

## ENGLISH ABSTRACTS

**Marco Guerrazzi, *Misurare la disoccupazione attraverso dati ufficiali e rilevazioni amministrative*, «Osservatorio Isfol», II (2012), n. 3, pp. 11-28**

This paper addresses some issues concerning the measurement of unemployment in the Italian context. Specifically, retrieving data from the province of Pisa, I compare the pictures of unemployment that emerges by using official data and administrative records. As it is well known, in addition to typical statistical and bureaucratic issues, auto-selection factors as well as different kinds of heterogeneities lead to a huge difference between official and administrative unemployment that comes up along different margins (time series levels, age and gender distributions, educational achievements). One of the aims of the present contribution is to provide a descriptive empirical assessment of those factors. Moreover, drawing on the setting of search models, I put forward the lines of a theoretical framework in which collect (and reconcile) the difference emerging from the analysis of the mentioned statistical sources. Finally, I offer some policy implications about the use of those statistics.

**Patrizia Ascione, Mario Cusmai, Alberto Quagliata, *La narrazione a supporto dell'apprendimento*, «Osservatorio Isfol», II (2012), n. 3, pp. 29-48**

The essay presents the effectiveness of Digital Storytelling proposed as experiential learning activity during blended courses, outlining a possible knowledge path through three «stories», which are related to each other regarding to: - the pervasive power of narrative dimension: since primary oral culture, our daily life has been constantly surrounded by narrative network. It filters our perceptions, incites our thoughts and evokes our emotions; in this way the narrative network encourages multi-sensorial «reactions»; - l-learning didactic model and Digital Storytelling formal features: first, in ancient times, stories were oral, then they became written and, nowadays, they are multimedia and crossmedia. This new and current form of communication is named Digital Storytelling; it has caught on, during the early 90s, thanks to the experimentations started by the Center for Digital Storytelling, founded in San Francisco by Joe Lambert and Dana Atchley; - «New Mind» project: it is a blended learning course, meant for high potential talents, working for the



multinational Elica. All the participants have been committed in an online, original and creative activity: planning and realizing, through shared processes, a Digital Storytelling in order to introduce Elica's brand and products on the Far East market.

**Daniela Pavoncello, *Gestire il cambiamento in una situazione di crisi*, «Osservatorio Isfol», II (2012), n. 3, pp. 49-61**

The need of an immediate change is an imperative organizations and managers are aware of, however an equal awareness is not always to be found in the methodologies and tools to encourage and manage the development of the organization in the best possible way. It is no coincidence that the issues related to the management of human resources are acquiring a growing interest but at the same time, within the organizational development, the human resources well-being continues to be rather neglected.

We can talk about change management whenever we refer to a change in the organization and architecture of innovation, procedures, systems, roles, and behaviors. The ambiguity of literature in defining the term «change» derives from the tendency to answer the question «what is change management?», referring to the contents of the change, rather than to the effects and the results of the change. A change, then, is the «path that leads the organization from status A to status B, identifying and comparing the differences (the contents of the change) and what has been done to modify the organization (the process of the change)». This is a fundamental aspect in defining organizational changes, however the active involvement of people is not so much about the definition of «change» but about the way the management and promotion of the change is carried out with the result of an effective organizational development. Many companies owe their market growth to their ability to accept the challenge, to endure the uncertainty of the future. Any change often implies the acceptance of different and new duties: people need to accept the change (knowledge, attitudes and skills). New technologies and a different organisational structure is also necessary (organigram, procedures, forms of coordination). The impossibility to predict the exact outcome of an action-oriented change determines a strong resistance to the change itself. The transformation is the whole process of changes that the organization must implement in order to fulfil the change.

**Andrea Ricci, *Istruzione degli imprenditori e comportamento delle imprese*, «Osservatorio Isfol», II (2012), n. 3, pp. 65-82**

This paper investigates empirically the competitive and productive factors which affects the human capital of employers in Italy. In particular we use firm level data drawn from RIL-ISFOL survey for 2010 to show the following results. First, the human capital endowments of Italian employers is positively associated with highly productive and cooperative management practices for what regards industrial relations, training investment and the strategy to compete in international markets. Second, the probability that an Italian employer possesses a tertiary level of education is favored by the propensity to select high qualified management resources outside the family control, by the human capital endowments of workforce, by firm size and firm specialization in public utilities and other advanced service sectors. These results seem to have relevant implications for political economy aimed at boosting economic growth in Italy.





Emanuela Francischelli, Davide Premutico, Annamaria Sergi, Anna Vaiasicca, *Primi risultati qualitativi dell'indagine sulla formazione dei lavoratori autonomi*, «Osservatorio Isfol», II (2012), n. 3, pp. 83-97

The paper presents the first results emerging from a quali-quantitative survey «aimed to identifying tools of intervention and support for the development of professional skills of self-employed workers», funded by Ministry of Labour and Social Policy. In particular, the investigation focuses the attitudes and the behaviors of self-employed workers related to their professional development and training. The specific topics regard the self perceptions of self-employed, the awareness about skills and training needs, the attitudes towards training, the available regulatory and operational tools, the expectations about the possible instruments of intervention to sustain training and professional development.

Alessandro Chiozza, Luisa D'Agostino, *Verso il lavoro*, «Osservatorio Isfol», II (2012), n. 3, pp. 99-116

The paper, after an overview of the context in Europe, provides a statistical representation of the presence of mentally disabled in the private companies. It also surveys the main strengths and weaknesses that may promote or hinder the success of the interventions about the support in job placement.

Massimiliano Franceschetti, *Le professioni ordinistiche in Italia*, «Osservatorio Isfol», II (2012), n. 3, pp. 117-137

In Italy there are 27 occupations that refer to professional bodies. Overall more than two millions of people work in professional services, generating the 15% of Italian GDP. There are engineers, doctors, architects and lawyers among these occupations, but even journalists, chemists, agronomists, midwives, biologists and psychologists. Generally these occupations have been often analyzed by a quantitative perspective, starting from the focus on figures emerging from self-declarations of professional bodies. This paper tries to change the perspective by focusing either on the quantitative dimensions than, particularly, on the qualitative evidences and trends (skills, values, etc.) as they emerge from the first national survey on occupations run by ISFOL and ISTAT and from the ISTAT Classification of Occupations. The main goal of this paper is providing informations and data for planning lifelong learning strategies and also for identifying and anticipating future skill needs and potential skill mismatches.

Maria Parente, *Donne in movimento: la condizione lavorativa delle donne migranti in Italia*, «Osservatorio Isfol», II (2012), n. 3, pp. 139-150

In our country, the growing demand for foreign domestic workers and caregivers in Italian families has led to a strong increase in the number of immigrant women (the so-called feminization of migration). Migrant domestic workers can face a double discrimination based both on their gender and their ethnic origin. They risk being «invisible» workers because of the diffusion of the undeclared work in the domestic sector, even if there has been a significant regularization process.

