine work of

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others, taking some responsibility for the evaluation and improvement of work

D.3 Does it require any kind of specific training or rather a wide range of knowledge? Rather a experiential wide range of knowledge – additionally

We differentiate three levels (see the glossary)

- Basic training (to mention regulated studies, if possible):
- Professional training, in the actual sense:
- Occupational training, in the actual sense: x Advance knowledge in the use of modern facilities – management and organisational tips and tools

E. JOB ANALYSIS

E.1. 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	1- Scarce	2- Medium	3- High
1. General intelligence required for the job (ease of learning, reasoning, judging, and drawing conclusions)		x		
2. Aptitude for solving problems			x	
3. Calculation skills		x		
4. Ease of communication			x	
5. Spatial aptitude			x	
6. Creativity, ease of participation and originality			x	
7. Concentration skills			x	



8. Movement coordination		x		
9. Manual dexterity				x
10. Ability to differentiate colours, identify and combine them				x
11. Data, ideas or sentences memory			x	
12. Spatial memory		x		
13. Response capability			x	

E.2. PERSONALITY AND SOCIAL REQUIREMENTS

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

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

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8. Adaptive capacity				x
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Ε.3. JOB CONDITIONS AND EFFORTS (SYNTHESIS)

1. Postured adopted at work (Description):

Communication skills, empathy. respect and reliability. Perfectionism and Hygiene principles

2. Main characteristics of the job conditions:

Client oriented, hygiene, team cohesion, time management

3. Main physical requirements, including sense requirements:

Full senses, good body movement, manual dexterity

4. Working hours by day: more than 7 – less than 12

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

	0- Inappreciable	1- Scarce	2- Medium	3- High
6. Physical strain				x
7. Mental effort			x	
8. Nervous effort		x		
9. Hazardous effort		x		
10. Toxicity		x		
11. Environmental aggression		x		
12. Risks		x		



13. Frequent accidents, severity and frequency		x		
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E.4. PERFORMANCE IMPROVEMENT

1. Is it possible to improve the job performance?

- By basic training:
- By general profesional training: ICT software / Language – terminology
- By specific or occupational training:
- Only by experimenting: YES

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

- Yes:
- No: x
- No. Only training having an indirect relation:

7.- Summary and critical reflection

Durata is an Albanian, on her origin, who lives in Greece the last 10 years as migrant – not full citizenship residency still. She is a competent housewife who likes exactly what she does – taking care of her family, **specialized in household tasks as kind of professional expertise** not because it is a cultural oriented role (the traditional role of woman). She keeps the **overall management** and in terms of cultural influences she reproduces the role of housewife to her daughters not because they are women but because it is a way for **social responsibility**. She feels proud for her **household competences**, she keeps a clear sense of their methodology in performing – that’s why she wants to **transfer the know-how to her daughters** who practically **are coordinated by her in the performance of household** (assisting her). She could take responsibility of housekeeping in a professional way if possible.



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