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# Missione 4 Istruzione e Ricerca



Università  
Ca' Foscari  
Venezia



UNIVERSITÀ  
POLITECNICA  
DELLE MARCHE



UNIVERSITÀ  
DEGLI STUDI  
DI MILANO

QWoRe is a project funded by the European Union Next-GenerationEU - National Recovery and Resilience Plan (NRRP) – Mission 4 Component 2, Investment 1.1 *Fondo per il Programma Nazionale di Ricerca e Progetti di Rilevante Interesse Nazionale (PRIN)*

Unique Project Code (CUP): H53D23009710001

## QWoRe

Quality of Work in Residential  
long-term care services in Italy:  
determinants and strategies

Kick-off Expert Meeting  
15-12-2023, 11:00 (online)



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# Today's meeting

- Knowing the team
- Presentation of the project
- Research activities and program
- Discussion





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# Background

- The issue of care work
- Focus on residential care
- The Italian context







## The issue of care work

- Key for growth, well-being, inclusion (EU Care strategy)
- Financial and social sustainability
- Problematic balance «uncovered» by the pandemic:
  - quality of work
  - quality of care

## Residential care

- Neglected dimension
- Research in Nordic and Anglo-Saxon countries:
  - Lens of «privatization»/ «deprofessionalization»
- Knowledge gap in Southern Europe
- Problematic framework transfer

## The Italian case

- Scant and fragmented provision
- Delegitimation
- Fragmentation of providers and of labour:
  - Beyond public/private
  - Hybrid forms
  - High number of collective agreements
- Complex regulation
- Limited knowledge
- New framework needed



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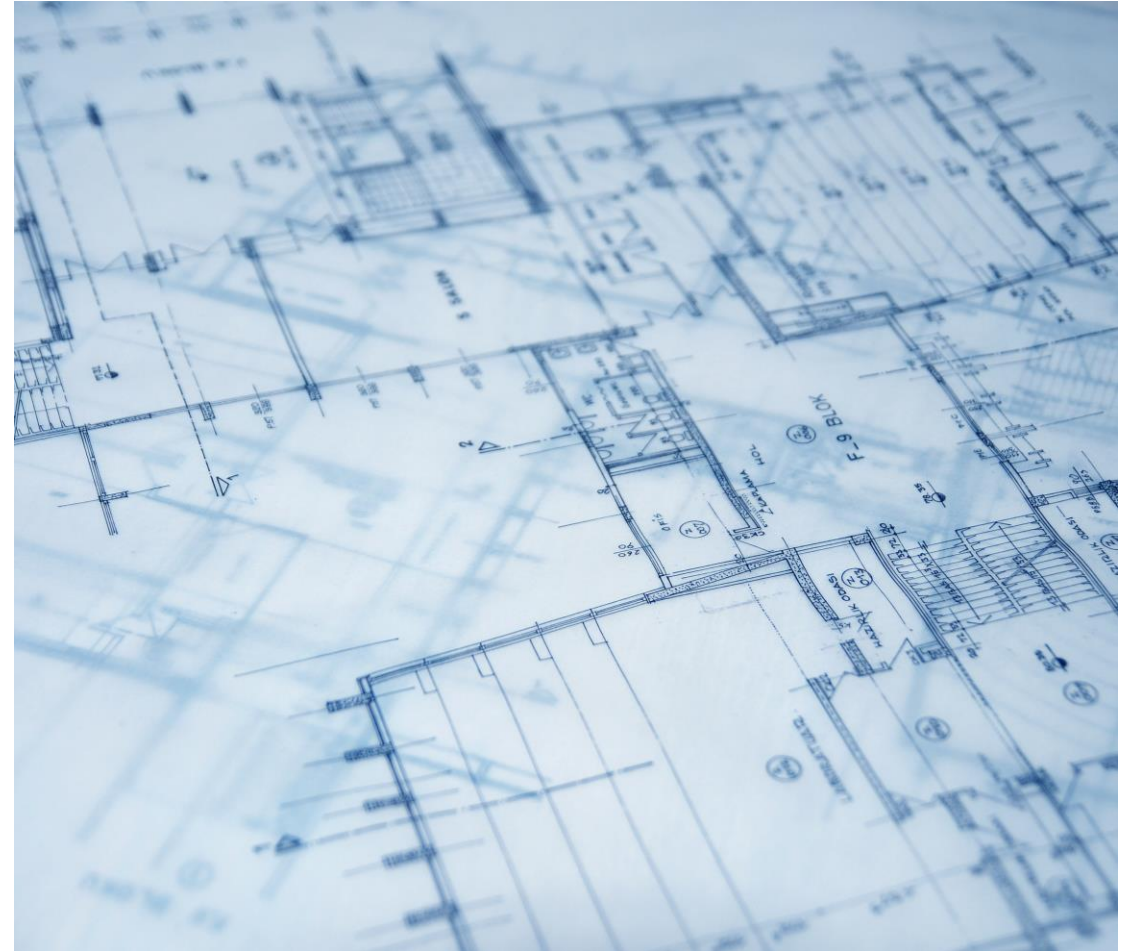
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# Aims & methods

- New perspective on quality of work
- Filling the knowledge gap on quality of care work in residential care in Italy
- Understanding what hinders and boosts quality of work





# 1. A new perspective on quality of work

## Grasping «quality of work»

- Relationship between workers' needs and organisation of activities
- Dimensions:
  - Quality of the job (intrinsic)
  - Quality of employment (extrinsic)
- Workers' profile:
  - Expectations
  - Meaning of work

## Determinants

- Macro:
  - Care/welfare/employment regimes
  - Regulation of care, labour and migration
- Meso:
  - (inter)Organisational features
- Micro:
  - Individual and group strategies
  - Theories of care (devaluation/prisoners of love)

## Integrated framework

- Analysing fostering and hindering factors
- Connecting levels
- Configurational approach
- Theoretical work close to empirical data



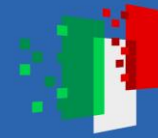
## 2. Getting to know quality of work in residential care in Italy

### Working conditions

- Overall picture:
  - Territorial patterns
  - Change over time
  - Sub-sectorial patterns
- *Secondary quantitative analysis:*
  - *LFS*
  - *Nurses/care assistants*

### Mapping regulation and provision

- Care:
  - Funding and organisation
  - Providers
- Employment:
  - Contracts (collective agreements)
  - Pay and working conditions
- Migration:
  - Routes to care employment
- *Analysis of policy documents, legislation, institutional data...*



### 3. In depth analysis of quality of care in three Regions: Emilia-Romagna, Lombardy, Veneto

#### Care workers

- Overcoming limitations of available quantitative data:
  - Information on health, subjective wellbeing, stress, etc.
  - Connecting institutional and organizational features with (perceived) quality of work
  - Retrospective analysis
- Experiences, perceptions
- *Qualitative survey (120 interviews):*
  - *Care workers*
  - *Non-representative, theoretical sample*
  - *“Types” of workers based on previous analysis*
- *Fuzzy-set, QCA:*
  - *Configurations of conditions leading to high and low quality of work*

#### Residential care organisations

- Understanding what hinders or boosts quality of care within residential care organisations
- *Six organisational case studies:*
  - *Challenges and tensions*
  - *Solutions*





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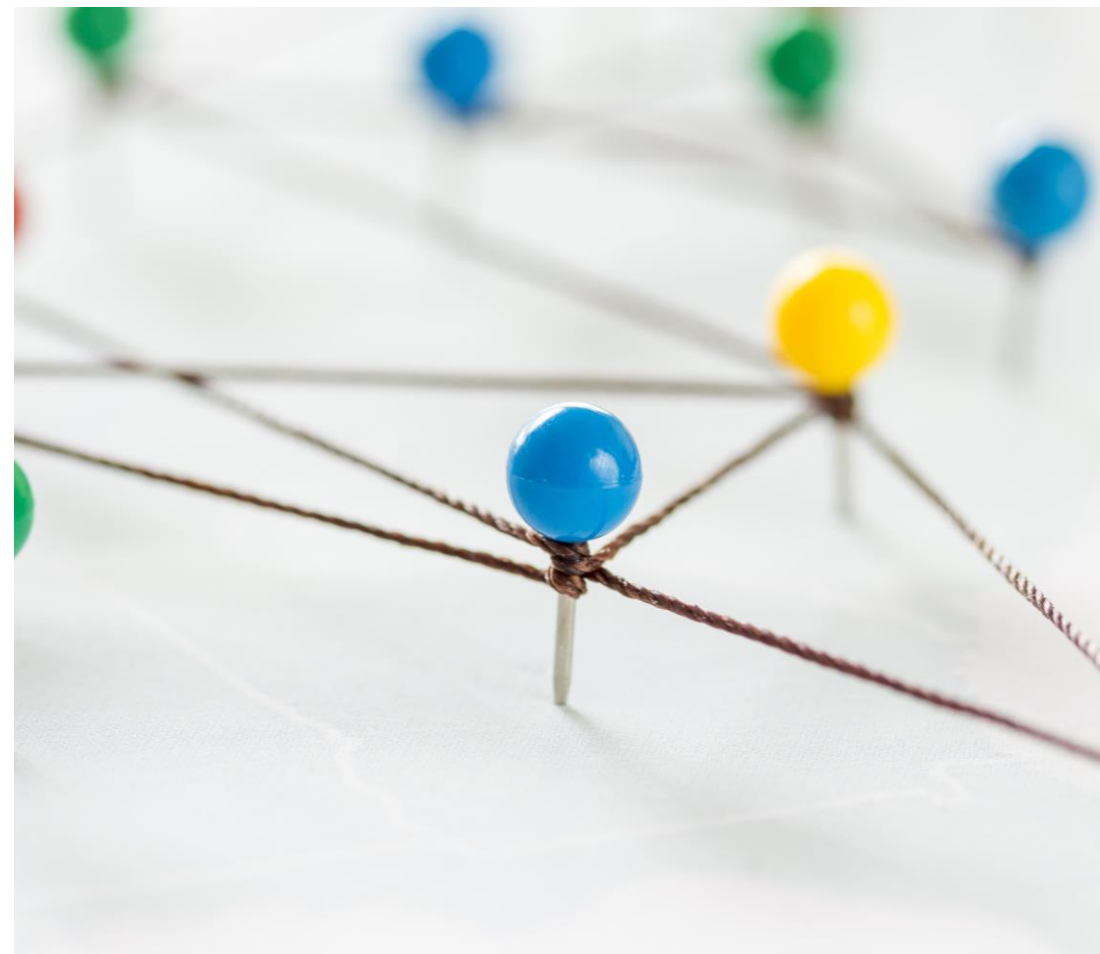
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# Organisation, timeline, communication

- International experts
- Stakeholders
- Timeline
- Website





## Organisation and positioning of the research

### A focus on Italy, with a comparative perspective

- Literature
- Experts' advisory board
- Putting national and regional analyses in perspective
- Contributions to academic debate on:
  - Quality of work
  - Southern Europe/Italy
  - Analytical framework

### Research with key stakeholders

- Cooperation with national and regional/local stakeholders throughout the project:
  - Relevance
  - New ideas and perspectives
  - Founded strategies



## Timeline

- **Start: 30 November 2023**
  - November 2023 - May 2024:
    - Literature review/analytical framework:
  - April 2024 – September 2024
    - Secondary analysis LFS
    - Mapping national and regional regulations:
      - Care, employment, migration
      - Providers
  - July 2024 – January 2025:
    - Qualitative survey with care workers in three regions
  - February 2025-September 2025:
    - Fuzzy-set QCA of interviews with care workers
    - Organizational case studies
  - **End: 29 November 2025**
- **Kick-off meeting**
  - **Project meeting year 1**
  - **Final meeting**



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## Website (early 2024)

- Info on the project
- Activities
- Research reports
- Conference papers and publications
- Policy briefs and infographics
- Podcasts
- Handbook on innovative and promising practices