CHARACTERISTICS OF WELL-BEING INDICATORS DEVELOPED BY ARAD'S CITIZENS

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Abstract: *Within the POS-DRU project „ Rolul dialogului social in dezvoltarea incluziunii sociale active"('The role of social dialogue in developing active social inclusion", Arad municipality has set an ambitious goal to become a "Responsibility territory" by applying the SPIRAL methodology proposed by Council of Europe. 209 citizens from 20 homogeneous groups were asked to define well being in Arad, to state what are the obstacles for having a good life and what they intend to do for the improvement of their life. This study presents research results processed using ESPOIR software. We can say that the idea of the good life in Arad link to: 1) the means of living resources and 2) attitudes and initiatives, both in prospect.*

Key words: *POS-DRU project, ESPOIR software, criteria, indicators of well-being, obtaining, quality, sustainability, opposition*

I. Developing and using the well-being indicators with citizens of Arad

The Council of Europe has had a Social Cohesion Strategy since the year 2000; it was revised in 2004 and 2010. It defines social cohesion as "society's capacity to ensure the well-being of all its members, minimising disparities and avoiding polarisation, to manage differences and divisions, and to acquire the means of ensuring the social welfare of all its members. "(CDCS 23rd Report 24-25 february, 2010, pag.13.)

In its strategy for social cohesion, the Council of Europe defines social cohesion as the capacity of a society to ensure welfare of all through the shared responsibility of its various stakeholders (public and private players, citizens). A link is established with sustainable development, through the inclusion of the welfare of future generations. The implementation of the strategy requires: (CDCS 23rd Report 24-25 february, 2010, pg.13.-18)

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1. The development of indicators to define and measure the well-being of all, in particular in co-operation with citizens themselves;
2. The sharing of responsibilities to ensure progress towards the well-being of all, including future generations;
3. Monitoring and evaluation of the societal progress achieved.

Within the project "The role of social dialogue in developing active social inclusion", financed by the Social European Found and coordinated by the CRIES Association, Arad municipality has set an ambitious goal to become a "Responsibility territory" by applying the SPIRAL methodology proposed by Council of Europe. The method for the concerted development of indicators of progress with the aim of fostering, among those concerned in a particular area or institution, shared responsibility for the well-being of all involves ensuring that the parties concerned, or their acknowledged representatives, actually take part. This is done by setting up a co-ordination group representing the parties involved. This group carries the whole process forward. Arad's Local Group of Action includes 26 local structures: NGOs, public authorities, citizens. One or more preliminary meetings provided an opportunity to organize the process, ensured that it is complete and made sure that the group has taken on board its role, which was to carry through and co-ordinate the process.

In the light of the principle that the definition of well-being for all must be based on the way in which citizens themselves see it, the co-ordination group began by organising small, homogeneous groups of eight to ten people. In Arad we have consulted 20 homogeneous groups, as shown below: *Unskilled workers; Civil servants / Fire fighters; prospective teachers; Scientists of Education; Employees in the system of social protection / social assistants; teaching staff; Economists in the social field; Prisoners / Imprisoned; Resident / non-institutionalized elderly; Institutionalized residents; Doctors; Lawyers; Journalists; Sportsmen; Higher education students; Psychologists; Cultural actors; Representatives of non-governmental organizations; Young volunteers; Workers in the prison.*

These groups were invited to consider the matter individually (by writing "post it" notes) and then collectively (taking stock of their thoughts together) in the light of three simple and completely open questions: 1) What do you understand by well-being? 2) What you understand by ill-being? 3) What do you do to ensure your own well-being? This generated a large number of highly varied criteria for well-being, put forward by the various groups. These criteria were then pooled and organised according to the main facets of well-being, so as to produce a consolidated, inclusive set of criteria. The next stage was to devise indicators for progress/well-being on the basis of the criteria allocated to each of the indicators identified. Given that a progress indicator must be able to measure progress between what may be considered a

very bad situation and, at the other extreme, an ideal situation corresponding to the objective to be achieved, progress indicators are devised in relation to five situations: *very bad situation, bad situation, average situation, good situation and, finally, ideal situation.* The five situations thus describe the path to progress on which local players embark in their efforts to ensure well-being in all its dimensions.

Following the final processing of all data in the ESPOIR software, a series of graphics of the statistical results obtained from processing criteria, indicators were generated.
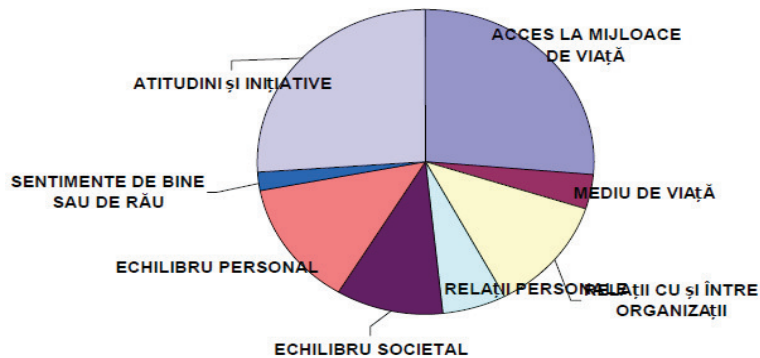
In the table bellow, we have presented the distribution of criteria and indicators 'families having the most representative interest for Arad.

Table. No.1.Sinthetic representation of indicators

| A. Access to the means of life 26,44%	E. Societal Balance 10,12%
A00 – Access to the means of life 0.21%	E00 – Societal Balance 0.21%
NA0- Generally unclassified A 0,63%	NE0-Generally Unclassified E 0.63%
A01 – Access to food 5.29%	E01 – Affirmation and transmission of identity and values 8.25 %
A02-Acces to Medications and health services– 8.88%	E02 – Courtesy, respect and tolerance 5.8%
A03 Home/interior comfort 6.98%	E03 – Solidarity, knowledge and resources sharing and transmission 4.44%
A04 Clothing – 0%	E04 Social Mixed /Segregation 0.85%
A05- Education/Training – 5.29%	E05 Economic Balance 1.9%
A06 – Access to a job 10.36%	E06 – Demographic Balance 0%
A07 –leisure, culture, sport 6,13%	E07 – Fairness and social mobility 5.29%
A08 – purchasing power/access to finance 47.57%	E08 – Inclusion/Exclusion 2.54%
A09 – help and personalized services 4.02%	E09 – Peace/Violence 4.23%
A10 –Mobility 2,33	E10 – Relationships between society and the environment 0.21%
A11 –Access to information/ 2.33%	E11 – Scientific and Technical Progress 0.42%
B. Environment 3,69%	**F. Personal Balance 13,36%**
B00 General Environment 0.42 %	F00 – Personal Balance 1.48%
NB0 -Generally Unclassified B 0.21%	NF0 -Generally Unclassified F0% F01 – Physical and health Balance 19.87%
B01 – Sanitation/Pollution/Noise 3.38%	F02- Autonomy, freedom, independence 3.38%
B02 – Basic infrastructure 5.92%	F03 – Time management and balance between activities 8.25 com%
B03 -Services and trade structures 0.63%	
B04- Places for meeting and	F04 – Emotional Balance and mentally

leisure 2.75%
B05 – Weather, natural phenomena 0%-
B06- Landscape 0.63%
B07 – Production conditions 0%
C. Relations with and between organizations 12,19%
C00   Relations with and between organizations 0.21%
NC0 Generally Unclassified C 0%
C01 – Fundamental rights/Recognition 1.9%
C02 – Functioning of Justice 7.82%
C03- Democracy
C04 – Transparency/communication 4.65%
C05 – Organization, management, financing 24.74%
C06 – Access, information, contacts with organizations 0.63%

D personal Relations 6.09%
D00 – Personal Relationships 0.21%
D01 – Couple relationships/sexual and sentimental relationships 2.54%
D02   Family Life/family relations 13.53%
D03 – Friendship/friendship relations 1.27%
D04 Neighbourhood relations 0.63%
D05 – Workplace relations 4.86%
ND0 -Generally Unclassified D 0%

3.59%
F05 – Spirituality and religion – 2.75%
F06 -Balance in its relations with society 2.33%
F07 – Personal development 8.88%

G. Good or bad feelings 1.96%

G00 –Good or bad feelings 0.21%
G01 – Self-esteem/ humility 1.27%
G02 – Satisfaction/Frustration 0.85%
G03 – Serenity/Fear 1.06%
G04 – Stress/worry 3.59%
G05 – Joy/sadness 0.42% –
NG0 -Generally unclassified G 0%

H. Attitudes and initiatives 26,16%
H00 -Attitudes and initiatives – 0.21%
NH0 Generally unclassified H 0.63%
H0 -To work with himself/Self Respect 6.98%
H02 – Activities and private initiatives 34.88%
H03– Attitude/be sociable 4.65
H04 – To meet/listen to/be responsible 14.16%
H05 – Personal responsibility to common goods 8.88%
H06 – To engage in society 21.56%
H07 – Collective, dynamic involvement 5.07%

We can find that the first 3 positions as importance are covered by:

(A) access to the means of life; (H). attitudes and initiatives and (E). Personal balance, (C) Relationships with and among the organizations, (B). Living environment and (G). Good and bad feelings. As compared with other cities, in Arad there is a greater concern for the environment, especially at the level of quality.

Figure 1- The distribution of the citizens' answer within the eight families of indicators
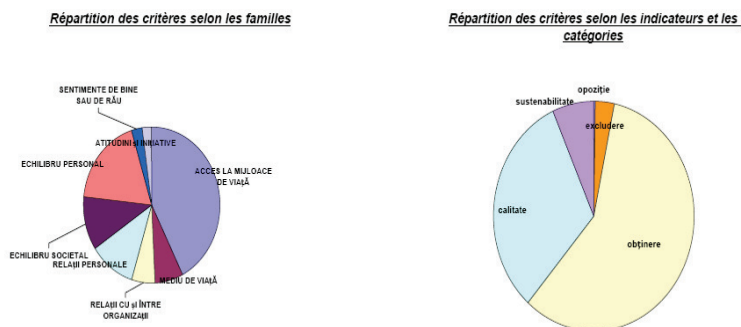

Accordingly, for general distribution of data, we can say that the idea of the good life, in Arad binds to (1) resources on means of life and (2)

attitudes and initiatives, both in perspective. With other words, within the community of Arad there is a lack of means of life and civic attitudes and initiatives. We have gone deeper with this analysis by following the same distributions of the answers provided by the citizens for those 3 questions.

For the 3 questions mentioned above, it was observed a significant differences between distributions of the criteria on the 8 families and on the 4 categories. Thus, under the first pie-chart, referring on *what constitutes a good life*, the answers were mainly related to the "access to the means of life", followed by "personal balance" and then "social balance". The answers were included mainly in the catheogory of "öbtaining", meaning that there is a lack or a poor level of resources referring to personal and social balance. Other indicators were mentioned especially in terms of "quality".(eg. Education,environment).
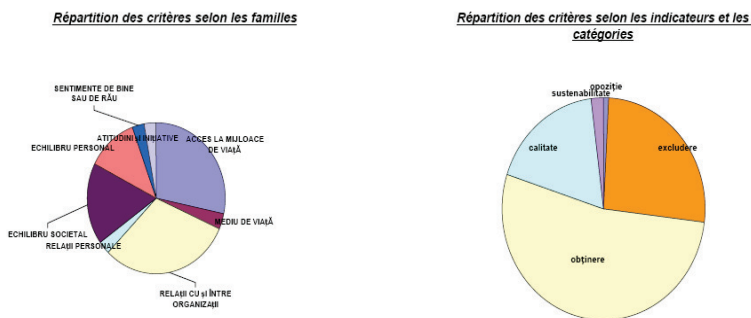

Analysis of responses relative *to the hindrances* in having a good life brought into question the critical relationships with the public organizations from Arad. The most commonly reported phenomena were corruption and bureaucracy. The second place was occupied by the "acces to the means of life" followed by the ""social balance "and personal balance". Also focused significantly toward "obtaining" category, a significant proportion of responses were included in the category of "exclusion" referring to the blocked access to the means to ensure a good living. Thus, the citizens of Arad consider that having a good life is hindered by the mal-functioning of the public institutions.

The insufficiency of the means of life and the unbalanced social life are considered the 2nd and 3rd factor that prevent the citizens of Arad of having a good life.
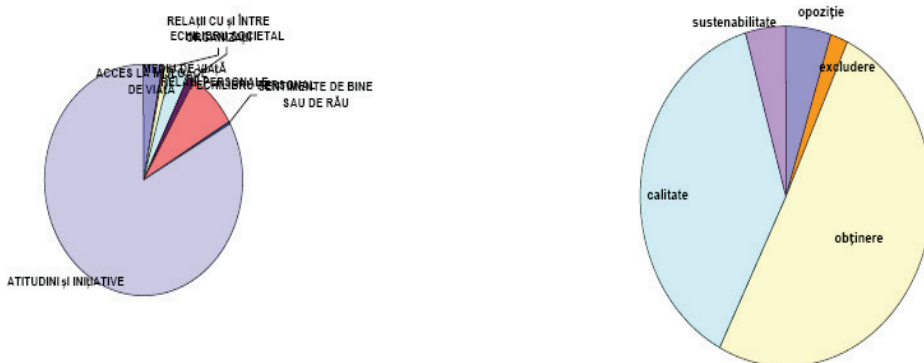
Lastly, in respect of the third question, it was highlighted the segment of attitudes and initiatives, mainly from the perspective of "quality". The citizens of Arad believed, that there are not enough initiatives for improving ones well-being. The existing ones require a higher quality.   Within the second series of Statistics, we have conducted a differentiation between families of indicators and the categories on investigated groups. Thus, for Arad, in first graph we can see the dominant presence of family-"life means" (red) and H-"attitudes" (orange) for all groups except the investigated Group *Sportsmen* and *Psychologists* for whom "the personal balance" is more important. Within the group *civil servants in special regime*, in addition to the two families of the above-mentioned indicators, it appeared with about the same weight the family of indicators referring to the "Relationships with and among organizations". Within the group of *Prison Workers* there was relatively equal proportion between "access to the means of life", "attitudes and initiatives" and "social balance" followed closely by "Relationships with and among organizations". For the group of "institutionalized retirees" it was very important "the personal balance", particularly keeping ties with family. *Lawyers* and *journalists* are primarily concerned with "Relations with and between organizations", then "the attitudes" and "personal and community initiatives", "access to the means of life" hovering in 3rd place. It seems to be a strong correlation between occupational groups and the preference for one or other of the families.

Répartition des critères selon les groupes et les catégories
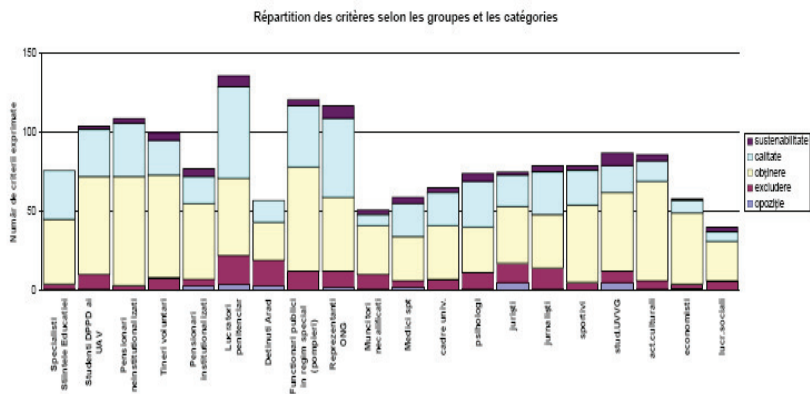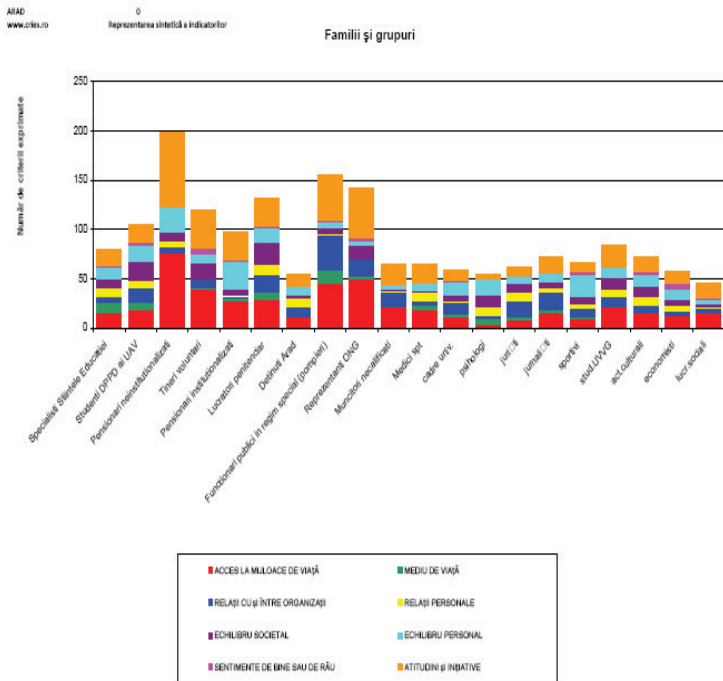
The second right bar graph shows the distribution of categories for analyzed groups. We can observe the clear domination of the categories „obtaining" and „quality". For the following groups: prison workers and representatives of NGO half of the responses aimed at „quality". In other

words, for these 2 groups the idea of good living linked to the quality of certain existing landmarks. Even if the „exclusion" has fairly small weights in the responses of groups, it was interesting to found that prison workers identified more things that block their access to a good life than the detainees. These two groups together with lawyers had the highest scores for „exclusion'. At the opposite pole were uninstitutionalized pensioners.. Paradoxically, people with limited access to the means of life have identified fewer things that blocks their access to a better life compared to groups considered "privileged".

In order to have a more representative diagnosis of well-being in Arad, a questionnaire based on the ESPOIR five dimensions outcomes (very bad situation, bad situation, average situation, good situation, and sustainable situation) should be applied on a statistically representative sample.

The process of defining well-being indicators in Arad was followed by the co evaluation of the existing 15 local initiatives from the point of view of their impact on the 59 indicators. A Local Plan of Action was set up containing more than 10 action proposals for increasing the citizens' well-being.

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