

DETECTION OF NEEDS IN THE LINES OF WORK OF THIRD SECTOR ENTITIES FOR UNEMPLOYED WOMEN IN SITUATIONS OF SOCIAL EXCLUSION

DETECCIÓN DE NECESIDADES EN LAS LÍNEAS DE TRABAJO DE ENTIDADES DEL TERCER SECTOR PARA MUJERES DESEMPLEADAS EN SITUACIÓN DE EXCLUSIÓN SOCIAL

DETECÇÃO DE NECESSIDADES NAS LINHAS DE TRABALHO DE ENTIDADES DO TERCEIRO SECTOR PARA MULHERES DESEMPREGADAS EM SITUAÇÕES DE EXCLUSÃO SOCIAL

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ABSTRACT: The objective of the study was to obtain and analyse information on the lines of socio-labour work of third sector entities that worked with women in situations of social exclusion, especially due to unemployment. The research was carried out in the city of Valladolid (Spain) in 2017. The qualitative method used was phenomenological in nature and the semi-structured interview was used as a data collection technique. The participants chosen by snowball were nine associations of the Third Sector. Through the analysis of classical content and with the help of the CAQDAS Nvivo 12 the most relevant appreciations were categorized and coded. The main result obtained is that, despite the great efforts made by some of the entities to work in the socio-labour line, users continue to present emerging needs that must be responded to in order to achieve real and integral empowerment. In conclusion, it should be noted that the lack of social and labor orientation on the part of other entities reveals the need to invest greater resources in the line of work from the Third Sector, since there is a high level of unemployed users, with low employability and deficit of skills and management capacity of the employment portals. It is necessary to promote labour intermediation, the work of new technologies for job search and the taking of measures to reconcile family and work.

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<p>PALABRAS CLAVE: Oportunidades de empleo educación laboral mujeres desempleadas desempleo igualdad de oportunidades</p>	<p>RESUMEN: El objetivo del estudio fue obtener y analizar información sobre las líneas de trabajo sociolaboral de las entidades del Tercer Sector que trabajaban con mujeres en situación de exclusión social, especialmente por situación de desempleo. La investigación se llevó a cabo en la ciudad de Valladolid (España) en el año 2017. El método cualitativo empleado fue de corte fenomenológico y como técnica de recogida de información se empleó la entrevista semiestructurada. Los participantes elegidos por bola de nieve fueron nueve asociaciones del Tercer Sector. A través del análisis de contenido clásico y con ayuda del CAQDAS Nvivo 12 se categorizaron y codificaron las apreciaciones más relevantes. El principal resultado obtenido es que, pese a los grandes esfuerzos por parte de algunas de las entidades por trabajar la línea sociolaboral, las usuarias siguen presentando necesidades emergentes que han de ser respondidas para poder alcanzar el empoderamiento real e integral. A modo de conclusión hay que señalar que, la carencia de orientación sociolaboral por parte de otras de las entidades revela la necesidad de invertir mayores recursos en la línea de trabajo laboral desde el Tercer Sector, ya que existe un alto nivel de personas usuarias desempleadas, con baja empleabilidad y déficit de habilidades y capacidad de manejo de los portales de empleo. Es preciso propulsar la intermediación laboral, el trabajo de las nuevas tecnologías para la búsqueda de empleo y la toma de medidas para la conciliación familiar y laboral.</p>
<p>PALAVRAS-CHAVE: Oportunidades de emprego educação para o trabalho mulheres desempregadas desemprego, igualdade de oportunidades</p>	<p>RESUMO: O objectivo do estudo foi obter e analisar informação sobre as linhas de trabalho sócio-laboral das entidades do terceiro sector que trabalharam com mulheres em situações de exclusão social, especialmente devido ao desemprego. A pesquisa foi realizada na cidade de Valladolid (Espanha) em 2017. O método qualitativo utilizado foi de natureza fenomenológica e a entrevista semiestructurada foi utilizada como técnica de coleta de dados. Os participantes escolhidos pela bola de neve foram nove associações do Terceiro Setor. Através da análise do conteúdo clássico e com a ajuda do CAQDAS Nvivo 12 as apreciações mais relevantes foram categorizadas e codificadas. O principal resultado obtido é que, apesar dos grandes esforços feitos por algumas das entidades para trabalhar na linha sócio-laboral, os usuários continuam a apresentar necessidades emergentes que devem ser respondidas a fim de alcançar o empoderamento real e integral. Em conclusão, deve notar-se que a falta de orientação social e laboral por parte de outras entidades revela a necessidade de investir maiores recursos na linha de trabalho do Terceiro Sector, uma vez que existe um elevado nível de utentes desempregados, com baixa empregabilidade e défice de competências e capacidade de gestão dos portais de emprego. É necessário promover a intermediação laboral, o trabalho de novas tecnologias para a procura de emprego e a tomada de medidas para conciliar a família e o trabalho.</p>

1. Introduction

The topic studied in the work starts from the effects that are generated in the life of a person being in a situation of unemployment, and especially, in a prolonged situation, and of how this reality affects especially to the woman because of its later incorporation to the labour market and to the gender stereotypes, that, among other things, can come to produce parallel phenomena to the breach of gender in the labour scope.

The socio-labour orientation plays a particularly important role when all European countries have been affected by the economic crisis, and its adverse consequences have been manifested in Spain, in terms of the worst in terms of job losses and unemployment (Eurostat, 2016; Extremera & Rey, 2016). In particular, in 2016, Spain had the second highest unemployment rate in the European Union after Greece (National Statistics Institute, 2016).

Some of the consequences of unemployment are the increase in the frequency of health problems, especially in relation to mental health (Buffel, Van De Straat, & Bracke, 2015), the increase

in alcohol consumption in some countries due to stress (Bosque-Prous, M., Espelt, A., Sordo, L., Guitart, A. M., Brugal, M. T., & Bravo, M. J., 2015), the growth of wage and other benefit cuts and increased poverty, widespread dismantling of the public sector (Bacigalupe, Esnaola, & Martin, 2016), greater incidence of disease and mortality among socioeconomically disadvantaged populations (Marmot, 2014), and worsening health inequalities (Bacigalupe & Escolar-Pujolar, 2014). The comparative study by Buffel, Van de Velde, & Bracke (2015) reveals how in Spain the increase in unemployment generated by the crisis has led to a development of depression, as well as suicidal thinking (Córdoba-Doña, San Sebastián, Escolar-Pujolar, Martínez-Faure, & Gustafsson, 2014). Mental health is affected by unemployment due to deteriorating self-esteem and pessimism about the future (Paul & Moser, 2009), and not only because of this, but also because of loss of income that makes it difficult to access different resources and healthy lifestyles (Schröder, 2013).

One of the social groups particularly affected by this problem has been women (Llinares-Insa, L. I., González-Navarro, P., Córdoba-Iñesta, A. I., &

Zacarés-González, J. J. , 2018). One of the causes of the latter is that women perceive themselves according to traditional gender stereotypes (Carter, 2014); among these stereotypes is the care of the home and the family, due to the lack of shared responsibility between men and women in Spanish households (del Río & Alonso-Villar, 2008). The past crisis has made both vertical and horizontal segregation visible, as well as the increase in the number of people, especially women, who are unemployed (OECD, 2018). In the third quarter of 2018 there were 3,326,000 unemployed people in Spain, compared to 19,528,000 active people; among this data, the unemployment rate in any of the months of the last year was higher for women compared to men, up to a difference of 3.5% more unemployment rate for women (National Statistics Institute, 2018).

To this must be added a risk factor. Some people have a job; however, this job is precarious as it does not satisfy their needs. This is the reality of a high rate of employed women (Laparra, Pérez, García, Iturbide, & Resaño, 2007).

Despite the social evolution following the incorporation of women into the labour market and the overcoming of the Spanish recession continues to show that the unemployment rate has historically been higher for women. This also means that women are a group at risk of social exclusion and may be exposed to a situation of special vulnerability (Vicente & Martínez, 2010).

Due to the existence of this reality and social situation, it was identified the need to carry out the study presented in this paper, in order to identify which were the actions carried out by social entities that provide their services to people in situations of vulnerability. It is well known that this type of community resources are used by people who are unemployed, among other conditions of risk and exclusion. Among these people are women, who, as can be seen in the literature and in the figures, are particularly affected by the unemployment situation. The aim of the study was to detect whether or not socio-labour orientation work was carried out for insertion and reintegration, as measures to alleviate and cushion the problem situation. To this aim, social entities were selected on the basis of their own characteristics.

1.1. Third Sector Entities

International organizations, States and NGOs, including Third Sector entities, develop intervention programs and actions to reduce the gender gap in the labour field and promote the improvement of employment conditions for both men and women,

in order to achieve equal opportunities and equal representation.

The Third Sector is led by NGOs, social intervention entities and associations, which carry out their activities in the service of citizens, without lucrative purposes (Gutiérrez Resa, 1997). All those associations and entities that attend to people in situations of special vulnerability, defend social causes and carry out work of awareness, prevention and intervention without economic goals, are the so-called Third Sector entities. These play an important role in the lives of citizens, since they providing services to counteract the effects of social exclusion (Pérez-Díaz & López-Novo, 2003), defending both individual and group social interests (de Lorenzo García & Cabra de Luna, 2003), carrying out awareness-raising work (Balas Lara, 2012, p. 42), and one way to apply these tasks is the implementation of social and labour orientation tasks, on which the focus of the study carried out falls.

Thus, Third Sector entities are especially important when exercising their tasks of developing employment guidance, since they are a service within the reach of the citizenry, allowing contact with the community for the effective search for employment. In this way, it is necessary to offer socio-labour guidance services to citizens from the Third Sector, in order to promote the acquisition of employability skills, which encourage opportunities towards the search for employment and the reduction of effects such as those described above. This will make it possible to promote representative equality and equal opportunities.

1.2. Other gender gaps in the labour field

Gender stereotypes have had an impact on inequality in the labour sector. Part of the gender gap is caused by phenomena known as *leaky pipeline*, a term explained by Zeng (2011), pointing out that women and minorities, especially people of colour, face barriers throughout their careers, and this implies that they are filtered out before reaching managerial positions; on the other hand, vertical segregation is related to the large representation of women in lower positions (Alkadry, Tower, & Tower, 2014). Along these lines, research by Brollo & Troiano (2012) and Bhalotra, ClotssFigueras, & Iyer (2013) reveal that women are unequally represented in positions of power, even though they generate profits during their legislature. Similarly, the *sticky floor* phenomenon explains the systematic ways in which women are denied the opportunity to promote from a lower position and there is a large wage gap between

each tier of wage distributions (Cotter, Hermsen, Ovadia, & Vanneman, 2001). Parallel to these phenomena is horizontal segregation, which refers to occupational segregation. This is especially true in the educational fields of science, technology, engineering and mathematics, which as Corbett & Hill (2015, p. 92) indicate: "Recruiting women will be truly successful only if women who start in engineering and computing stay in these fields". The research carried out by Verdugo-Castro, Sánchez-Gómez, & García-Holgado (2018) studies the latter form of discrimination on the grounds of gender stereotypes.

2. Objectives and research questions

The general objective of the study was to analyse the main lines of work, with special emphasis and detail of the line of socio-labour work, of the Third Sector entities of the city of Valladolid (Spain) in 2017, which worked with women in situations of social exclusion and/or risk of social exclusion.

The lines of work of an entity correspond to the roadmaps that are followed in the intervention after setting a final objective for the people perceiving the measures implemented. These lines of work in Third Sector entities can be: socio-labour, attention to basic needs, psychological, legal, skill-training, pre-work, occupational, socio-labour training and workshops, etc.

In order to achieve the general objective, two specific objectives were set. The first of them being to find out the predominant profile of the target women of the entities of the study; and the second being to detect if the socio-labour line of the entities was developed in a deficient manner, due to total or partial non-compliance with the programmed objectives. The programmed objectives to which reference is made were the obtaining of a job and the maintenance of the same.

Like research questions:

- Do the women in the study need more specialized socio-labour guidance to achieve integral empowerment?

The concept of "integral empowerment" responds to the development and achievement of autonomy in all spheres of a person's life. When speaking of a line of socio-labour work, attention is focused on the attainment of autonomy in decision-making, economic independence, satisfaction of needs by the person himself and, therefore, the benefits derived from these aspects. Socio-labour

orientation makes it possible to approach obtaining a job, which also has a positive impact on the different dimensions of the individual's life.

- Does the unemployment situation chronicle the social attention from the research entities?

The existence of a chronic social attention from different social entities is known. This phenomenon occurs when the objectives programmed to respond to a specific problem are not achieved. In the case of this research, reference is made to that social intervention that does not give rise totally or partially to adequate socio-labour intervention. When the need persists, it is channeled from other community resources, chronicling the attention from them.

These two questions are answered in the discussion of the paper.

3. Method

3.1. Participants

Nine entities from the Third Sector of Valladolid (Spain) took part in the study. In order to select the entities, a detailed and meticulous survey was carried out of the existing Third Sector associations in the aforementioned context, with the following inclusion criteria: social entities in the Third Sector, in the city of Valladolid, aimed at women in a situation and/or at risk of social exclusion, especially in a situation of unemployment. Following the survey and invitations, nine entities participated (hereinafter participants) out of the initial fourteen entities that met the inclusion criteria. The remaining five entities did not participate in the study, as they fulfilled the following exclusion criteria: not to direct their lines of work specifically to the attention of women within the subject studied.

The users of the entities in the study were mostly women, in some cases even 100% of the population served, with unemployment rates higher than 70%. Four of the entities worked with women who were 100% unemployed (P.4, P.6, P.7 and P.9). P.3 worked with women who in more than 90% of cases were unemployed. And at least P.2 and P.5 had 70% of the unemployed women. Figure 1 shows the main cause of the situation and/or risk of social exclusion of the persons attended from each association.

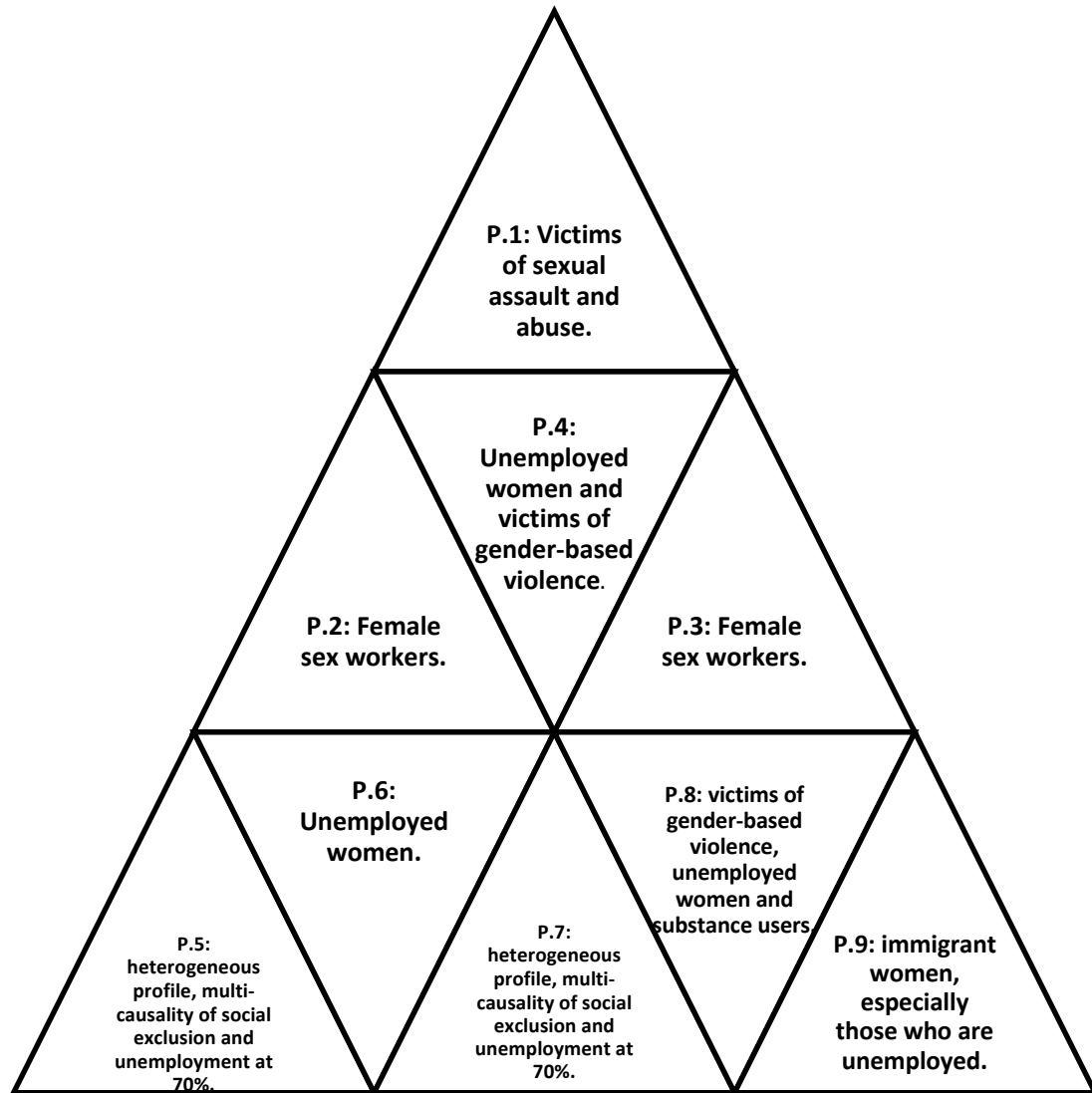


Figure 1. Situation of social exclusion and/or risk of the people attended from each association. Source: Own elaboration.

Finally, from the sociodemographic data collected and analysed for the design of the predominant profile of women attended in the entities participating in the research, the predominant profile indicated in Figure 2 was identified. These

results respond to the first specific objective set, and the information was obtained by means of semi-structured interviews and the reports provided, where appropriate, from the centres.

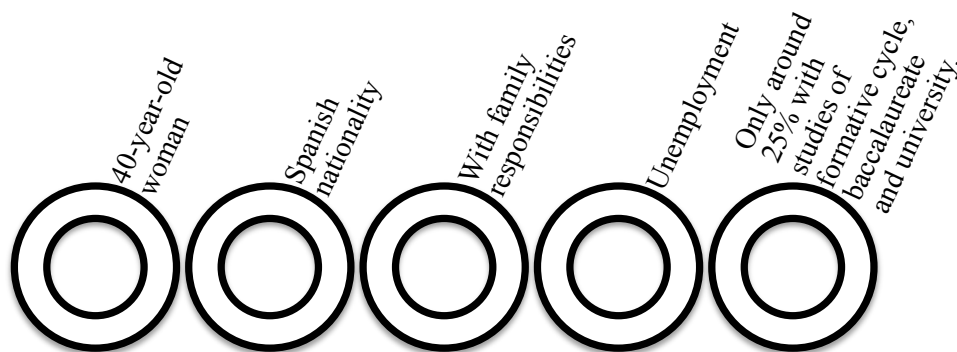


Figure 2. Profile of the woman attended in the study participants. Source: Own elaboration.

3.2. Methodological perspective

A qualitative methodology was used, with the aim of gathering information on the praxis of social intervention from the vision and experience of the workers who are part of the entities analysed. The process of collecting information and analysis was carried out in cascade; this process made it possible to adapt to the changes taking place in a dynamic social reality, subject to constant change. The phenomenological method was used, since the study itself and the analysis of the information emerged from the experiences and opinions of the workers of the participating entities (Anguera, 1999; Colás, 1994).

3.3. Information-gathering techniques

A semi-structured interview was used for the information gathering, which allowed the greatest possible content to be gathered from the individual discourse, favouring simplicity and freedom of expression. Information gathering was based on the snowball strategy.

Each worker in the participating entities was asked to consent to the voice recording of the session. The interviews were recorded in order to make their transcription easier and to have a record of the contents. The purpose of the semi-structured interviews was to get to know the development of the socio-labour line of intervention in the participating associations, as indicated in the general objective.

The qualitative dimensions addressed in the semi-structured interviews were as follows, in accordance with the literature and reviewed research described above:

- Main situations of exclusion and/or risk of social exclusion of women attended through the participating entities.
- Lines of work of the participating entities regarding the causes of exclusion and/or risk of social exclusion: approach and action strategies; socio-labour workshops for socio-labour insertion and reinsertion; motivational work, social and labour skills, labour intermediation of the entity and synergies and agreements with other entities and bodies.
- Professional profile of the workforce of the entities studied and interdisciplinarity of the workforce. This dimension allows us to know the socio-labour specialisation of the professionals who carry out the tasks of socio-labour orientation.

After the transcription of the semi-structured interviews, in the first phase of the qualitative analysis (establishment of categorization) the important ideas expressed were identified, the so-called categories (Delgado-Álvarez, Sánchez Gómez, & Fernández-Dávila Jara, 2012; Martín Cilleros & Sánchez Gómez, 2016). The speeches offered were analysed individually and then the analysis was executed in a global manner. To complete the analysis, the research was supported by physical material offered by the entities, such as databases and informative flyers of their lines of work.

3.4. Data analysis

It consisted of a classic data analysis of content, which configured the organizational structure of the information collected to detect the frequency and occurrence of words, to generate semantic analysis and analyse the issues addressed in the study and the relationship between them. The analysis of the different discourses collected involved a process of listening, reading, reflection, understanding, and interpretation (Conde, 1996). The process derived results on the lines of work of each participating entity, and it was possible to compare the discourse of the nine participants (Andréu Abela, 2000).

Finally, for data analysis, CAQDAS Nvivo 12 was used, which has allowed the transcription of data from audio format. The program has enabled the use of text analysis tools to extract exploratory results, such as searching for specific words and representing them using word trees and word clouds.

4. Results

Mainly, and continuing with the subject, the dimensions investigated have been those related to the socio-labour line of the entities of the Third Sector, which will be addressed hereafter. The causes of vulnerability, the professional profile of the entity, synergies and agreements with the share capital, psychological and legal work for comprehensive assistance, and socio-demographic characteristics of the women attended have also been studied for context analysis.

Table 1 and Figure 3 show the map of the nodes analysed during the investigation, through content analysis through CAQDAS Nvivo12.

Table 1. Project nodes

Third Sector Entities	Lines of work	Attention to basic needs
		Skills training - Labour - Motivation - Social
		Legal - Free legal assistance
		Labour - Pre-employment and occupational training - Labour Intermediation - Labour insertion itineraries - Orientation towards self-employment - Individualized tutoring
		Psychological - Psychotherapy
	Socio-labour workshops for insertion and reinsertion into the labour market - Workshops on employment • Letter of presentation • Curriculum • Interview • Preparation in the use of ICTs - Preoccupational workshops • Culture • Drawing • Spanish for foreigners • Computers	
Profile of the entity	- Lawyer - Social Educator - Doctor - Psychologist - Socio-labour counsellor - Psychiatrist - Social Worker	
Synergies and interdisciplinarity	- Coordination and collaboration with community resources - Interdisciplinarity within the entity	
Situation of social exclusion	- Women who use substances - Unemployed women - Immigrant women - Prostitution - Gender-based violence	

Source: Own elaboration through CAQDAS Nvivo 12.

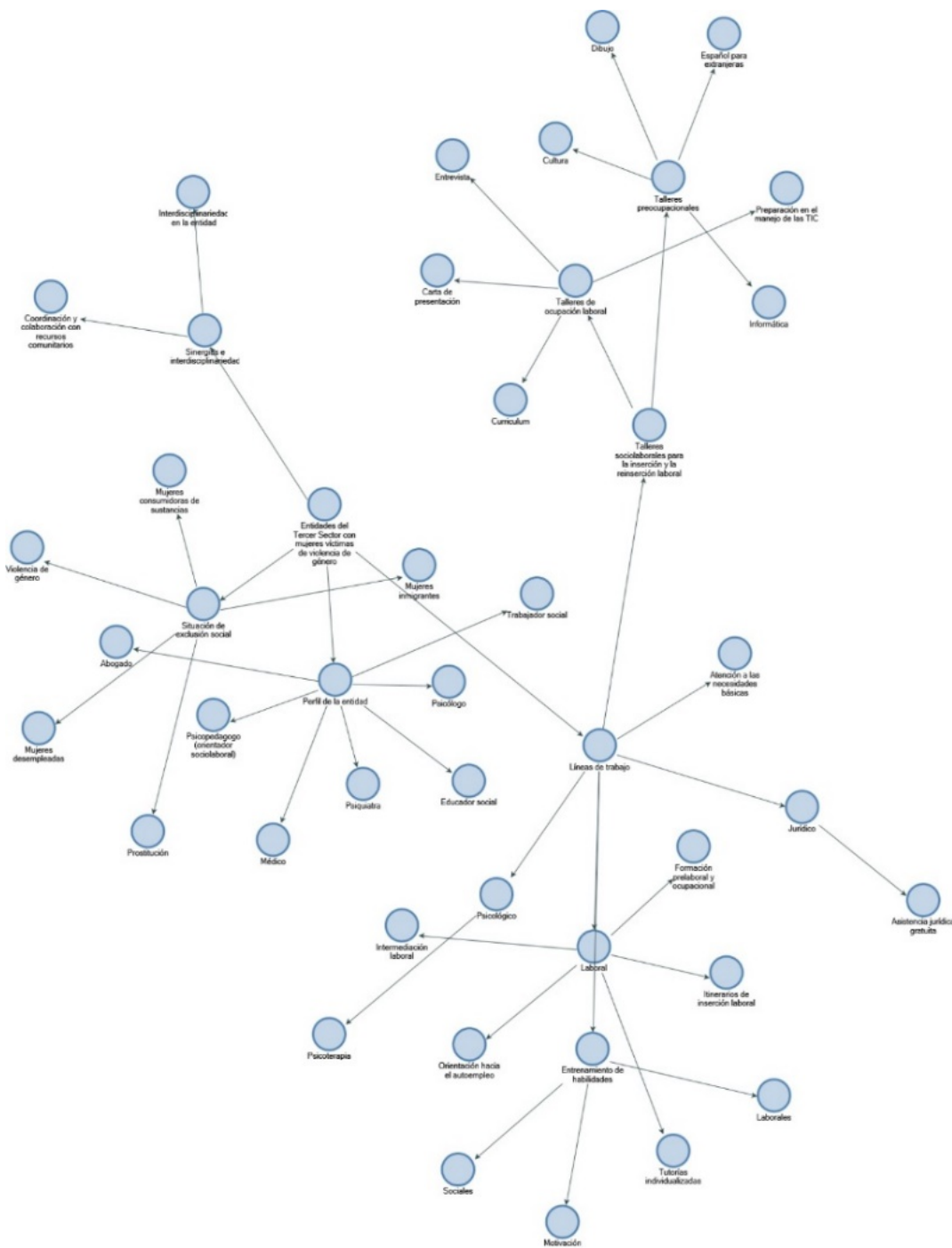


Figure 3. Map of project nodes. Source: Own elaboration through CAQDAS Nvivo 12.

The dendrogram in Figure 4 shows the relationship established between the different sources of information in relation to the coding

established in accordance with the content. In it two main ramifications that derive from the coding can be seen.

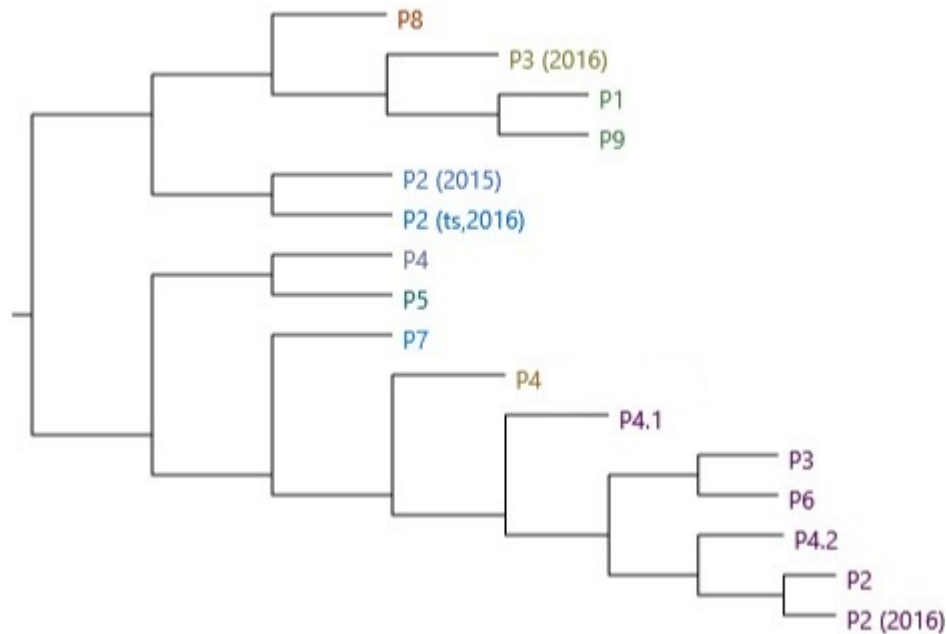


Figure 4. Dendrogram. Source: Own elaboration through CAQDAS Nvivo 12.

The main causes of social vulnerability in the life history of the women targeted by the participating entities are the situation of unemployment, the fundamental axis of this research, together with: being a victim of gender-based violence or being at risk of it; having practiced, practicing or being at risk of practicing prostitution; having consumed substances, consuming them or being at risk of doing so in a way that is dangerous to the health and integrity of the person; and/or being an immigrant woman in a situation of vulnerability.

Following the analysis of the dimensions and interpreted nodes, of the nine entities participating in the study, four of them directed a large part of their discourse to the lines of work that were addressed in the entity. P.2, P.3, P.4 and P.6 gave special importance to the lines of work. The rest focused their discourse on the profile of the users, since the line of work, although it was worked from the entity, was also referred to other resources of the community, since, as was commented during the interviews, there is a high volume of work in relation to the available human and temporary resources. This anticipates one of the possible current weaknesses of the Third Sector system, and

possible diversions to other resources, which as introduced in the research questions, can lead to the chronification of social care.

Within the line of work, an essential part of the socio-labour work is the training of social and labour skills and the promotion of motivation, for the prosperous scope of a job and its maintenance. In this sense, P.2 is the one that stood out in these skills promotion tasks, followed by P.4 and P.6, as opposed to the other entities in which their lines of work did not emphasize the work of these skills.

Other important tasks in the labour line are labour intermediation to put users in contact with possible recruitment companies, individualised itineraries to create an intervention process adjusted to each individual with programmed objectives and adapted to specific needs, individualised tutorials with the aim of following the progress or setbacks produced during the process and orientation towards self-employment (Figure 5). Two of the entities that stood out from the rest in these four tasks were P.2 and P.4, accompanied to a lesser extent by P.3, P.6 and P.8, the latter in relation to individualized tutoring.

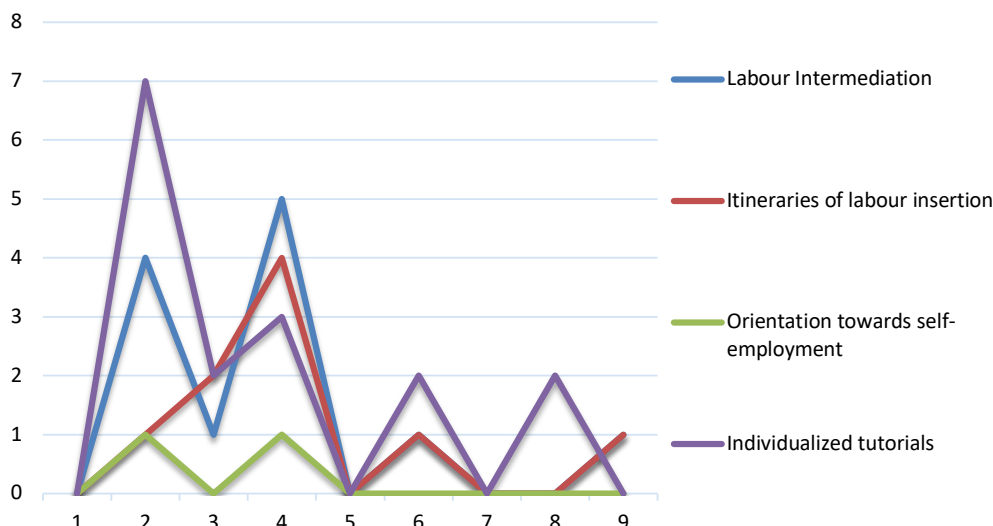


Figure 5. Socio-labour actions from the participants. Source: Own elaboration.

On labour intermediation, P.2 stated: “Yes, it is true that we have sometimes contacted companies. We have a list. We have agreed with them when we have someone to send them. [...] It is true that it is not easy and that it is not the path we usually take, because many of our women are not qualified for this insertion”. In the same sense, P.3 indicated that: “The actions that are carried out are the itineraries of insertion”. On the other hand, as stated in P.4: “The programme is a programme of itineraries and they are intensified itineraries, which are for people of low employability, because they are with groups of greater difficulty compared to the rest of the population, which already has difficulties”. Along the lines of having community resources, P.4 shared that: “And also other orientations for group action can be visits to

city resources on employment issues [...]. Several businessmen have come from the sectors in which we have more or less trained people, to explain the professional profile of the sector”.

Parallel to the tasks analysed so far, the training tasks must be carried out through pre-work and occupational training, which provides women with pre-working skills. However, in order to reach a job position, this training must be simultaneous with socio-work workshops (Figure 6), pre-occupational workshops (Figure 7), and occupational workshops (Figure 8). Again, it can be seen that the associations that stood out in these tasks of orientation and socio-labour preparation were P.2, P.3, P.4, P.6, and in a punctual way in pre-labour formation, P.8.

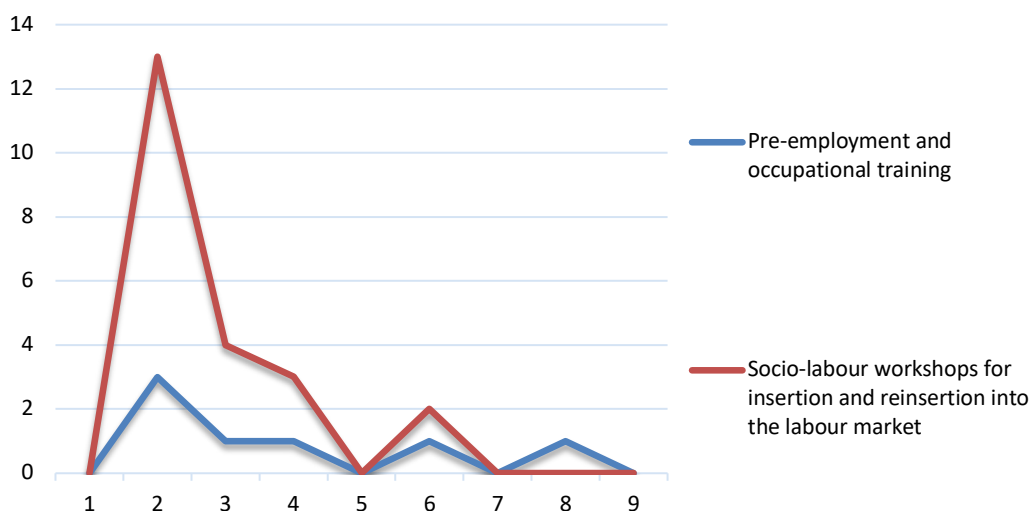


Figure 6. Workshops and training for employment from the participants. Source: Own elaboration.

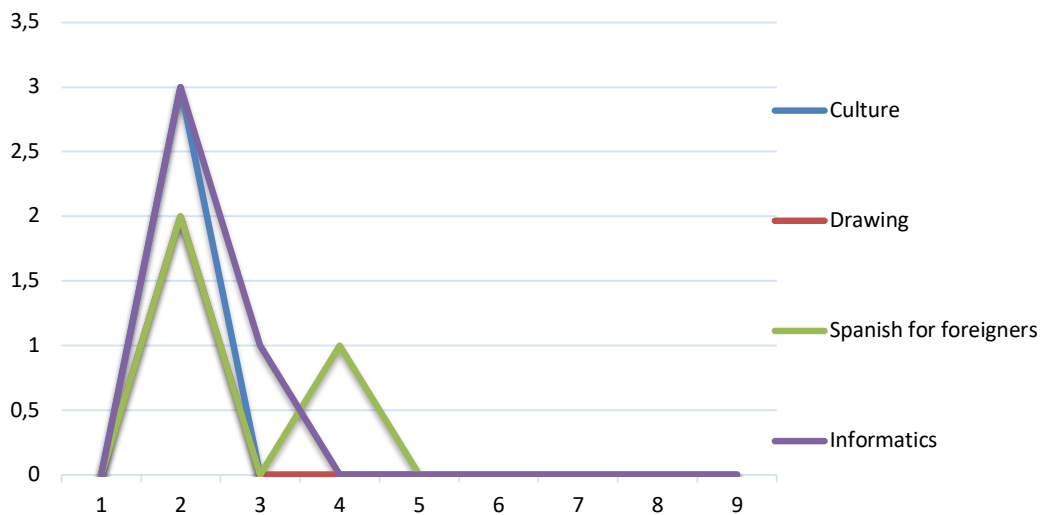


Figure 7. Preoccupational workshops from the participants. Source: Own elaboration.

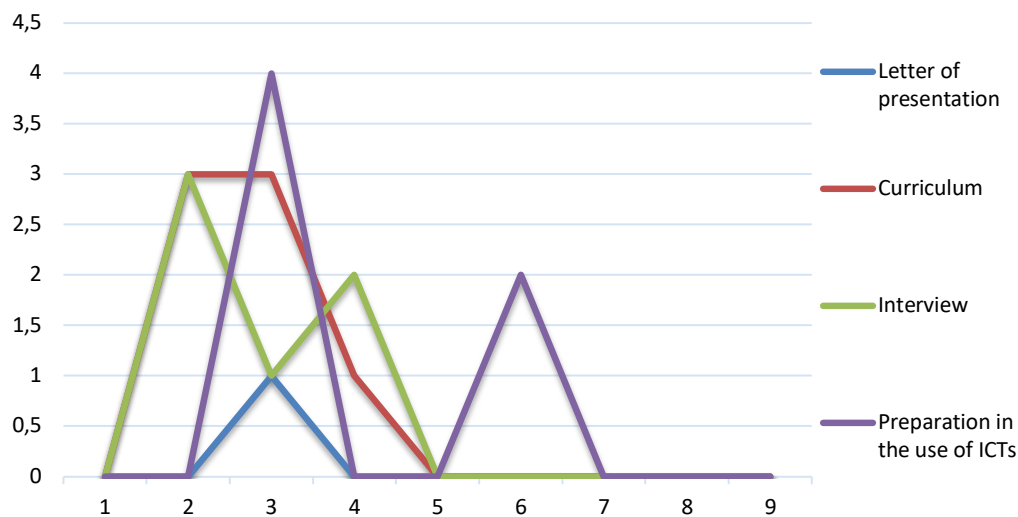


Figure 8. Occupational workshops from the participants. Source: Own elaboration.

In relation to the preoccupational and occupational workshops, P.3 stated that: "Users are also helped in the use of job search tools and job search strategies are offered, one of the tools used for this is the Internet and new technologies". And he continued: "They are also helped to draw up a letter of presentation, the curriculum, the inscription on websites". All of this is important because, as P.6 pointed out, "And I don't say anything to you when you talk about looking for a job on the Internet, it's still something that most people don't control". This same participant revealed an important fact about the use of new technologies for job search: "And then, we work on the whole topic of new technologies, it is that there are many offers to which they do not have access [...] because of ignorance, because they do not trust, because they think that this curriculum will not arrive, they prefer to go to

the physical site and deliver it in hand, rather than enter through employment websites".

In relation to job shadowing workshops, P.2 shared: "We prepare them both for curriculum and interviews". This same participant continued: "On Tuesday mornings we have dedicated them to do what we call 'Reiniciate', which consists of specific workshops on work occupation".

Below are the work tasks carried out by each entity with a special development of the socio-labour line:

Since P.2, there were socio-labour counselors and preoccupational workshops were carried out, social and labour skills and motivation were worked on, occupational workshops were developed, and punctually some contact was made with companies, through agreements with those, since labour intermediation was not implemented.

Through P.3, work was carried out by insertion itineraries, work orientation courses with a twice a year frequency, and during three months a course of computer science and work orientation was carried out. However, as in P.2, there was no labour intermediation, however, in this case there were synergies with other entities, although not agreements.

In the case of P.4, the implementation of the socio-labour activity was widely developed, since all the professionals of this service were socio-labour counsellors. The large blocks worked were: "orientation, training, intermediation", as the entity's worker related, and self-employment measures; work was done through intensified personal insertion pathways, in this case with women victims of gender-based violence. They worked in Spanish for foreigners; they provided support so that people could obtain a degree in Secondary Education through Adult Education; they prepared curricula and interviews, individual and group orientation, accompaniment and follow-up; they also received visits from city resources; they worked on the handling of new technologies; they promoted skills; they did theoretical preparation of the driving license, the food handling license and the labour risks prevention course. In addition, skills and motivation were worked on, labour intermediation was carried out and there were synergies with other entities.

In P.6, the professionals in the orientation task were also socio-labour counsellors, and they worked on labour insertion through: job bank, training points, work on transversal competences, self-knowledge, conflict resolution; preparation of curricula and job interviews; promotion of the use of ICTs for the active search for employment; work on social and labour skills, and motivation. In addition, there was labour intermediation and synergies with other organizations, and about the workshops "in addition to the group workshops,

also individually," as indicated by the association's own worker.

Since P.8, his interdisciplinary team included the figure of the socio-labour counsellor. In this case the work dealt with the development of prevention and treatment of substance use, through courses for preparation for working life. The socio-labour work that was carried out was through individualised plans, covering the family, biological, health, socio-labour and educational areas: "treatments are designed in Individualised Case Plans, as treatment. Be part of the person." They worked in women's groups, mixed groups, individual work with male users and group work with families.

And finally, from P.9 the "design and application of personalized insertion itineraries", individualized tutorials, pre-work and occupational training, accompaniment and labour support in the access to employment, coordination and collaboration in community resources were carried out.

In relation to P.1, P.5 and P.7, it should be remembered that they did not have a potential development of the socio-labour line of work. Among the main reasons, the referral to other resources, which are those studied in this same research, because of scarcity of specialized human resources and space-time resources.

Finally, Figure 9 shows the word cloud generated through the speeches of the different study participants. It is noteworthy that, although each entity has different lines of work and the discourse offered by the workers of the same focuses on different issues, all speeches converge when talking about insertion, labour, social, orientation, itineraries, motivation, group, intermediation, people, programmes, attention, skills, education, methodology, empathy, communication, accompaniment, interviews, employment, curriculum, mediation, competencies, assertiveness, encourage, gender, etc.



Figure 9. Cloud of words from the generated speeches. Source: Own elaboration through CAQDAS Nvivo 12.

5. Conclusions and discussion

As a response to the general objective of the study, as analysed, the main lines of work of the participants were the attention of basic needs, legal, psychological and labour assistance. Of the nine entities, it was P.2, P.3, P.4, P.6 and, in some specific area, P.8 and P.9 that carried out in greater or lesser depth the tasks of socio-labour orientation, as has already been indicated. The P.2, P.3, P.4 and P.6 had resources and a broad interdisciplinary team for the detailed development of the various orientation actions. P.8 and P.9 also stood out for their individualized itineraries and individual tutorials. However, and responding to the second specific objective of the research, the lack of socio-labour orientation on the part of the remaining associations, and the specialization in the casuistry dealt with by the remaining entities of the population, makes it possible to find out the need to invest greater resources in the line of socio-labour work, since, as was manifested in the speeches, there is a high index of unemployed people, with a low level of employability and deficit of skills and capacity to manage the employment websites. This implies the need for the Third Sector to deal transversally with labour guidance for insertion and reinsertion into the labour market, promoting labour intermediation, a greater number of job banks and job shuttles, combining it with measures to reconcile family and work. Attending to labour needs is necessary given the predominant user profile of the participating entities, as mentioned above in response to the first

specific objective of the study: woman of 40 years of age, Spanish nationality, with family responsibilities, unemployed and with a low level of training.

Through the network of contacts established with the entities, it has been possible to verify that the users of the entities at the socio-labour level required greater pre-work and employment training, the acquisition of skills for the design of the curriculum, the letter of presentation, the handling of the employment websites, and the efficient and effective search for employment; together with this, the acquisition of social and labour skills was required for the maintenance of the job and the promotion of the commitment to the job. This shows the need to create policies so that people who present such a profile in the future can find a way of reconciling family and work, where there is space for training and employment, shared in balance with the performance of work responsibility, which will facilitate the increase of economic autonomy.

Continuing with the discussion, the research questions posed are answered.

As has been studied in the research, in order to achieve integral empowerment, attention also has to be integral, since in this case it was a profile of low employability, with a lack of skills. In addition, for an individual to be able to enjoy health and satisfy their economic needs, it is necessary to have a job that provides job stability (Extremera & Rey, 2016). This is clearly reflected in the study, since in fact the users of the entities require more specialized guidance, even though the entities have the line of socio-labour and personal

guidance for the performance of these tasks, the needs continue to be evident as explained in the previous lines. Thus, the demand for greater socio-labour orientation is emerging.

Finally, from a social perspective, it should not be forgotten that unemployment affects not only physical but also mental health, generating economic needs, which in a prolonged state could lead to economic dependency (Bacigalupe & Escolar-Pujolar, 2014; Bosque-Prous, M., Espelt, A., Sordo, L., Guitart, A. M., Brugal, M. T., & Bravo, M. J., 2015; Buffel, V., Van De Straat, V., & Bracke, P. 2015; Córdoba-Doña, J. A., San Sebastián, M., Escolar-Pujolar, A., Martínez-Faure, J. E., & Gustafsson, P. E. 2014; Economou, Madianos, Peppou, Patelakis, & Stefanis, 2013; Keyes, Hatzenbuehler, Grant, & Hasin, 2012; Marmot, 2014; Schröder, 2013). This is directly related to the second research question, since, if the needs are not answered from a comprehensive approach, the degree of autonomy and empowerment necessary to have control over the various spheres of life is not obtained, which perpetuates the assistance from known supporters, in this case the Third Sector entities that have served as a guide for the women served. In addition, as it is transposed in the speeches of the workers of the entities in the semi-structured interviews, many of the women have been going to the entity for years, even to diverse entities, since they do not reach work and economic stability, among other issues, such as

emotional stability, which is required to have control of one's own life.

Lastly, the main limitations that have been encountered in the development of the study have been those related to the participants. Social entities tend to provide little information about the interventions they carry out, and because of temporary difficulties they are not always accessible. These circumstances led the investigation to be prolonged in the period of information collecting.

As a prospective and future vision, it would be interesting to replicate the study in the coming years in the same context, and also in other similar environments in order to carry out comparative studies and identify possible improvements that have occurred, as well as weak points on which to emphasize attention. Also, the results of research such as this one and the like make it possible to put forward proposals for intervention that are appropriate to the context. This would particularly highlight the qualitative research implemented and allow the biopsychosocial action to be adjusted to the existing concrete needs.

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