

Doing and Managing Diversity in the Social Welfare System in Germany -A Case Study on Example of the Youth Service-

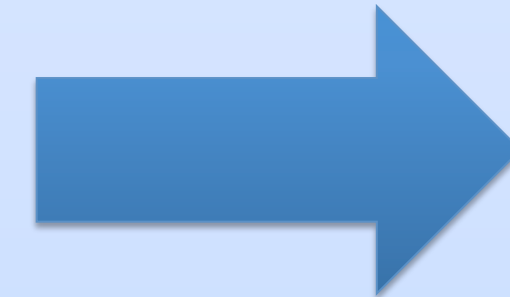


Object of Research

German youth service is an implied part of the welfare system

Goals and tasks of Germany's youth service:

- Service to families, youngsters, adolescents and professionals (counselling, education and training etc.)
- Supporting youngsters in social and individual development
- Interface between clients, professionals, politicians and law
 - Monitoring function (e.g. child endangerment)
 - Creating positive and family friendly environment



Questions



Leading-Question

How does the organisation handle diversity?

Sub-Questions

Which impact does the level of diversity of the youth service have on its clients? (such as families, adolescents, children etc.)?

Which impact does the level of diversity have on the working atmosphere within the youth service?

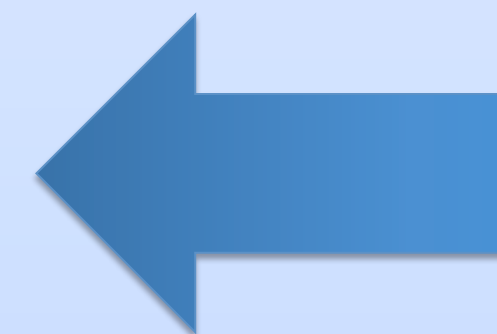


Methodology

Mixed Method

Grounded Theory (GTM) + Statistic Analysis

- Interviews as well as a questionnaire
- GTM for both: sampling and evaluation
 - no fixed term of „diversity“
- Diversity defined with the answers of the interviewee
 - Interviews and questionnaire were combined



Theoretical Background

Educational Science

- Diversity as a new term
- Similar concepts have been long discussed
- Focus: individual, socialisation & society models
- Diversity as anti-discrimination-strategy

Science of Management

- “New workers” in workplace due to demographic changes, laws, etc.
- Focus: positive influence of diversity and its use
- Diversity as management-strategy

Organisational Pedagogy

- Organisation as:
- Process of organising as well as the resulting entity
 - social building
 - Learning entity: individual and organisational process



Case and Sampling: Youth Service as an Organisation



Qualitative Part

- Guideline-based expert-interviews
- 14 interviews on nearly all levels, professions and functions

Chief Office

Faculty I

Faculty II

Custodianship

Youth Court Cases

Children and Adolescents Support

General Local Social Service

Department of Finance

Internal Administration

Family Consulting

Childcare



Quantitative Part:

- Standardised questionnaire
- All 120 employees of the organisation were asked
 - rate of return ~70%