

Zdenka Šadl

EMOTIONAL WORK OF PROFESSIONALS BETWEEN CARE AND STYLISED PERFORMANCE

Dr. Zdenka Šadl is a senior lecturer at the University of Ljubljana Faculty of Social Sciences.

The paper discusses emotional work as relatively separate aspect of work in caring and helping professions. Quality work and successful help demand communication skills that include the management of emotions. Characters of emotional work in this kind of services are compared to those of commercial services. The author finds that uncalculated emotional support and emotional control are the necessary components of professional work in the social field and the conditions for its success. The final part of the paper discusses the extension of the commercial strategy of affability (the model of emotional work from the commercial sphere) to the British and American social and medical services, which brings a certain tension into the 'traditional' emotional work in those professions.

Keywords: emotions, social workers, health workers, professional services, rationalisation.

Jana Mali

AGE, EMOTIONS AND EMOTIONAL WORK IN HOMES OF THE AGED

Jana Mali is a social worker, employed at the home of the elderly Preddvor, and a postgraduate student of community social work.

Contemporary productivity-oriented society creates the image of the elderly and their emotions along the lines of its interests. They are pushed to the margins of society, and their emotions are prescribed. There is a contradiction between the individual experience of one's own age and the society's notions of it, and it may also be observed in relation to the feeling of loneliness. The emotional life of the aged is specific in the institution, due to its predominantly restrictive character. The split between two groups of people in the institution is described - between residents and workers. The latter are expected to carry out emotional work, which is necessary for quality work in the institution but also influences their emotional life, according to the research conducted by the author in a 'home for the elderly'.

Keywords: institutions for the elderly, loneliness, nostalgia.

Klelija Štrancar

EMOTIONAL WORK OF RADIOLOGICAL ENGINEERS

Klelija Štrancar is a radiological engineer, employed at the Institute of radiology, and a postgraduate student of community social work.

The research presents the work of a radiological engineer as pronouncedly emotional. Radiological engineers are exposed to various feelings and emotions when they meet patients. They try to control their overwhelming emotional experiences or even to suppress them. In the long term, such attempts lead to apathy, routine and stress. Their discontent with working conditions adds to their distress. In time, their oversensitivity increases, and every worker seeks discharge in his or her own way. The emotional dimensions, neglected and underestimated in this work, need to be paid more attention, and the author suggests the directions for the solution of the problem.

Keywords: emotions, the injured, emotional control.

ABSTRACTS

Božena Devčič

EMOTIONAL WORK OF PUBLIC WORKERS

Božena Devčič is a sociologist and a postgraduate student of community social work at the University of Ljubljana Faculty of Social Sciences.

Work in the public sector encompasses clearly defined tasks, aims, and procedures to which the clients must submit. The clients are required to express their wishes and needs in a highly formal way, on the prescribed and standard forms. The task of public administration is to carry out public services for the users. The state has a monopoly upon certain services; it is their only provider and has no competition, but their users nevertheless expect quality, speed and affability. The public administrators in Slovenia are more and more convinced that the efficiency of their administration depends first and foremost on the people who perform administrative services. Working with clients demands that the workers be trained in public relations and in emotional control. They are expected to maintain the appropriate attitude with their clients and to control their temper and emotions.

Keywords: emotions, public administration, professional attitude.

Jožica Peterka Novak

MENTAL HEALTH, GENDER, AND THE EMOTIONS OF PATIENTS WITH ANOREXIA NERVOSA

EMOTIONAL WORK OF NURSES

Jožica Peterka Novak is a nurse and a graduate of social pedagogy, employed as the Chief Nurse of the child psychiatry service at the Pediatric Clinic in Ljubljana.

The author first discusses the features of mental health and those of mental problems, particularly in children. She outlines the emotional experiences of children with anorexia and the emotional work of the nurses who work at the department for eating disorders. Next, she investigates the presence or inclusion of emotional work in the treatment of anorexic patients. The results of a survey amongst the nurses who work with the anorexic patients show that the work is emotionally very demanding and generally agree with expectations.

Keywords: eating disorder, nurses, exhaustion, personal growth.

Vesna Leskošek

THE PLACE OF NON-GOVERNMENTAL ORGANISATIONS IN SOCIAL CARE

Dr. Vesna Leskošek is a counsellor at the Centre of social work Ljubljana Moste Polje, and a researcher at the Peace Institute, Ljubljana.

The crisis of welfare systems is the consequence of the many critiques that the welfare state promotes the paternalism of public services, the passivity and subordination of clients, exclusionary practices, inefficiency in the reduction of social inequalities, and the overspending of funds. Hence the break of the consensus, which under the present circumstances is no longer made between political parties but between the state and the civil society. The response to the crisis is sought in the new role of the non-governmental organisations, developing from activist groups into professional service providers. Their relation with the state is established contractually, following the rules of the market, with the state buying and the NGO selling. This new relation has spread even in the Slovenian system of social care, in which the importance of the NGO's is indeed increasing, yet within the old hierarchy in which there is little room for a partnership or a consensus. The outcomes are not evident, but it is clear that the relations will become more strained with the eventual entry into European Union, where the dominant strategy is the extension of the market rules into social care.

Keywords: crisis of welfare systems, consensus, compromise, de-etatisation, privatisation, autonomy.

ABSTRACTS

Maja Breznik, Bojan Kern

GENDER EQUALITY IN EMPLOYMENT FROM THE STANDPOINT OF HUMAN RESOURCE MANAGEMENT

Maja Breznik, MA, is a social worker, employed at the Centre of social work Kranj.

The authors discuss unequal opportunities in employment and work between men and women, especially the discrimination of young women on the grounds of expected or actual motherhood. The problem is approached from both the perspective of the discriminated party and of the organisations. Sociological, legal, and economic aspects of its solution are supplemented with those of human resource management, especially with regard to the management ethics.

Keywords: discrimination, equal opportunities, motherhood.

Bojan Kern, Svetlana Simič

CONTENTEDNESS WITH EDUCATION WITHIN THE BUREAU OF EMPLOYMENT PROGRAMMES FOR THE UNEMPLOYED

Bojan Kern, MA, is junior assistant at the University of Ljubljana School of Social Work. Svetlana Simič is a social worker and a student of sociology at the University of Ljubljana Faculty of Social Sciences.

The paper discusses the problem of unemployment and the responses of the state's active policy of employment that stress education for the unemployed. The initial question was to what extent the unemployed are content with the education programmes in which they are included (the various training programmes and the so-called 'Programme 5000'), what is their motivation for education, and how they assess various items in their programmes. The authors point out the extremely low education of the unemployed, but they also find education to be an important factor in the personal growth of the individual who by accessing knowledge and skills raise their social and economic status.

Keywords: employment policy, social policy, programmes for unemployed.