

Guglielmo Trentin, *Comunità professionali on-line*, «Osservatorio Isfol», II (2012), n. 1, pp. 13-26

Organizations intending to capitalize on the potentials of professional communities of practices (CoP) in favor of a company's specific knowledge management (KM) program are willing to equip the communities with technological and economic resources. In view of this though, in the medium/long term, they need to understand how much influence CoP actually assert, in terms of effectiveness, on the KM program.

This is a complex problem that cannot be tackled in the conventional way. The traditional approaches towards evaluation are actually not capable of appreciating creativity, peer-to-peer learning, the ability to share knowledge, etc., in other words, the factors which determine the creation of value within the community and the organization it belongs to.

Hence the organization, when setting out to evaluate the impact of CoP on the company's KM program, must be prepared and willing to accept some compromises. For example, it should commit itself to non-traditional measures, or, in any case, not only be based on surveying tangible benefits.

The article discusses a possible approach to the evaluation of both community *performances* and virtual community environments (VCE), intended as the integration of members, processes and technologies characterizing a given community of professionals.

Francesco Gaudio, *Qualità della formazione, sviluppo, regolazione sociale*, «Osservatorio Isfol», II (2012), n. 1, pp. 27-51

The branch of research concerning the territorial gaps in Italian economic and social institutions is rich and well established; moreover, it has been recently enhanced through the federal reform of the State. Nevertheless, the empirical production of specific studies concerning the territorial gaps in human capital development policies, and, mainly, in the regional training systems, seems to be fragmentary and unsystematic.

This paper reports a systematic study of some significant territorial gaps concerning VET system in Italy. The analysis is based on a conceptual model that has allowed the elaboration of a regional map of the VET system's quality and which shows the relations with some other structural gaps in different fields.

This work is mainly a reflection upon some key issues that might have hampered a suitable system development and that have not been enough taken into consideration in the recent debate. In line with the results, the study underlines the need of strengthening an evaluation culture from a local perspective aimed at discovering and correcting any mistakes in the local policies.

Giuseppe Di Battista, Roberto Landi, Luisa Palomba, *Il raccordo tra formazione e orientamento*, «Osservatorio Isfol», II (2012), n. 1, pp. 55–75

The idea of a National survey on the connection between training, employment and guidance systems was born in 2010. The general scope of the analysis is the investigation about quality evaluation of local education systems. ISFOL has developed a Framework which assesses the quality of training financed by public funds. It's a self-assessment tool designed to improve the different dimensions of quality systems. The Framework is the product of a long and varied course shared with administrations responsible for education and vocational training policies. This article presents an initial analysis of the database built through the survey. The analysis focuses on three functioning areas of training territorial systems: the powers decentralization about training activities, which shows the diversification of local solutions; the presence of a variable amplitude territorial network, which is composed of public and private subjects dealing with information and guidance; and finally, the treatment of administrative information.

Francesca Bergamante, Valentina Gualtieri, *La soddisfazione per il lavoro*, «Osservatorio Isfol», II (2012), n. 1, pp. 77–93

Job satisfaction is a central issue in the debate on quality of work, as it expresses working wellbeing. This contribution aims to study the levels of job satisfaction for the working conditions over time in some European countries. Further it focuses on the Italian case by using descriptive and multivariate analysis. The paper is based on data drawn from the 3rd Italian quality of work survey, performed by ISFOL in 2010. The available data allow to investigate a number of dimensions describing quality of work, jointly considering the objective and the perceptual aspects.

The analysis shows a very high share of employees satisfied with their job. However, if we consider the different areas of work, satisfaction levels suffer drastic reductions in relation to remuneration, career advancement and job security. Moreover, factors that contribute to determine satisfaction, in addition to demographic variables (such as gender and age), are the characteristics affecting the quality of life (such as the possibility to reconcile work and outside work, the job security, etc.).

Tiziana Canal, *Paternità e cura familiare*, «Osservatorio Isfol», II (2012), n. 1, pp. 95–111

The relevant increase, in Europe, of the *dual-earner families* has redefined the gender roles in domestic work and care, modifying the traditional sexual division of labor. Studies carried out in several countries have shown that the time spent by fathers with children is actually grown in recent years. But, what does support paternal care? Is it possible to identify the characteristics that encourage family care sharing? In this study, fathers have been divided, first of all, into *high care fathers* and *low care fathers*; then, taking into account

hypotheses in literature, a logistic model has been built in order to study the probability, given some fathers and mothers characteristics (eg. education, kind of job, number and age of children, etc.), that the partner is a «high care father». The study shows that the level of family care sharing is influenced by characteristics more of woman than of man and, in particular, by her employment status, by female models of reference and by socio-cultural features of the territory of residence. This outcome may be an interesting starting point for thought, especially in terms of policy.

Sabina Anderini, Joanna Busalacchi, Laura D'Alessandro, Anna Rita Racioppo, *Orientamenti e politiche per l'inclusione dei rom*, «Osservatorio Isfol», II (2012), n. 1, pp. 113-130

Last April 2011 the European Commission called on Member States to develop national strategies for Roma integration by focusing on four main areas of intervention: access to education, employment, healthcare and housing. The next European Council – in June – reaffirmed the urgency of the issue and called for rapid implementation of the National strategies.

The paper presents an analysis of the Italian general context (the local presence, the historical and cultural features of the Roma, Sinti and Travellers communities, the national and regional regulatory framework) and analyzes in depth the policies in the key areas identified by the Commission. Besides, the paper illustrates the guidelines adopted within the European network *euroma* – to which Italy has participated since 2008 – devoted to increase the use of Structural Funds by local institutions for social inclusion of Roma communities and to provide guidance for more effective interventions. Finally, it indicates the major sources of funds active in Italy and presents some projects and initiatives – completed or in progress – designed to promote the inclusion of Roma communities in Italy.

Anna Elisa Carbone, *Il SIONP: «capitale pubblico» del non profit*, «Osservatorio Isfol», II (2012), n. 1, pp. 131-145

ISFOL's Statistical Service has created an «Information System of NonProfit Organizations» called SIONP (Sistema Informativo delle Organizzazioni NonProfit) which is the prototype of a statistical information archive containing, at the moment, 189 National and Regional Registers (Regions, Provinces, Prefectures) of nonprofit organizations, that is to say more than 161.000 organizations. The archive's finality is that of creating an information system which allows to have a «picture» of nonprofit organisations in Italy and, at the same time, to make them able to communicate and interact. SIONP is composed of registers and lists which are very heterogeneous and contain different kind of information. Currently, in SIONP one can find the most relevant legal entities among nonprofit organizations. SIONP has been implemented through a documental database which contains laws, papers, studies, publications selected by the websites of the most important institutions involved in the thematic of nonprofit organizations. All the data and documents have been transferred in a «virtual space» created and implemented by ISFOL's Statistical Service. In this space you will find documents and manuals, tools and databases that help the visitor to explore and discover the world of nonprofit.

Guido Dal Miglio, Pierluigi Richini, Alda Salomone, Nereo Zamaro, *Clima e benessere organizzativo nel quadro dei sistemi di valutazione delle performance*, «Osservatorio Isfol», II (2012), n. 1, pp. 147–161

The climate and the level of wellbeing of staff, next to the input structure and process, are important dimensions to understand the different contexts in which organizational performance, individual and collective, may develop according to planned goals and results. For the implementation of standards on improving the efficiency and quality of public administration (d.lgs. 150/2009) ISFOL held a specific survey involving all staff of the Institute. Participation in the survey was high, given the technique used (CAWI software open source), and the main results were promptly returned to the staff. In this paper we present the conceptual approach, methodology and technology choices selected to conduct investigation. Essential information on the research plan and on the main results are illustrated, in order to share them with the scientific community and, in particular, with those who are currently developing similar projects in the public administrations and institutions. Finally, we propose some lines of research that can be achieved in the future.

Chiara Carlucci, Valeria Cioccolo, *Open Access for Open Mind*, «Osservatorio Isfol», II (2012), n. 1, pp. 163–174

Public research is a commons and sharing of data and information from public sources are an essential precondition to fully implement a policy of eGov. For this main reason ISFOL has created its own institutional repository (ISFOL OA) that makes available the documents produced by public research. Open Access means availability, online and free, of search results, usually without the restrictions of use imposed by traditional publishing contracts. ISFOL OA allows a continuous update on work in progress on vocational training, employment and social policies.