

**“BABEŞ–BOLYAI” UNIVERSITY CLUJ-NAPOCA
FACULTY OF SOCIOLOGY AND SOCIAL WORK**

Doctoral Thesis

**DINAMICS OF SOCIAL SERVICES DEVELOPMENT
IN JIU VALLEY**

Summary

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DOCTORAL THESIS SUMMARY

Key Words: Social services; dynamics; development; social policies; service providers.

Introduction

Social services play a vital role in European society, helping to increase individual capacity to participate in society, ensuring respect for fundamental human rights. Social services are „an important mechanism for the current European social policies focused on promoting opportunities for all citizens to participate in society” (Commission of The European Communities, 2008, p.11). The European Commission`s view regarding the theme of social services is considered a general concern of interest, the document *Social services of general interest in the European Union* observing the fact that „social services are in a constant process of expansion in response to changing needs and societal challenges today” (European Commission, 2006, p.20).

At national level there is not a high number of research on social services topics, this research contributes to improving scientific literature, especially given the fact that there is no specific study to refer to themes of social services in the region of the Jiu Valley, Hunedoara County, the perspective offered in this study constitutes a starting point for further research which will focus on social services in the area.

This paper presents an overview of social services in European, national, county (Hunedoara) and regional (Jiu Valley) context, focusing on the situation of social services (2000-2009) before worsening socio-economic crisis world, trying to answer generic European questions: ” What are the social services?”, „How does social services and how it works?”, questions falling, for the first time, in the European Commission`s first biennial report on social services of general interest (Commission of The European Communities, 2008, p. 11). Center of gravity of the paper focuses on analyzing the dynamics of social services in the Jiu Valley, Hunedoara County, in the context of contemporary socio-economic change.

Research aims to achieve a diagnosis of social services offered by NGOs and public institutions from Jiu Valley and Hunedoara county, by analyzing the general characteristics of

these services (their location in the geographic area of the Jiu Valley, specificity and their typology, specific activities or social activities offered, achievement profile of target groups and categories of target beneficiaries, objectives that are envisaged and the results achieved by these services, time evolution of these services, achieve a profile of professionals working in social services) and *by analyzing the social perception of these social services professionals* (identifying strengths, weaknesses, opportunities and risks of this services, analysis of the functioning of social services in relation to customers / social users, difficulties / issues facing social services).

Most definitions of social services offered are given in legislative and assistants perspective. Social services are defined as legislative perspective as „set of measures and actions taken to meet individual social, family or group needs, to overcome difficult situations, for preservation and protection of individual autonomy, to prevent marginalization and social exclusion and promoting social inclusion. Social services are provided by local government authorities, and individuals or public or private legal entities, in terms of normative acts in force in Romania” (OG 68/2003, p.1), or assistants perspective as all services provided by state public free of charge or at a reduced rate (Zamfir, Vlăsceanu, 1993).

The concept of social services is interrelated with the concept of service providers under the Ordinance 68/2003, means „natural or legal persons, public or private can organize and provide social services” or is „those legal entities that provide various goods and services required for carrying out activities” (Ludușan, 2007, p.80).

Another basic concept used in this paper is the concept of dynamic which means „the process of evolution of a phenomenon, changing” (Nodex, 2002) or common sense meaningful „development of phenomena under the action of certain factors” (Tănăsescu, 2005, p.2), this concept being used in multidisciplinary fields (social welfare, sociology, psychology, economics, etc.).

Note that social services aimed at investigating the run-up before socio-economic crisis in Romania (2000-2009) when the general trend was the development of social services.

Thesis entitled „Dynamics of development of social services in the Jiu Valley” includes seven chapters segmented into two parts, a theoretical investigation which includes theoretical and a practical part consisting own research. Thesis include 301 pages which 43,19% represents theoretical part and totaling 130 pages, and 56,81% represents practical part and totaling 171 pages (including general conclusions and recommendations, bibliography, annexes, list of tables, figures, graphs and abbreviations).

THE THEORETICAL PART

The elaboration of theoretical study aims the profound study and combining theoretical information available in various studies, surveys, publications, statistical documents, institutional documents on the situation of social services in order to constitute adequate bases on which to build our own research. The theoretical part based on documents analysis method, statistical analysis and comparative analysis method, comprises four chapters outlined below:

Chapter I

Influence of European Union policy on social service providers

The purpose of this chapter is to illustrate the sequence of historical moments and documents important for common European social policy, on the one hand, and secondly to highlight the effects of European social policies on government institutions and NGOs providing social services and identify key measures that have marked the development of European social services.

Chapter provides an overview of the main stages of structuring the European social policy, showing times and significant papers for European social policy in the period 1957 until now and highlighting some of the social policy model for cooperation between government institutions and NGOs providing social services.

In this chapter are presented the main European measures that influenced the development of european services in EU. It is presented sequence to European documents such as the Treaty of Rome, Single European Act, Maastricht Treaty, the Social Protocol, the Green Paper, White Paper, the Amsterdam Treaty, the Lisbon Strategy, Social Policy Agenda, New Social Agenda, generating rules in the development of European social services, on the one hand and secondly are highlighted some models of the social policy of cooperation between government institutions and NGOs providing social services: Danish Charter for Interaction, Danish Strategy for Support to Civil Society, German Policy Documents on Poverty Reduction, The UK Compacts, Civil Estonian Development Concept.

In this chapter are outlined some aspects of European policy that directly have an impact on social services in the European Union, being presented the most significant recommendations in social services, recommendations initiated by the European Social Network (2006, 2008) and adopted the first time by the European Commission in „Biennial Report” (2008). Most representative European recommendations for social services concerns

issues relating to long-term care, active inclusion of citizens, poverty eradication, human well-being, overcoming discrimination and increasing social integration, civic, social and cultural participation, labor market participation.

Developing a common European consensus in social services is a solid foundation which will underpin the particular social response measures each Member State which will meet the challenges in Europe.

Chapter II

Theoretical and epistemological perspectives of research

The purpose of this chapter is to present landmarks epistemological research and summarize some theoretical and methodological parts of various national and international studies on the providers of social services and social services.

This chapter summarizes the theoretical and methodological parts used in various national and international studies on the providers of social services and social services. Here are highlighted some methodological benchmarks relevant to the theme addressed by this research, as illustrated both quantitative research benchmarking social services (based on questionnaire survey) and qualitative research benchmarks (interview, focus group, case study, analysis of documents, observation).

In-depth analysis in this chapter on institutions providing social services and the actual social services, it is noted that prevailing methodological triangulation (Roff, 2004, Chew, Osborne, 2009), data triangulation (Lonne, Fox, 2004) and theory triangulation (Denzin, Lincoln, 1994), methodological and theoretical interference encountered in national research study within same chapter (Arpinte, 2003, Mărgineanu, 2003, Țigănescu, 2004, Rusu 2007).

Epistemological perspectives outlined in welfare area and welfare work include the positivist perspective (repair, remedial), the systemic perspective (understanding inter-individual relations and environment in which individuals live, targeting all interposed subsystems and promoting a holistic approach in understanding the problems of individuals), the constructionist perspective (emphasizing the idea of social and cultural environment importance and also the idea of how people perceive their life) and the humanistic existential perspective (client-centered practice, the emphasis is on interaction, empathy and intuition).

The present chapter structures together with the epistemological research perspective and theoretic methodological landmarks the methodology of researching social services in Jiu Valley.

Chapter III

Economic and social problematics from the Jiu Valley and the need for social services

Chapter presents some aspects of economic and social problematic in the Jiu Valley, which has generated the need for social services in this area. After presenting a brief history of population formation in Jiu Valley and after short presentation socio-demographic profile of Jiu Valley after the post-December 1989 period, it is radiography context and social and economic problems in the Jiu Valley in post-communist transition period, by using as methodological tools as the document analysis, statistical analysis and comparative analysis. Social and economic context of the Jiu Valley was in a permanent dynamic (political, legal, social, economic), causes the social services response to the needs of the population in the Jiu Valley.

Data analysis showed that the Jiu Valley was a difficult tried in post-communist transition period, especially that being a typical mono-industrial mining area has not held levers effective alternative development, following the reform of Romania`s socio-economic development. A major problem for the Jiu Valley was poverty generated by the closure of unprofitable enterprises on the one hand, and on the other hand, the massive staff redundancies in the mining sector. During the transition took amplitudine social phenomena with important events in the Jiu Valley community high unemployment due to industrial restructuring, accelerated growth in the number of persons assisted social, degradation of living standards, etc., phenomena which have generated the development of programs to increase employment of labour and default reduction of social problems existing in the area. From document analysis, statistical analysis and comparative analysis used in this chapter, which took into account the following indicators of analysis: employment (number of employees), unemployment and social response measures unemployment problems (financial compensation, job offer in the context of existing industrial restructuring in the area, retraining and professional development, services advice and assistance), highlighted the following aspects: overall share of the working population in the Jiu Valley was adversely affected by mining sector restructuring; highlighted the following aspects: overall share of the working population in the Jiu Valley was adversely affected by mining sector restructuring; was an increase of employed population from 2004 until 2008 due to social response measures undertaken by public authorities; formal unemployment situation in the Jiu Valley decreased with advancing in time registering a downward dynamic of this phenomenon in the period

2001-2007; on measures of social response to the problem of unemployment in the Jiu Valley were offered financial compensation in the form of allocations of solidarity and emergency aid during the years 2001-2002, these represent short-term supportive actions, after this period the main forms of support as unemployment benefits or seasonal jobs, offered by government or economic or retraining and improvement measures as alternative measures to control or reduce or prevent unemployment.

The need for social services in the Jiu Valley is an objective necessity for the social needs of various population groups in order to prevent or remedy existing social problems. The need for social services in this area is determined both by people`s needs and requests for help from vulnerable persons.

Chapter IV

Social services development at national level, county level and in the Jiu Valley region

The purpose of this chapter is to illustrate the situation of social services in Romania, Hunedoara county and in the Jiu Valley and to highlight the dynamics of these services after the post-December 1989 period, by using as methodological tools as the document analysis, statistical analysis and comparative analysis.

This chapter covers the analysis of the development of social services at national level at Hunedoara County and Jiu Valley region. Are presented relevant statistics date on the dynamics of social services on levels of analysis set, using as a reference system for dynamic registration services, some comparative indicators to assess the development of social services: the number of social services, social services category due to their typology (public or private), the category of beneficiaries served, the territorial distribution of social services, specific social services (primary or specialized), the capacity and size social services (number of beneficiaries served).

Regarding statistics on social services in the Jiu Valley region, we should mention that there is no centralized statistical situation in Romania or on the Hunedoara county social services in this area, few existing data are extracted from documents provided by the County Council Hunedoara, Petrosani City Hall, City Hall Uricani and Petritla. Chapter VI of this paper extensively approach of general analysis of the social services in the Jiu Valley, based on its research methodology.

This chapter uses a comparative perspective on the situation of social services provided by governmental and nongovernmental organizations in Romania, preliminary perspective needed to understand the national, regional, local context for social services, taking in view to the common elements of public and private social services market segment as well as elements that distinguish these private and public services.

On other hand, in the context of the reform of social protection of children in Romania was faster than in other areas of social assistance targeted other population groups, at national level social protection services for children in difficulty are most spread in comparison with other social services for persons with disabilities, elderly, vulnerable people at risk or crisis. A clear trend at national level have been social services for special protection to children who have grown twice more in 2009 compared with 2000, and social services to prevent the separation parents of children who had a fivefold increase since 2000. But the situation of national social services provided to other categories of adults, even though progress has been made in terms of diversifying the type of services offered or the number of units developed, situation of these services is undersized in relation to social services for child protection.

Synthesizing information analysis in this chapter, shows that in the period 2002-2009 social services from Hunedoara county and from Jiu Valley region had an active dynamic development in the field of diversified social services for children, observing that there are following types of social services provided for vulnerable children: *family services* (placement at AMP - maternal professional placement, or at other persons or families), *residential services* (foster care, family-type apartments), *services to prevent the separation of parents* (daycare , maternal centers) and *other types of services*: reception centers for urgent situation, specialized centers for children with disabilities. Regarding *social services to protect adults in difficulty or in risk situation*, in the Jiu Valley and also in Hunedoara county there is a dynamic not so active as in child protection.

After analyzing the dynamics of social services in the Hunedoara county and in the Jiu Valley, based on analysis using indicators reveal, that during the period of research in terms of territorial distribution, social services are unevenly spread and distribution of social services is disproportionately in the Jiu Valley cities, and social private services in the Jiu Valley are prevalent. Also, the number of social services in Hunedoara County and in the Jiu Valley has increased during that period.

THE PRACTICAL PART – OWN RESEARCH

The practical part are completing preliminary theoretical part, and by offering quantitative and qualitative methodology established to address the following objectives: 1) Analysis of situation and general characteristics of social services in the Jiu Valley, Hunedoara county, 2) Analysis of the social perception of professionals about the characteristics of social services in the Jiu Valley, 3) Analysis of factors leading to the optimization of social services in Jiu Valley, 4) Description of good practice models of social services in Jiu Valley.

The practical part comprises another three chapters outlined below:

Chapter V

Methodological design of research

Chapter summarizes the practical steps of the research itself: the stage of quantitative and qualitative data collection and analysis phase focused on processing and interpreting data, on the one hand, and secondly illustrates synthesis of research methodology (including the rationale and research objectives, hypotheses and research questions); methodological framework (see fig. 1), correlation between objective and methodology, the methodological strategy used (which includes theoretical preliminary phase, data collection phase, phase of analysis - data processing and interpretation, final phase research) and area and methodology of investigation (including universe and population sampling methods and techniques used).

In the following emphasize the deductive *assumptions* covered by this study, verified by quantitative analysis - a questionnaire survey:

I1- Based on the distribution of social services in places parts of the Jiu Valley, most social services are developed in Petrosani city because has the highest number of inhabitants in the Jiu Valley, because there are numerous associations and more active civil society;

I2- Depending on the specific public or private social services, public or private social services in the Jiu Valley are not distributed equally;

I3- Uneven spread of social services in the Jiu Valley is associated with smaller size of social services for the following categories of beneficiaries: the elderly, disabled, homeless, persons at risk, families in difficulty;

I4- If social services professionals like work they do, then provide professional achievements are more relevant and therefore the results recorded by social services are more significant.

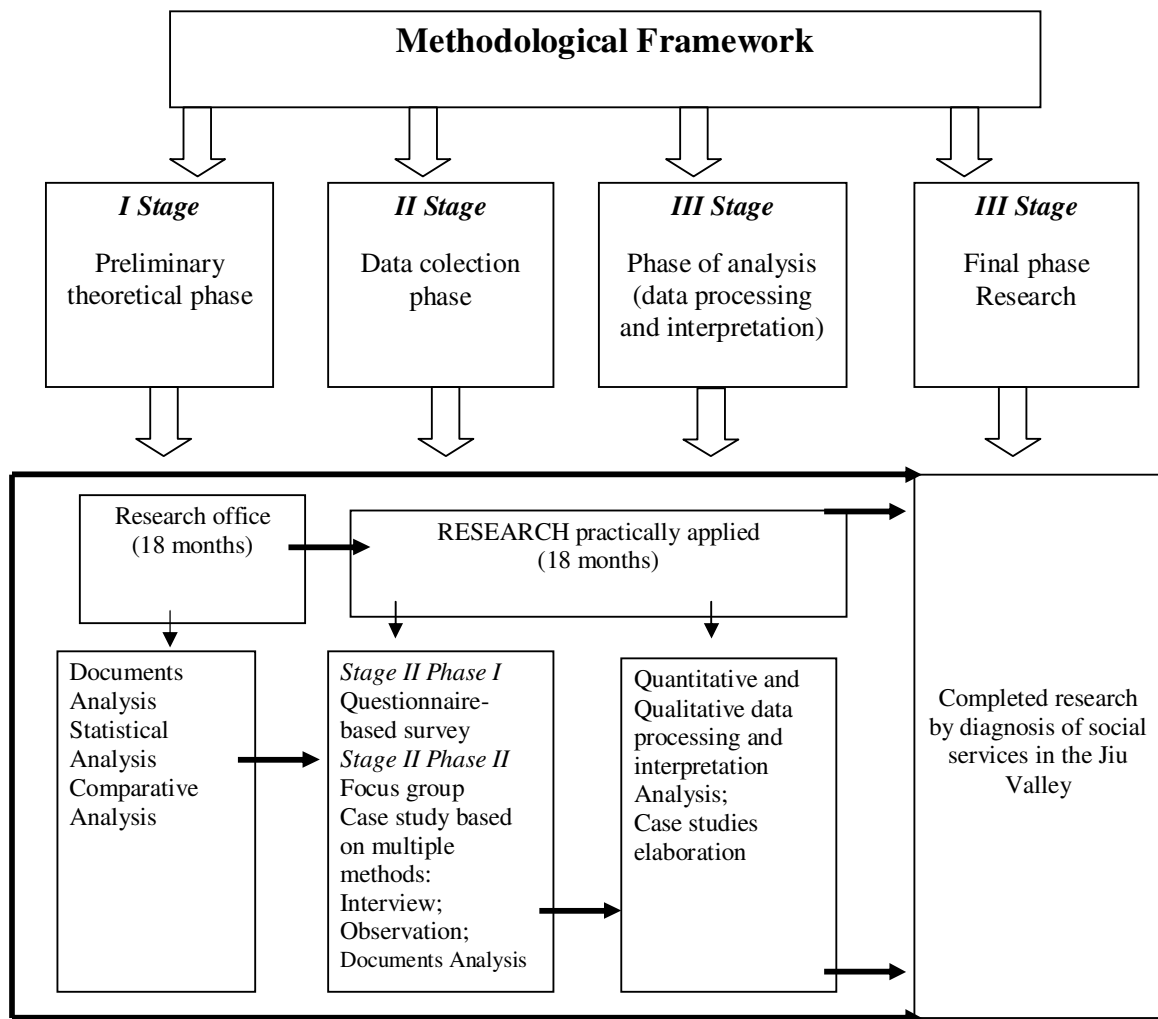


Fig. 1. Methodological Framework

Highlighted in the following *research questions* under consideration by *qualitative analysis - focus groups*:

- Which are the internal and external factors contributing to the development of social services?
- Which are the positive elements perceived by professionals as catalysts (facility elements) in the development of social services in the Jiu Valley?
- Which is the perception of professionals on the negative elements that block the development of social services?
- What are the most important opportunities that contribute to the continuity of social services in the Jiu Valley?

- What kind of risks facing social services in the Jiu Valley?
- Social services that are functional in Jiu Valley - according professional opinion?
- How professionals see the causes that led to the emergence of risks or weaknesses in social services?

Regarding the *research questions* under consideration by *qualitative analysis - case study which brings together multiple methods* to highlight the following:

- What types of needs of the population covered by social services?
- What factors contribute to the success of social services in the Jiu Valley?
- What is the social action in the social services?
- In what way can be described the operation of social services?
- What were the main problems and how they were countered by social services?

Methodological strategy was based on preliminary research office built on *document analysis method* (studies, surveys, articles, analysis); *statistical analysis method* (databases, statistical documents) *comparative analysis method*, followed by collecting the data by quantitative methods - *self-questionnaire-based survey by e-mail* and qualitative - *focus group method* and *case study method that brings together multiple methods*: interview, observation and analysis of documents, succeeded the last phase of analysis focused on data processing and interpretation. Methodological research tools package included: questionnaire sheet, focus-group protocol, the interview guide (1) for participants in focus groups, the summary - the platform technique, case study protocol, interview guide (2) for social services representatives, scale data analysis, the key observation, fishbone diagram analysis.

By using and applying e-mail self questionnaire – based survey in 10 public social services and in 18 private social services from Jiu Valley cities, has been identified variety of Jiu Valley social services and diagnosis way to organize , on one hand, and secondly has been analyzed characteristics of professionals working in public and private services in the Jiu Valley.

By using a discussion session focusing on social services was examined social perception of professionals on the characteristics of social services from Jiu Valley and identify internal, external or risk factors that put their mark on the proper functioning of social services.

Also, by using case study method who bring together multiple methods was explored in depth way of organizing and operating and social actions procedures of social services with significant results in the Jiu Valley and contribution of internal and external organizational factors in development of social services.

Doubling the quantity research with qualitative perspective, led to a better and meaningful

analysis and evaluation of social services practices in the Jiu Valley. Associated with qualitative, quantitative research and both of them contributed to understanding the objective of the various aspects of social services in the Jiu Valley.

For objective recording of the dynamics of social services in the Jiu Valley was used a reference system centered on the following *evaluation indicators of the dynamics of social services*:

- 1) number of social services,
- 2) social services category determined by their typology (public or private),
- 3) category of beneficiaries served,
- 4) territorial distribution of social services,
- 5) specific social services (primary or specialized),
- 6) capacity social services and the size (number of beneficiaries served).

Chapter VI

*Analysis and interpretation of quantitative data on social services from
Jiu Valley*

This chapter includes data analysis and interpretation of quantitative (questionnaire survey) used.

In this chapter social services are reviewed and evaluated by quantitative methods. Through the use and application of questionnaire survey by e-mail, is identified variety of services from the Jiu Valley and diagnosis their organizational proceeding , on the one hand, and the other hand are analyzed characteristics of professionals which working in public and private services from Jiu Valley.

With the inclusion of Romania in the great European family and in the context of its alignment with the EU directives in social assistance, were initiated and developed social services to cover social needs of beneficiaries (individuals, groups, communities). Both at national level and regional or local level, social services development is a dynamic and flexible because their scope is constantly adapting to changing needs of individuals and community.

In quantitative data analysis and interpretation obtained following the application of self-questionnaire by e-mail, in a first stage of analysis to understand how the creation, operation and development of social services, we focused attention on the legal regulations that underpin representative of social services in Romania: the unit of their organization and operation set out in Law 705/2001 on the national social security system (Articles 18-24 concerning support of the objectives, methods and type of social services) and legal regulations on typology, beneficiaries of social services, staff provide social services, social services procedure, and activities may be granted social services under the Government Ordinance 68/2003.

For interpreting data collected were used statistical information from the database of the Ministry of Labour Social Solidarity and Family (2006) and the Ministry of Labour, Family and Social Protection (2009), the database of the National Authority for Child Protection (2009), the database of Hunedoara County and Council and the General Directorate of Social Assistance and Child Protection Hunedoara (2009).

In formulating our deductive type hypotheses we started to conclusions of three studies on social services in Romania - *Market Development of social services in Romania* (FDSC

2006), *Place and role of NGO social services market in Romania* (Rusu 2007), *Resource centers for parents of preschool education* (Ionescu M., coord., 2004). These studies have helped us understand the general issues that concern social services in Romania and the context in which social services operate. The three surveys mentioned, served as starting points in our analysis and give us important landmarks on the issues that were covered in the analysis of a variety of social services in the Jiu Valley and profile of private or public institutions providers by social services.

In this stage was considered first objective of the investigation "Analysis of the situation and characteristics of social services from the Jiu Valley, Hunedoara county".

The analysis of questionnaires was followed relationship between geographical spread of services in the Jiu Valley and variety of services offered in some localities, for different categories of people: children, elderly, disabled, homeless, persons at risk, families in difficulty.

The analysis of questionnaires *was followed relationship between geographical spread of services in the Jiu Valley and variety of services offered in some localities, for different categories of people: children, elderly, disabled, homeless, persons at risk, families in difficulty.*

The questionnaire was applied to a batch of seven public institutions (local municipalities and Child Protection) and nine non-governmental organizations (associations and foundations) who have ongoing social services, being applied to a sample of 10 public service and 18 private services from towns components the Jiu Valley: Petrosani, Petrila Aninoasa Vulcan Lupeni, Uricani. Were distributed by e-mail in public and private services function in the Jiu Valley a number of 100 self-questionnaires, which were reimbursed a total of 70 questionnaires completed, expectations before sending questionnaires to be completed being estimated at a much smaller number of instruments completed - 50. Questionnaire when submitting by e-mail was accompanied by an introductory letter briefly describing the research, research objectives and the importance of collaboration respondents in applying it. Services investigated were selected from the online database of the Ministry of Labour and Social Solidarity and Family and from the database Maica Precista Association .

In this first stage of quantitative research, with an initial exploratory character, was prepare the ground for the next phase of evaluation of social services through qualitative methods. Methodological strategy has facilitated the transition from the quantitative study to study quality of depth.

Conclusions

After analyzing data obtained as a result of the survey questionnaire highlighted the following conclusions:

a) *from analysis of variety services from the Jiu Valley and mode their organization*

Depending on *the territorial distribution* of social services in the Jiu Valley is found that social services in this area are unevenly distributed, most social services are developed in the city of Petrosani. Social services in the Jiu Valley are disproportionate and uneven spread, the highest share of social services recorded by Petrosani city, followed by Petrila city, and the lowest percentage recorded by Uricani city and Aninoasa city where these services should be developed.

Regarding *the distribution of social services according to their specificity (public or private)* in Jiu Valley there is a higher share of private social services (52.94%) than public social services (47.06%). Public or private social services distribution is unequal, private social services report it surpasses that of public services in Petrosani, Petrila Lupeni, except cities Uricani and Vulcan where the prevailing public social services provided by municipalities and Child Protection, whereas private social services segment are still not developed. *Public institutions* providing social services in Jiu Valley are local municipalities of Petrosani, Petrila, Aninoasa, Vulcan, Lupeni and Uricani and General Directorate of Social Assistance and Child Protection Hunedoara and *private institutions* providing social services in the Jiu Valley are NGOs (associations and foundations) and philanthropic institutions of the church. *The number of private institutions* providing social services in the Jiu Valley is higher than the number of public institutions providing social services in this area.

Reported *that age social services have* in the Jiu Valley, we find that these social services have an experience gained in time quite large, most of these services with between 4-5 years old (28.57%), followed by social services with an age of 3-4 years (25.71%) and social services for over 5 years old (18.57%). Development of social services in the Jiu Valley was generated both by the nature of service user needs (individuals, groups, communities) and the regulations of the Emergency Ordinance 68/2003 on the creation and delivery of social services. Social services in the Jiu Valley are diverse, this diversity of services being reported in various categories of beneficiaries served, in generally the social services adapting to diversity and to changing needs of beneficiaries.

Even if the share of adult population Jiu Valley is about two times higher than the share of

young age group between 0-19 years and despite the fact that the share of older people has made an ascendent rhythm during recent years, *social services in the Jiu Valley are undersized for some categories of beneficiaries* such as the elderly, risk adults or adults with disabilities *and are oversized for children in need category*. There are some categories of people who are not yet provided specialized services: the homeless, abused women, persons in crisis situations, for this population is necessary to create specialized services.

Social services in the Jiu Valley were diversified, there are so specialized and basic social services. Depending on the nature of social services providing primary or specialized help in the Jiu Valley *basic social services record a much higher proportion compared to specialized social services*.

In relation to *categories of users of social services* in the Jiu Valley is found that *most of the social services are for children* (preschool and school age children, adolescents, children with special needs), *for category for disabled adults and older people* category are provided only services with primary character, the same situation recorded for *homeless or women in crisis* and *single parent families* category or *poor families* is generally included in the assistance programs and counseling for children and also benefit at basic social services.

In generally social services aimed to solving problems beneficiaries (individuals, groups, communities) to improve their living conditions.

Regarding the type of social services offered in the Jiu Valley it is found that in this area *social services of local government* serving a diverse population categories (children, adults, people with disabilities, elderly, families at risk) standing fulfilling an active role in reducing problems to almost 16.58% of region, day centers, counseling centers and maternal assistance services, offered by private organisation, focuses on qualitative activities for preschool and school children, serving a small number of people from population (between 0.05% and 0.10%), and generally identified other types of social services (social services intervention in natural disasters, social centers multifunctional services for young mothers, educational services for the community, etc.) relate to complex issues of population in the Jiu Valley. Depending on the type of services offered, range of activities are complex and vary according to particular services (the activities of primary care to specialized activities).

Regarding *the number of beneficiaries* served by social services in relation to the total population in the Jiu Valley, social services serving 13.16% of the Jiu Valley population.

b) *From the analysis of characteristics of professionals working in social services*

Currently social services in the Jiu Valley have a variety of experts from social workers, educators, psychologists, nurses, social workers. As regards the share of professionals in their

specialization, more than one quarter of professionals are the social workers, followed by psychosociological, sociologists, nurses and social workers with secondary education.

Majority of professionals (51.47%) of social services like their work that do in these services, which contributes to the feeling of having some professional achievements and declaring the results favorable obvious beneficiaries of social services.

For a descriptive analysis of social services for an initial exploratory study on social services, reviewing them is sufficient, but could not make an analytical study in this direction, existing data are not sufficiently high to achieve a more detailed profile of social services.

To complete range of information on social services from the Jiu Valley area obtained based on quantitative research, qualitative methods (focus group and case study that brings together multiple methods) have completed descriptive picture of social services, realizing the transition from the quantitative study surface to depth qualitative study.

Chapter VII

Analysis and interpretation of qualitative data on social services from Jiu Valley

7.1 Analysis and interpretation of focus group

One of qualitative methods of investigation, particularly important in achieving a comprehensive profile of social services from the Jiu Valley was to achieve a focused discussion sessions (focus group) on social services. *The following objectives were targeted by focus group* “analysis of social professionals perception on social services from the Jiu Valley, Hunedoara County” and “identifying internal and external factors, to put their mark on the functioning of social services” (SWOT¹ analysis for these services).

A number of 12 professionals working in social services from Jiu Valley have participated in the focus group session was held as planned initial, after, in advance, expressed their intention to participate - included in the questionnaire - this group discussion focused on the subject. Type of the group was homogeneous, closed. A discussion meeting was held a which lasted for 115 minutes. Training period necessary for the application of this method was 1 month, during which, in addition prepare documentation set, were selected participants who have sent written invitations to participate in the discussion session that was to take place, they were contacted by phone to confirm participation. Have been sent several invitations to the

¹ SWOT- Strengths / Weaknesses / Opportunities / Risks

discussion session, for there to be certainty participation to a number of 10 to 12 professionals that know the social services problems in the Jiu Valley.

Approach for conducting focused group discussions - according to the protocol focus group - the following development stage: a) the introductory section, b) addressing the questions and recording responses, c) completion of the session. After the first stage of the scroll, which was presented the topics covered by study and was facilitated presenting participants, followed the second step of addressing the key questions contained in the interview (1), followed by the presentation of professional responses. One of the basic ideas outlined at the beginning of the meeting was that "there is no right or wrong answers to questions will be addressed and that every opinion expressed by participants is extremely valuable for this study" and another made mention at the beginning of the meeting was on using information that were to be used only for scientific purposes. To centralize responses of professionals in order of importance was used the podium technique where each participant had to summarize the issues requested in descending order of their importance since analyzed aspects of the situation on first, second or third place. Also, it has been successfully used brainstorming technique (storm of ideas) on each item covered by research. Brainstorming technique was selected especially because, being a participatory qualitative technique its value generating very many significant ideas for the theme concerned.

Focus group session participants were selected from a large number of potential participants (63 professionals) have indicated their intention to participate in group discussions. To be selected participants were used several selection criteria: voluntary option to participate in group discussions of professionals, availability of professionals to participate during the scheduled focus group session, the topics covered interest, confirmation of participation in session discussion. To answer research questions concerned, *the first direction of discussions targeted at shaping of the SWOT analysis* Strengths, Weakness, Opportunities, Threats of social services from Jiu Valley from social professionals perspective. This SWOT analysis aimed *identifying internal and external factors favorable or unfavorable to put their mark on the functioning of social services* and *the second direction of discussions* focused on *shaping a social services profile based on the perception of professionals* participating in the focus group session.

Conclusions

Upon completion of discussions session focusing on social services in the Jiu Valley to conclude on the following aspects:

a) *From the perspective of social professionals perception on social services from the Jiu Valley*

Social professionals perceive favorable development of social services in the Jiu Valley region in the period 2002-2008, accentuating, in order of their development, 14 social services from the Jiu Valley cities and considering the dynamic development of these services is progressive (see chart 1). There are a number of elements which are seen by professionals as catalysts for the proper functioning and development of social services and factors inhibiting or blocking the functioning of these services.

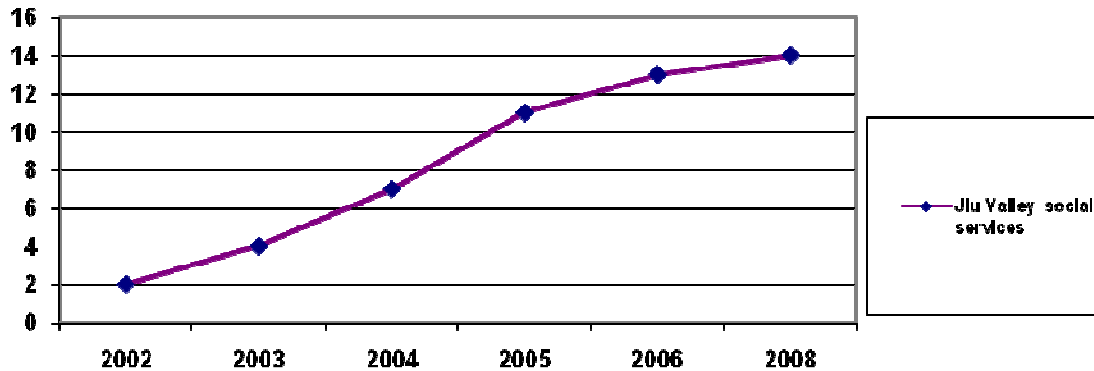


Chart 1. Dynamics of social services development in Jiu Valley (number of services)

The main factors contributing to the development of social services from Jiu Valley identified by experts are: *socio-economic context* (closure of mines in the area, staff restructuring) that triggered a complex social problem of population in the area, generating the need for social services and development of these services; *legislative situation* becoming more specific favored the development of social services, *facilities of mining areas* contributed to the development of social services because the Jiu Valley region getting to be regarded as deprived area, providing institutions have access to more resources for the creation and development services; and not least was highlighted *areas of social activities* (particularly child protection) that generated the development of some segments of the services in detriment of other services (protection of older adults). By contrast, *the main inhibiting factors* identified by experts who have hindered the development of social services in the Jiu Valley are: *limited*

budget allocated to private social services by local public institutions, *insufficient resources* to meet social needs of service users, *socio-economic instability* has made its mark on the functioning of social services, *institutional elements bureaucratic* procedures slowed social and *political factors* - frequent changes in political structures generated instability in social services.

b) The SWOT analysis in terms of internal factors (strengths, weaknesses) and external factors (opportunities, risks) that contribute to development or stagnation of social services in Jiu Valley

Creating a profile of the functional social services in the Jiu Valley is a need for the public and private providers of social services, in order to facilitate a better understanding of strengths but also the real problems facing these services.

Proper functioning of social services in the Jiu Valley is clearly influenced by internal and external factors that put their mark favorably or unfavorably on such services. Analysis and knowledge of internal and external organizational factors leading to minimization of Jiu Valley social services risk and also contributes to maximizing existing resources in this services.

Regarding *the perception of professionals on internal factors* which affecting the proper functioning of social services, *are shown following strengths*, or positive aspects characterizing social services from Jiu Valley: *complex integrative actions type* of social services, *target group and category diversified of service users*, *the organizational transparency*, *resource efficiency*, *experience in implementation of social projects*, *social replicable models* of national level and *material and human resources* existence. Moreover, *the weaknesses* identified at the Jiu Valley social services refer to *the uncertainty of continuity and sustainability services*, *the difficult procedure access to EU funds*, *the growing number of requests for services* that generate incapacity to service all requests, *the bureaucracy*, *the migration of young professionals* to other more developed areas with economic potential or *insufficient financial resources*.

Compared with another study made reference to analyze strengths and weaknesses of social services offered by various institutions in Romania (FDSC, 2005) are some positive aspects of services similar to those in the Jiu Valley (diversity of services, orientation needs service users, financial resources) and regarding weaknesses of social services these are different at national level (dependency services to foreign funds, poor networking between social services and economic sector, the difficulty of disseminating information through media) to what has been identified for services from Jiu Valley.

Regarding *professionals perception on external factors* that put their mark on social services *are highlighted the following opportunities: European openness, exchange of experience between social sectors, social services flexibility and adaptability to the changing needs of service users, some regulations favorable legislation (2% Law and sponsorship)* but following *threats or risks* that could affect the proper functioning of social services: the current *socio-economic instability* that has repercussions on social services budgets decline, *the possibility of closing other Jiu Valley mines* which may affect the development of social services and increasing the number of beneficiaries services, *restructuring of public social services staff*, rigidity manifested by some public institutions to support private social services, *specialists demotivation risk* caused by low pay levels and uncovered structural funds for social services.

7.2 Analysis and interpretation of data obtained through case studies which brought together multiple methods : interview, observation, and document analysis

For to analyze and understand the deeper issues of social services in the Jiu Valley in the last stage of practice research, was used the case study method who brings multiple methods: interview, observation and document analysis, which we wanted to obtain additional data – to quantitative and qualitative data already obtained - on social services area. Through methodological interference wanted to build a complex image on social services as the Jiu Valley. In this stage were selected few successful social services in the Jiu Valley, services that have made significant progress in social assistance, at individual, family or group level and at community level.

If the initial stage of quantitative analysis, this study aims to radiography relationship between geographical spread and variety of services in the Jiu Valley services in certain localities, different population groups: elderly, children, disabled, homeless, persons at risk, families in difficulty, and the next phase of qualitative analysis based on focus group proposed to identify professionals social perception on social services in the Jiu Valley, *at this stage of qualitative analysis aimed to describe models of good practice in three social services in the Jiu Valley by exploring in depth the organization and operation, social action procedures, the contribution of internal and external organizational factors in the development of these social services.* The following objectives were envisaged at this stage of analysis :

- Analysis of the factors that lead to optimization of social services in the Jiu Valley

(objective 3 from methodological synthesis) on the one hand and

- Description of models of good practice in social services in the Jiu Valley (objective 4 stated in the methodological synthesis), on the other hand.

It was intended to build case studies representative of issues studied, case studies outlined in the application of the interview method, the method of external observation and document analysis method of social services concerned.

To be developed in a manner most rigorous case study and that this method of analysis to determine the collection, presentation and analysis of data in an objective way, was outlined a case study protocol that reflect specific research steps have been achieved.

In each case study have been described following issues for each social service under consideration: service history, social service objectives, target groups and beneficiaries of social service, type of intervention used, existing resources, methodology, performance, service problems and identify the factors contribution to the success of social services.

Selection criteria, which were the choice of social services analyzed in depth, contained in the protocol, were followed so that each social service has been operational at the time of the screening, all three social services are perceived as successful in community, service representatives wanted to collaborate in this research and agreed to use the study data.

Regarding the activities during the planning for the case studies, it was a stretch of three calendar months (October 2008 - December 2008), followed by a period of six months (January 2009 - June 2009) it was actually past the stage of collecting field data in three selected social services, applying specific research methodology already mentioned. During the planning of activities for case studies were considered preparatory organizational details for the actual conduct of research activities, from planning to concrete set of actions, to additional activities - ex. telephone contact with social services representatives to determine details related visiting relevant location – to the development of the methodology implied that the basis for completing the case studies to establish specific procedures for fieldwork - number of visits that were to be made (minimum three monthly visits / service) and duration (duration was variable from hour to eight / visit) - and not least in preparing, drafting and multiplication structure case studies would be completed by field data collection.

Field data collection assumed planning methods in the selected social services. Collecting the field data had three phases:

- Phase 1: *application interview one representative of each social service* ;
- Phase 2: *analysis of documents* as items of social services document from analysis summary sheet ;

- phase 3 : *external observation* of the variables included in the key observation.

At this stage of data collection were used instruments for analysis for each research method, after being centralized, analyzed, interpreted and finally drafted the case study reports.

To get some standardized information which can be illustrated in the files of the case studies, was used interview based on a interview guide with semistructured questions. Besides this method, analysis of documents of social services has been a real help in understanding how social services works, and supplementing these methods with external observation provided relevant data in analysis, interpretation and drafting reports of case studies completed.

This practical approach studying three successful community social services, operating in the Jiu Valley, Hunedoara County, social services have been developed during recent years and have significant results for the community. In developing these case studies representative of social services in the Jiu Valley were used methods already mentioned.

As in quantitative analyse, to achieve an efficient analysis of the organization and operation of these services covered, we considered several criteria for analysis: the type of services offered (primary or specialized), service objectives, category of beneficiaries served and accessibility to services, the number of cases settled, the type of social activities offered, the relationship between personal resources and beneficiaries, the relationship between material and financial resources and performance results.

Conclusions

Under analysis criteria followed in all case studies illustrated, reveals the following conclusions:

There are many similar issues for successful social services analyzed and presented in case studies, whatever category that includes these services (primary or specialized). Thus, it is noted that successful services are based on legal rules which are respected and applied in practice, and also based on professional documentation of work produced in the complex legislative provisions (MOF, ROI, Ethics Procedure Code). All three services examined were established general or specific objectives very clear structured and based on these objectives is outlined set of general activities of prevention and intervention in social welfare field. It also remarks that all the criteria for selection of beneficiaries from these services are very specifically formulated so that *beneficiaries accessibility to services is facilitated*.

Regarding *criteria analysis aimed at target groups* of social services, they are differentiated by the specificity of these services and the planned objectives. All social services have a broader social category to which they relate, which are selected from direct or indirect beneficiaries of social services.

Comparing results from social services, shows that there are quantitative and qualitative indicators for assessing their performance for all three social services. Regarding *analysis criteria aimed number of cases solved*, even if this number is different depending on the particular services (over 4,000 persons supported Petrosani Social Centre, 40 children and their families living in the Colony Center and 150 children in day care Center for Children with Disabilities) percentage of cases solved is satisfied in relation to original estimates and action plans for social services.

Comparing *the type of activities offered* shows that their specificity is different depending on the category of services provided. Thus, it appears that *social services use the primary nature*, use of support, medical and psychological activities, offered disadvantaged category of people or educational activities or activities of advice and information or other support activities (occupational therapy, or social care), and *the type of specialized social services* are provided, care activities, support recovery or social reintegration and medical, psychological and social support for child and family, or special education activities for children with disabilities, support activities, or social accompaniment.

Also, remarks that in order to achieve successful outcomes in social services should be *a reasonable relationship between personal resources and services beneficiaries served* or between *the material and financial resources and can support service users*.

From analysis of three social services emerges that there are contributors specific factors internal and external *extremely important for the evolution of social services*: the existence of material human or financial resources of services, the existence of legal regulations, the existence of partnerships, internal and external communication elements and procedural elements.

If you look professional services environment, is noted for two of the analyzed services (Day Care Center and Social Center Petrosani), an important contributor factor in the achievements of social services: intrinsic motivation and pleasant working atmosphere accompanying the teams work in their actions.

From the highlighted in case studies finds that *participatory approach to community and beneficiaries* is an active element in the evolution of social services and development of social services is adapted to the changing needs of beneficiaries.

GENERAL CONCLUSIONS

Under a common European social policy which recognizes the important role of social services as key actors in the partnership for the welfare population, in promoting equality and social inclusion of all citizens of European Member States, Romania, has been a visible development within public or private social services at national, regional or local level both pre-accession period and after accession to the European Union.

European Documentation operative (New Social Agenda) has left its mark on the legal situation in Romania, good times development of quality social services. In this context it is registered an ascendent dynamic in the number of accredited public and private providers of social services, especially from 2005 until now, both at national level, at Hunedoara County and Jiu Valley region.

Current statistical data shows the progressive dynamic highlighting that in 2009 in Hunedoara county number of providers of accredited public or private social services increased 1.5 times compared to 2005 and in Jiu Valley, in 2009, the total number of accredited or without accredited social services increased by 75% compared to 2005.

In the context of the reform of social protection of children in Romania was faster than in other areas of social assistance targeted other population groups, at national level social services for child protection are most spread comparing with another social services for people with disabilities, elderly, vulnerable people, risk or crisis situation people. This situation is similar as Hunedoara county and the Jiu Valley region.

A significant increase at national level, have been a special protection social services for children who have grown twice more in 2009 compared with 2000, and social services to prevent the separation of parents of children who had a five times increase since 2000. But on other categories of adults, the situation of social services provided at national level, even if has made progress in terms of diversifying the type of services offered or the number of units developed, is undersized in relation to social services child protection. To the Jiu Valley is similar situation, social services offered following categories: elderly, persons with disabilities, persons at risk, being undersized in relation with social services for children.

According to expert studies on social services in Romania, it was found that during the years 2006-2007 in terms of territorial distribution, social services are unequal spread (Chart 2) more representative numerical share holding a private social service providers than public providers of social services in most districts of the country.

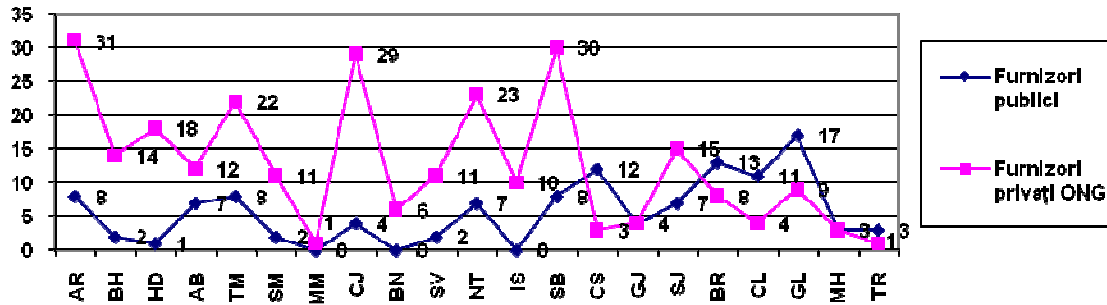


Chart 2. Territorial distribution of public and private providers of social services in Romania in 2006 (number of providers)

(Sursa [FDSC](#), 2007)

From this perspective, a similar situation is registered in the Jiu Valley, Hunedoara county, where the distribution of social services is disproportionately prevalent in areas and private social services components are dominant.

Regarding development of social services in Hunedoara county and Jiu Valley region, having regard to the analysis of indicators – number of social services and number and category of beneficiaries – shows that total number of social services increased from 42 existing services in 2005 with 37.21%, in 2006 are outlined in county documents 59 social service assets, of which 27.12% of services operating in the Jiu Valley. If it is envisaged that the number of social services in Romania in 2006 was 2557 units if it is found that Hunedoara County had a share of 2.31% of all social services in Romania.

Regarding the category of children beneficiaries of social services, social services typology and number of children beneficiaries served by existing social services in Hunedoara county shows that there are following types of social services provided for vulnerable children: *family services* (AMP placement – maternal assistant professional, placement other individuals or families), *residential services* (foster care, family-type apartments), *services to prevent the separation of parents* (daycare centers, maternal centers) and other types of services: centers for urgent situation, specialized centers for children with disabilities. Depending on the number of children served in these services, it appears that the increased share of social services for children from Hunedoara county, occupy family services serving the largest number of beneficiaries by 1187 children, in 2007, which represents 2.57% of children beneficiaries in Romania on this component, followed by services to prevent the separation of parents serving a number of 997 children which represents 7.28% of total number of children beneficiaries of such services in Romania, and residential services in

Hunedoara county, serving in the same year 2007, a total of 590 children representing 2.35% of all children who receive residential services in Romania.

The prevention services for children existing in Hunedoara county, it appears that the number of beneficiaries served by those services at the county level is quite high compared with the number of beneficiaries served nationally in these types of services, in 2007 beneficiaries of services in the county representing 7.28% of the total number of beneficiaries of services in Romania, this percentage in coming years while maintaining a level close to 7.21% in 2008 and 7.66% in the first quarter of 2009. If the county level share of *activities to prevent risk situations* increased and share of *intervention activities* declined, due to the development of alternative services for individuals (day care centers, counseling centers, home services, social centers) situation that results from county statistics, I found that in the Jiu Valley intervention activities have a higher percentage (74.29%) than prevention, because there is a social problem more serious than in other areas of the county.

In the category *residential service* finds a decrease in the number of children beneficiaries in these services. Compared to reduce the number of children beneficiaries of residential social services in Romania, in Hunedoara county finds a similar situation about residential services, recorded an annual decline in the number of active cases at the level of 2007 emphasizing the 590 active cases in the year 2008-548 and active cases in 2009 to 537 active cases, which represents a 8.98% decrease compared to 2007 registered active cases, this situation is caused by decentralization of social services at national level (where they also found a decrease in the number of beneficiaries) on the one hand, and secondly the social policy of reduction in a residential social services and their transformation into alternative social services (where the number of beneficiaries has increased).

In the field of *social services for protection of adult persons in need* or in risk situation at Hunedoara county level and also in Jiu Valley not found so active dynamics as in child protection. Thus, in terms of total number of social services for adults in Hunedoara county in 2006 were registered 14 units of social services for adults and 21.43% of which operate in the Jiu Valley. If nationally (at 30 September 2008) the number of residential centers to increased to 290 from 76 centers registered in 30 September 2007, recorded an increase greater than 3.82 in one year (respectively 303 residential centers in 30 June 2009, signifying an increase of 3.99 higher than in 2007), in Hunedoara county in 2009 was recorded an increase of residential services with 21.43% compared to 2006, and in Jiu Valley the number of services has remained constant over the period 2006-2009, this segment not more developed despite existing needs from area. Regarding social services for adults, in Hunedoara county finds that

the number of beneficiaries served by those services at the county level is quite high although the number of social services is very low, in this case showed that adults need for social services is much higher than existing service offerings.

Regarding *category of adults who are served by social canteens*, canteens welfare situation financed by the state budget and private sources, in the west development region and county of Hunedoara in 2006, it shows that about half of all Western region are canteens in Hunedoara County, which means a high share for the county from other counties, Hunedoara county, in 2008, occupying 58.33% of the total weight of the number of canteens financed from state budget, throughout the West region and in terms of number of persons benefiting from this service, is situated with the highest number of beneficiaries, compared to other counties in the region (Arad, Caras-Severin, Timis) result the need for beneficiaries of such services to them ensure hot food.

The segment of private services provided by NGOs and other philanthropic institutions in the Jiu Valley has developed in parallel with public social services, which are currently active social actors in problem situations remediation service users.

Synthesizing information from statistical analysis, document analysis and quantitative analysis conducted in this research, shows that social services during 2002-2009 in the Jiu Valley have a complex dynamic development of the following ways:

- In terms of *number of social services*, has been reported an increase with 75% in social services during the years 2002-2009;

- In terms of *public or private category* of social services, private social services are more numerous than public social services;

- In terms of *categories of beneficiaries served*, social services in the Jiu Valley are oversized in relation to the category of children in difficulty and undersized compared to other categories of beneficiaries: individuals with special needs adults in situations of risk, elderly;

- In terms of *territorial distribution services* of the Jiu Valley localities are disproportionate and unevenly distributed, the highest share of social services holding a Petrosani city, followed by Petrila, Lupeni, Vulcan, Aninoasa, Uricani;

- In terms of *type of services*, social services in this area are different from *primary services*: local government social services, day centers, social services at home, social canteens, counseling and support for parents and children, center receiving the emergency, to *specialized social services*: residential services for children, residential services to protect adults, day care centers for children with disabilities.

From qualitative analysis performed, which was based on focus group method and

case study method based on multiple methods, it appears:

Social professionals in social services, perceive favorable developments of social services in Jiu Valley region between 2002 - 2008, stating in their order of development 14 social services from the Jiu Valley cities and considering that the dynamics of these services is progressive.

There are a number of elements which are perceived by professionals as a catalyst for the proper functioning and development of social services and factors inhibiting and blocking the functioning of these services.

SWOT analysis of social services in the Jiu Valley illustrates that social services operate in the Jiu Valley is clearly influenced by internal and external factors that put their mark favorably or unfavorably on their development.

The influence of internal or external environmental factors on social services is reflected in the specific issues related to the capacity of organizing and running social services, fund-raising capacity, the working practices used or the ability to use human, material and financial.

In the analysis of case studies that met together multiple methods, on *the analysis and description of models of good practice in social services in the Jiu Valley*, we find that there are many *similar aspects* to successful social services in the Jiu Valley, regardless of category falling within these services (primary or specialized) and different aspects which confers specificity. The main *elements which led to the success of social services* in the Jiu Valley have been identified: legislation and regulations applied in practice social services, existence of complex work of professional documentation developed under the legislative provisions (MOF, ROI, Ethics Procedure Code), existence of material, human or financial resources of services, existing partnerships, internal and external communication elements and procedural elements.

Regarding the *limits of quantitative and qualitative inquiry*, including issues that may limit the analysis are mentioned:

- *small number of targeted services that are only a partial representation* for social services;
- aspects of *construction and completing the questionnaire*;
- issues concerned the limited quantitative analysis *indicators assay*;
- *restricted area of the population investigated* in qualitative analysis;
- *choice variables rather limited qualitative analysis* to issues concerned;
- *relatively low number of questions in qualitative analysis*;

- *limited resources of time* for data analysis and interpretation;
- *difficulties in qualitative data collection* efforts of the various categories of respondents support the collection of data quality, collection;
- *simultaneously with the implications of all measurements.*

Recommendations

Finally, after reviewing the main conclusions of the research, findings some *recommendations for social services segment*, which could be considered by reference to socio-economic problems existing in the Jiu Valley and aspects should be improved, completed and developed within social services in the Jiu Valley.

Complex socio-economic problems of the population in the Jiu Valley has created a widening of needs of people living in this mono-industrial area, according to age groups of people (children in need, adults with disabilities, poor families with many children, third aged people in risk, etc.), or according to their specific problems (poverty, housing debts, educational shortcomings, relationship issues, employment gaps, etc.). Industrial restructuring in the region have brought serious social problems in the population who have conditioned the creation of social services to answer the needs of the population area. So far, individual and social needs of people in permanent dynamic, generated social services sector development. In future, it is imperative that the potential development of social services in the Jiu Valley to consider both social issues of different population groups and social service real need in this region.

To meet the diverse issues of population and the challenges of changing society propose the following measures to help optimize the social services in the Jiu Valley:

- Developing sustainable partnerships between public institutions and NGOs to help create and develop social services in the area;
- Ensuring stable and sustainable financial leverages for existing private social services, from local authorities or other public institutions, which will contribute to sustainability and continuity of social services;
- Stimulate and support voluntary programs to raise community awareness and address their problems;
- Creating differentiated and specialized social services according with needs of beneficiaries, in cities in the Jiu Valley disadvantaged in this regard (Aninoasa Uricani

Vulcan);

➤ Sizing balanced social services in relation to all social groups in the region by creating new social services for persons age III, persons with special needs, homeless, people in crisis;

➤ Developing social networks at home for older people in all cities of the Jiu Valley;

➤ Creating day care and residential services for people with special needs and for older people in all components localities in the Jiu Valley;

➤ Multiplication maternal centers in each components localities in the Jiu Valley;

➤ Promoting quality social services by social service providers for benefit socially assisted persons;

➤ Promoting existing services through media channels for the public knowledge of the actions offered in these services and to increase accessibility to services other potential beneficiaries;

➤ Facilitating local initiatives of cooperation between the socio-economic segment and the segment of social services;

➤ Targeting of social services to develop strategies to incorporate egalitarian policies and practices benefit the entire community;

➤ Consultation and participation of government agencies providing social services with business and policy representatives for implementation and monitoring of social response actions for local communities;

➤ Increasing opportunities for civic, social and cultural participation, for any citizen of the Jiu Valley through social services, especially when labor market participation is limited;

➤ Accessing by social services, opportunities for EU funding programs to develop the following directions: labor market access of citizens, training and improvement in areas wanted by current European labor market, reducing external migration phenomenon through access to national employment.

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