A mixed Research Model to Study Local Welfare Systems. The case of Social Territorial Areas in Campania Region

In recent years, there was an increasing use of mixed methods designs in applied research, especially in welfare policies research (Brook and Holland 2018, Mason et al. 2020, Mertens 2018, Niedzwiecki and Nunnally 2017, Punziano 2012). These findings have often supported the utility of a systematic integration of qualitative and quantitative methods. It is not our intention to enter the debate about different mixed method approaches (Amaturo and Punziano 2016, Bazeley 2008, Teddlie and Tashakkori 2011) but it is certainly our purpose showing the interesting implications coming from policy research combining different methods, techniques and tools. The contribute presents the principal method steps of a study about the municipalities association in Campania (i.e. Social Territorial Areas, thereafter STA) in the context of implementation and management welfare policy. As starting point STA with strong normative structure would positively affect the performance of local services. To decline the starting hypothesis, we have identified two semantic areas: the demographic and socio-economic structure of the STA and the socio assistance offer. We have adopted a perspective integrating two different methods: one more formalized that responds to context data building; the other less formal to investigate informal relational networks and the meanings of the actors involved in decision-making processes. An emerging mixed analytical model declines the performance of the areas such as the outcome both of a pragmatist process (for example, performance indicators), and of a constructivist background (i.e. satisfaction, perceived success, etc.). Under these premises, this work tries to develop an instrument that allows to understanding not only the STA context but also, more generally, to construct an interpretative model of development trajectories and integration processes relating to emerging welfare systems.

Keywords: Mixed methods, social policy, local welfare.

Introduction

Monitoring and evaluation of welfare policy are integrating approach of data building both informative-system and non standard-based (Mauri 2007, Punziano 2012). We are moving from monitoring systems so disconnected from the needs of evaluating local services towards systems of even more reliable data (Mazzeo Rinaldi 2012).

The contribute aims to present a case study of welfare policy data analysis regarding local actors of Campania Region. The employ of tools to deal integrating massive and low-standard techniques covers the need to study welfare policy both on large scale (i.e. over social service dataset) and informal features by interviewing local actors and coordinators of Social Services. Such policy research would to create a good practice of monitoring and evaluation. Furthemore, other best practices, in the same methodological way, have been developed in the field regional policies, specifically relate to Adult Education (De Luca and Madonia, 2017).

This article, generating findings through concurrent statistical (quantitative) and interpretive (qualitative) analyses, contributes to the discussion of mixed methods research by describing the techniques used and decisions made in the research process of policy interventions in Social Territorial Areas (STA) in Campania.

The study wants to answer to whole question 'how are mixed methods studies designed in social policy monitoring?' considering monitoring as a hard process and unfamiliar to qualitative and multimethod design. However, our primary intention is not provide epistemological debate but contributing to pragmatic literature, focusing on mixed technique and research strategy. Such results could generate policy solutions for social action in welfare local systems.

The contribute is articulated in the sequent way. First two paragraphs introduce literature review and background. The first one describes the relationship between mixed design approach and policy making studies. The second is an overview about the third Regional Social Plan and its operational Social Information System adopted in Campania Region. Then it is introduced case study. In the third paragraph, the methodology employed as an explanatory sequential mixed methods design consists of a secondary data analysis of context and of social service planning followed by semi-structured mail interviews to STA Coordinator. Paragraphs 4,5 and 6 deal quantitative findings by context analysis and tipology of social services implemented by STA. The seventh paragraph integrates the results of the qualitative phase. Finally, conclusions about the integration of the findings are given.

Literature Review

Towards information gap in the systems of local welfare. A methodological challenge (not only)

The empowerment of welfare local actors led important changes to social policy making. (Ascoli and Ranci 2002, Kazepov and Barberis 2013). Growing complex social needs due to new social risks (work precarity, family instability, etc.) requires implementing of information systems to monitor and evaluate state of health of welfare networks (Saraceno 2008, Taylor Gooby 2004). Welfare mix as a model of integration between private and public sector to social insurance, recognized need to implement information system to detect social problems in real-time, as well as the offer, such as the social policy making (Mauri 2007, Motta 2018). According to Rossman and Wilson (1985) a multi-method approach to policy research holds potential, for understanding the complex phenomena of social world, seeing this world through multiple lenses, and using eclectic methodologies that better respond to the multiple stakeholders of policy issues than a single method or approach to research. Mixed methods designs can be especially powerful in illuminating policy solutions and directions for social action (Sosulski and Lawrence 2008). Indeed

several mixed research has been carried out in social policy research (Burch and Heinrich 2015, Punziano 2012, Sosulski and Lawrence 2008).

As Rihoux and Grimm stated: “In the public policy literature, we make an important distinction between studies that investigate the formulation of policies and those that emphasize the assessment of their implementations or outcomes. Both of these are areas in which mixed methods practitioners often work” (2006 p.390)

Law 328/00 reformed Italian welfare, decentralizing the social offer, obliged institutions to create information infrastructures to monitor what has been done and what needs to be done. Knowledge has become a fundamental requirement for policy makers, and many good practices have emerged in recent years (Giullari and Bertoni, 2016). On the other hand two weak points emerging, one relates to leak of ‘data culture’ in policy making (Aragona, 2008, Busso and Dagnes, 2013; Mauri 1992, 2007, Sgritta 1988), second deals with methodological weakness of many social information system (Busso and Dagnes, 2013, Mauri 2007, Motta 2018).

Therefore, the reform of local welfare systems, besides promoting the integration of services, also highlighted one of the most significant issues of bureaucratic and institutional systems, which is the production and sharing of adequate and efficient information on all institutional levels. Starting from the implementation of Law 328/00, Regions have autonomously implemented systems for monitoring activities and interventions in the field of social policies.

These informative infrastructures had to operate on three knowledge areas: 1. offering of social services; 2. needs and social demand of disadvantaged social groups; 3. quality of services. These regional monitoring systems have been institutionalized through the Social Information Systems (SIS), due to social mentoring, becomes central in the delivery, monitoring and evaluation of services, with the aim of planning new interventions in the field of social policies. The SIS operates the strategic lines of the Plan becoming a useful technological platform to allow all the local welfare actors to produce and exchange data, generating the information flow to plan the interventions according to the citizens' needs.

SIS has several strategic purposes: collecting and monitoring user services; classification of the need of users who access services and territorial resources; checking the sustainability of resources and centralized monitoring of services. Despite the efforts for a unified coordination of social information and an integrated governance of social mentoring systems, the SIS still suffers from some chronic weaknesses of these systems, such as the asystematic nature of data collection, the poor formalization of some procedures for the construction of information and, as Teselli (2007) says, there is an imbalance between quantitative and qualitative monitoring methods. This latter issue is the objectives focus of this work.

The Case Background

Integrating data-building strategies for Campania Social Plan

In Campania, the programming of social and welfare services is done by local authorities through the establishment of a union of Municipalities, independent entities in the implementation of social and welfare services. The management of local social policies takes place through the "Zone Plan", thanks to which the welfare services are organized and the work of local actors is reported. In Campania today there are 69 STA. In order to plan the services, they follow the directives contained in the regional social plans which, every three years, provide guidelines for the definition of the Zone Plan (Social Plan Area) and for its regulatory and operational management. For some years now, a profound renewal has started in the local welfare management systems, also from an information point of view, through the design and transformation of information systems, policy goals, and implementation practices in local welfare systems. In this context municipalities, have become important arenas of welfare governance and play a central role in the financing, elaboration and implementation of some social policies.

In Campania the first information systems for social services were experimented with the SFAAR project and then with Campania Sociale Digitale. Campania Sociale experienced, with some difficulties, a social information system between the Region, Local Authorities and citizens. Thanks to it, the policy makers wanted to create a digital platform to monitor communication between local authorities and the region by strengthening the social and welfare offer of citizens (Regional Law 11/07).

Campania was affected by the delays in the implementation of 328/00 and regional law 11/07 about the social service integration. Regional Social Plan (2016-18) finally attempts to reduce this gap by implementing the Social Information System. The context of this research is the third Social Plan. It has introduced very innovative elements, from the point of view of the integration of the interventions to contrast the hardship, but above all - as this work shows - it has foreseen interventions for the strengthening of the information infrastructure and for a better sharing of the social data by the institutional levels involved. To fill the information needs, as requested by the assistance records, the third RDP has promoted the implementation of a monitoring service for the various local contexts and the local social policy by applying a mixed data construction system.

This monitoring activity is based on the Social Information System which allows the integration of all data sources. The Table for the Evaluation and Promotion of Social Policies in Campania (2017) aims to improve the quality level of the services offered on the regional territory through the analysis and evaluation of the performances of Campania welfare, the identification and promotion of their good practices, as well as to support the decision-making processes of the Board. Certainly useful is its contribution to the exercise of a systematic control of the functionality of the welfare of Campania, to be

carried out through a quality assessment process, which with qualitative-quantitative indicators develops taking into account the following dimensions: 1. programming levels; 2. administrative transparency procedures; 3. degree of user satisfaction; 4. guarantees of essential assistance services; 5. monitoring of financial flows.

By applying innovative analysis models to regional monitoring systems, there will be an attempt to intercept the good governance practices of the associated Municipalities and to understand how they impact on the outcomes of the social-assistance interventions.

Methodology

Mixed research design to study welfare policy makers

The research design at the basis of this proposal for a digital mixed content analysis can be identified in the proposal of the sequential model by Creswell and Plano Clark (2017). This model, which combines data collection and analysis of a secondary set of qualitative data in a traditional quantitative research design, has the main objective of strengthening the results obtained by integrating them downstream into the process. Mixed method research is an approach that combines quantitative and qualitative research methods in the same research inquiry.).

Research tries to answer three questions. The first research question is: how can integration between very different research methods take place, in the field of policy making and intervention monitoring? The second and third are related to more substantive questions: What are the intervention priorities of local welfare policy areas? Which are relations between formal and informal policy strategy and local context of STA in Campania Region? To answer these questions, we decided to adopt a mixed research approach.

In the area of social policies, when monitoring or evaluative research is carried out, administrative sources or purely quantitative analyzes are used, without an in-depth analysis of the informal aspects of management, planning and implementation of the policies. In this case, working closely with the regional administration, we were able to combine multiple data sources, applying a strategy of mix methods.

Otherwise, several studies argue that this type of mixed strategy could enable a policy researcher to understand complex phenomena qualitatively as well as to explain the phenomena through numbers, charts, and basic statistical analyses (Brook and Holland, 2009, Burch and Heinrich, 2015, Creswell 1999).

To illustrate our research design we follow the four factors of the mixed research (Tashakkori e Teddlie, 2011): *Implementation*, *Priority*, *Integration*, *Theoretical perspective*.

Implementation: the study has an exploratory purpose, and follows two distinct phases. A quantity one that explores the context of intervention, and

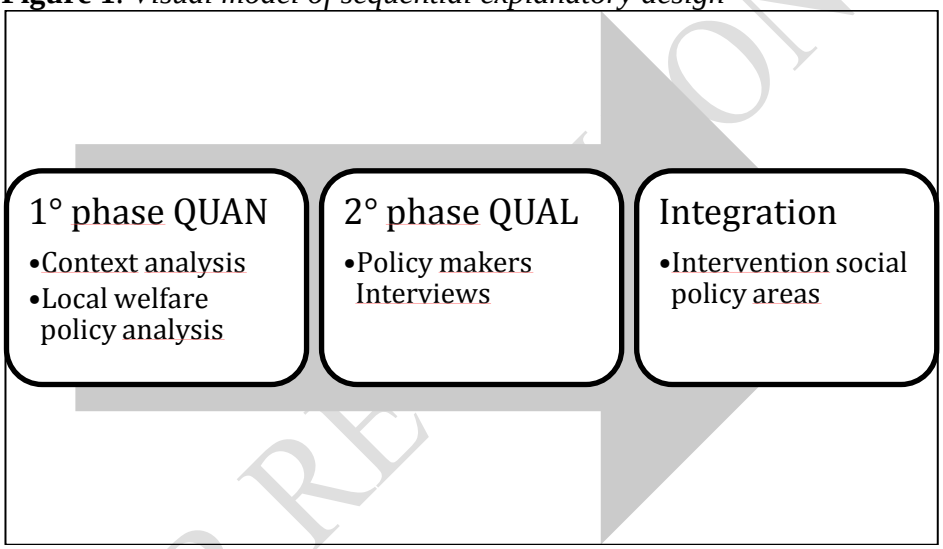
deals with context and socio-economic data to build the demographic and social profiles of the STA. The second is a qualitative phase, in which the area coordinators are interviewed to understand informal methods of implementation also in relation to the knowledge of the context, which emerged from the first phase

Priority: The two strategies have equal importance but it is clear that we are in a predominantly quantitative approach, since most of the analysis techniques used are quantitative

Integration: The integration between the two approaches takes place in the interpretation of the results, through the use of conceptual categories that combine the outputs of the quantitative phase with those of the qualitative one

Theoretical perspective: The applied research design uses the explanatory sequential model which proceeds in distinct phases, and provides for integration during the data interpretation.

Figure 1. *Visual model of sequential explanatory design*



The research, as in the tradition of mixed methods, combines quantitative and qualitative investigative settings. First phase is a quantitative phase, and it concerns the analysis of all 59 STA during the third Regional Social Plan. We used data base of Social Information System, containing territorial, policy and social planning data. This phase covers the context analysis, over a demographic typology and the socio-economic clustering of STA; and the analysis of local social policy planning, over a MCA analysis. Second phase represents the qualitative follow-up. It's a mail interview of the local coordinators of a sample of 18 STA, by demographic and socio-economic quotes. The purpose is to identify perception, representation and informal strategy of policy decision-making. Finally, the integration of these research phases will lead to the typing of the intervention models of the STAs in the social policy areas. The results relating to the first three STAs considered will be presented: S04, N27 and C07.

Figure 2. *Summary of mixed research design*

Source	Question Purpose	Technique	Output analysis
SIS	Descriptive	Descriptive	Typological Index
	Exploratory	CA	Socio-economic cluster
	Exploratory	MCA	Social policy areas
Survey interview	Interpretive	Interview analysis	Issue perception

Findings /Results

Working with a set of SIS indicators: a STA demographic typological index

The SIS of the Campania Region collects data on 59[1] STAs which aggregate 550 Municipalities in total. There is a section with the basic information and demographics data of STA. The distribution and structure of the STA varies according to the province to which they belong (tab.1). In fact, we observe a very uneven situation between the provinces both in terms of the number of STA and in terms of the demographic characteristics of the municipalities that make them up

Table 1. *STA demographic information by province*

ATS	N. Municipalities	N. STA	Tot.Pop.	Pop. by STA	Municipalities / STA
Avellino	118	6	***421523***	70254	19,7
Benevento	78	5	***279127***	55825	15,6
Caserta	104	10	***923445***	92345	10,4
Napoli	92	25	***3101002***	124040	3,7
Salerno	158	13	***1101763***	84751	12,2
	550	**59**	**5826860**	**98760**	**9,3**

Source: Our elaboration on ISTAT and SIS data (2019)

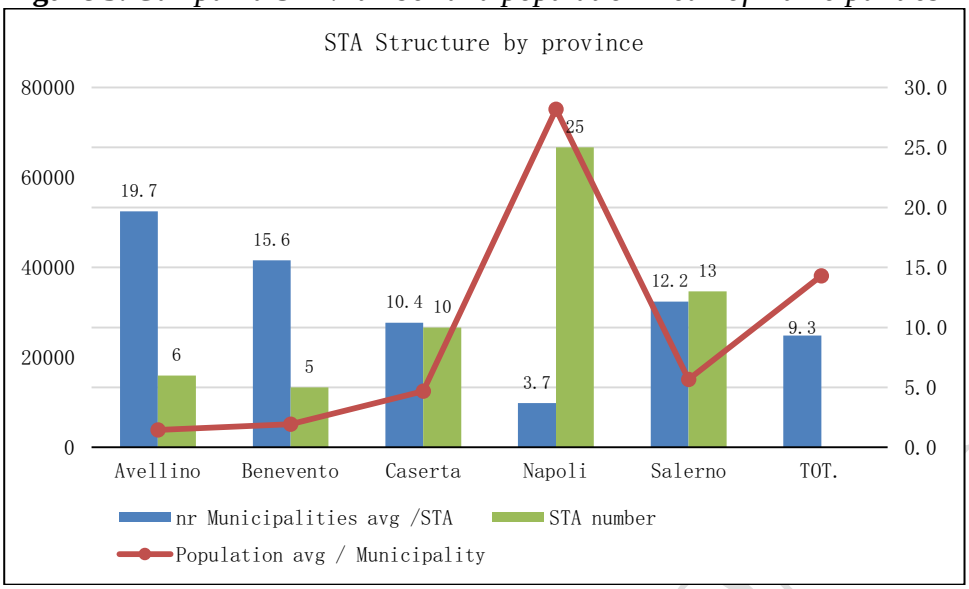
The graph (fig.3) helps us to understand these differences by combining statistical indicators on the average number of Municipalities for STA, the STA number and the population average for Municipality. In provinces such as Avellino and Benevento, consisting of sparsely populated municipalities, the STA are few (6 Avellino and 5 Benevento) because they can group many municipalities (respectively almost 20 and more than 15). The situation is the opposite in the province of Naples, where there are very populated

[1]Napoli was considered as single STA

[2]Average age (ISTAT 2018); Birth rate , birth on 1000 inhabitants (ISTAT 2018); Mortality rate, deaths on 1000 inhabitants (ISTAT 2018); Migration rate, net migration on 1000 inhabitants (ISTAT 2018); Dependency ratio, ratio of non-working to working population (ISTAT 2018); Avg Household members, ratio of houshold members to population (ISTAT 2018); Old age ratio, ratio of the population aged 65 or over to the population aged 0-14 (ISTAT 2018); Population density ratio of population to the size of population area (ISTAT 2018); Numbers of foreigners people, ratio of foreigners people to total population (ISTAT 2018); Median household income (MEF 2017); Local Units, Local Unit for 100 inhabitants

municipalities and we find many STA (25) made up on average of just under 4 Municipalities. The STAs in the province of Salerno and Caserta are on average 13 e 10 respectively.

Figure 3. *Campania STA:number and population mean of municipalities*



Source: Our elaboration on SIS data (2019)

Demographic Typological Index is built by crossing two variables: number of municipalities categorized into few (up to 9 municipalites) and many (10 or more). Population mean for municipality, low (up to 10000ab.), high (10000ab. or more). Most of STA (36) have few high-populated municipalities (STA of coastal area) and 19 STA have many low-populated municipalities (STA of internal area). Briefly we have obtained four type of STA (tab.2):

A: STA many low-populated municipalities
B: STA many high-populated municipalities
C: STA few low-populated municipalities
D: STA few high-populated municipalities

Table 2. *STA demographic typological index*

		Avg pop./ municipality	
		Low (up to 9999ab.)	High (10000ab +)
Nr of municipalities	Few (up to 9)	C *(2 STA)*	D *(36 STA)*
	Many (10 or +)	A *(19 STA)*	B *(2 STA)*

Source: Our elaboration on SIS data (2019)

In tab. 3 it is observed that more than half of the STA in Campania fall into category D (36, more than 60%), because they are STA made up of a few very populated municipalities, especially the STA in the Neapolitan area. 19 STA, on the other hand, belong to category A and are mainly STA of sparsely population such as Avellino and Benevento.

Table 3. *STA demographic typological index distribution by province*

	Demographic Typological Index				
Province	(A)	(B)	(C)	(D)	**TOT.**
Avellino	5	0	1	0	**6**
Benevento	4	0	0	1	**5**
Caserta	3	1	0	6	**10**
Napoli	1	0	1	23	**25**
Salerno	6	1	0	6	**13**
	19	2	2	36	**59**

Source: Our elaboration on SIS data (2019)

STA Clustering to plan social targeted interventions

The SIS offers a section with socio-economic indicators connected with national data warehouses and continuously updated by operators.

Statistic indicators are measured on the Municipality but they are aggregated by STA. There are 11 indicators available: 9 are socio-demographic and 2 socio-economic[2].

Table 4. *STA summary statistics of socio-demographic and economic indicators with Italy benchmark*

Variable	Minimum	Maximum	*Mean (Italy)*	Mean	Std. deviation
Average Age (2018)	37,5	49,3	*44,9*	42,4	2,90
Birth rate (2018)	5,0	10,6	*7,3*	8,1	1,36
Mortality rate (2018)	5,9	14,6	*10,5*	9,4	2,00
Migration rate (2018)	-22,3	7,4	*3,6*	-3,0	4,41
Dependency ratio (2018)	41,8	63,7	*56,0*	50,3	4,46
Household members (2018)	2,2	3,0	*2,3*	2,7	0,24
Old age ratio (2018)	66,7	266,3	*168,9*	137,1	45,93
Population density (2018)	49,5	11851,9	*200,6*	1837,4	2398,77
Foreigner people (2018)	1,0	13,1	*8,7*	4,1	2,49
Household income (2017)	15286,0	35804,2	*31393*	22887	3857,66
Local Units (2017)	3,7	10,0	*12,7*	6,1	1,28

Source: Our elaboration on ISTAT and MEF data

[2]Average age (ISTAT 2018); Birth rate , birth on 1000 inhabitants (ISTAT 2018); Mortality rate, deaths on 1000 inhabitants (ISTAT 2018); Migration rate, net migration on 1000 inhabitants (ISTAT 2018); Dependency ratio, ratio of non-working to working population (ISTAT 2018); Avg Household members, ratio of houshold members to population (ISTAT 2018); Old age ratio, ratio of the population aged 65 or over to the population aged 0-14 (ISTAT 2018); Population density ratio of population to the size of population area (ISTAT 2018); Numbers of foreigners people, ratio of foreigners people to total population (ISTAT 2018); Median household income (MEF 2017); Local Units, Local Unit for 100 inhabitants (MEF 2017).

Tab.4 shows indicator summary statistics. STA Campania people, compared with Italy benchmarks, are younger (Avg Age: 42,4 STA – 44,9 ITA) and with an high birth rate (8,1 STA – 7,3 ITA), influencing on population growth and household size (avg members: 2,7 STA – 2,3 ITA). In addition, there is a lower rate of foreigner people(4,1% STA - 8,1% ITA).

The economic condition of the Campania STA is worse than in the rest of Italy, both in relation to average household incomes (22887 STA- 31393 ITA) and the number of Local Units on 100 inhabitants (6,1 STA – 12,7 ITA).

Cluster analysis was applied to create homogeneous STA groups for socio-demographic and socio-economic characteristics. The technique adopted is that of agglomerative hierarchical clustering which allows us to explore various solutions for partitions.

The procedure, based on the ward method (between major variance and within minor variance), gave us an ideal 4-class partition, with 25% within-class variance and approximately 75% between-class variance (tab.5)

Table 5. *Variance decomposition for the optimal classification*

	Absolute	Percent
Within-class	5162995,265	25,02%
Between-classes	15474848,925	74,98%
Total	20637844,190	100,00%

Source: Our elaboration on SIS data (2019)

By observing the average values, we can identify 4 groups: High socio-economic marginalization, Economic vulnerability, Good economic situation, Population growth risk, High socio-economic marginalization class is made up of 19 STA. It groups most of the STA in the internal areas (Irpina, Samnium and Cilento), that is, an economically weak and sparsely populated territorial area, but with the highest rate of foreigners in Campania (especially Eboli STA)

Economic vulnerability is the group with multiple STA. In fact, it is mainly made up of STA in the coastal area of Caserta, Neapolitan and in the province of Salerno, made up of medium-sized municipalities but with a not strong economy.

Good economic situation is the least numerous group (6) and is mainly made up of STA with municipalities that are provincial capitals. They are STA with good economic health, but have a bad demographic trend. Therefore their demographic situation is to be monitored.

Population growth risk is the class that groups the STA of the metropolitan area of Naples, an area that despite the high migration rate is experiencing strong population growth. In fact, there are medium-sized families with a high birth rate. This class is the one with the most internal variance, conditioned by the Naples STA, which also has characteristic values compared to the STA of its group

Table 6. *STA class average value, high(red) and low (blue)*

Class	Average Age	Birth rate	Mortality rate	Migration rate	Dependency ratio	Household members	Old age ratio	Population density	Foreigners people	Household income	Local Units
High socio-economic marginalization	43,8	7,8	10,5	-2,4	51,4	2,52	160,4	482,7	5,5	19317,3	6,2
Economic vulnerability	41,4	8,5	8,6	-3,3	49,0	2,76	117,9	1494,5	3,3	23440,1	5,6
Good economic situation	44,4	6,5	10,4	-0,5	53,0	2,50	173,7	1092,4	4,8	31014,3	8,4
Population growth risk	40,9	8,2	8,6	-5,5	49,7	2,82	116,4	7475,7	2,7	23473,4	5,7

Source: Our elaboration on SIS data (2019)

Table 7. *Results by STA Class*

Class	**High socio-economic marginalization areas**	**Economic vulnerability**	**Good economic situation**	**Population growth risk areas**
Objects	19	27	6	7
STA	*A01 Ariano, A03 Lioni, B03 Montesarchio, B04 Cerreto Sannita, B05 Morcone, C03 Teano, C04 Piedimonte, C07 Lusciano, C10 Mondragone, N14 Giugliano, N19 Afragola, N26 San Giuseppe Vesuviano, S01_3 Pagani, S03-ex S05 Eboli, S03-ex S10 Palomonte, S07 Roccadaspide, S08 Vallo della Lucania, S09 Sapri, S10 Sala Consilina*	*A02 Mercogliano, A05 Atripalda, A06 Mugnano del Cardinale, B02 San Giorgio del Sannio, C02 Maddaloni, C05 Marcianise, C06 Casaluce, C08 Santa Maria Capua Vetere, C09 Sparanise, N12 Pozzuoli, N13 Ischia, N15 Marano di Napoli, N20 Acerra, N22 Somma Vesuviana, N23 Nola, N24 Volla, N25 Pomigliano, N27 Castellammare, N29 Ercolano, N30 Torre Annunziata, N31 Torre del Greco, N32 Sant' Antonio Abate, S01_1 Nocera Inferiore, S01_2 Scafati, S02 Cava de' Tirreni, S04 Pontecagnano, S06 Baronissi*	*A04 Avellino, B01 Benevento, C01 Caserta, N33 Sorrento, N34 Capri, S05 Salerno*	*N01_10 Napoli, N11 Portici, N16 Melito di Napoli, N17 Sant' Antimo, N18 Casoria, N21 Casalnuovo, N28 San Giorgio a Cremano*
Within-class variance	3278822,8	3174381,0	7330138,8	17626888,3
Minimum distance to centroid	352,2	352,2	433,9	2022,8
Average distance to centroid	1477,4	1579,7	1972,4	3643,2
Maximum distance to centroid	4038,3	3465,8	4796,4	5771,3

Source: Our elaboration on SIS data (2019)

Some evidences from local welfare making

The demographic and socio-economic characteristics of the territory play a very important role in regional and local welfare policies. Knowledge of the needs of the territory and community and of its social conditions is a necessary prerogative for policy making. In this sense, the SIS offers indicators on what has been programmed by the Zone Plans. We have considered the information relating to the social services scheduled for the third year of the 3rd RDP to explore the relationships between the different modes and levels of intervention in the welfare area (tab.8).

Direct management: the number of services managed directly by the STA. It has been categorized as Low, if the STA has direct management of less than 20% of the services; Medium-low, between 20% and 29%; Medium-high, between 30 and 39%; High, 40% or more.

Inhabitants for Social Service: indicates the number of inhabitants per single service. It has 4 levels: Few if the number of inhabitants per single service is less than 2000; Medium between 2001 and 2999; High 3000 or more. Social service more provided: indicates for each social category the number of STA in which it is the most provided.

Table 8. *Summary Statistics of variables for MCA analysis*

Variable	Categories	N. STA
Social Service direct management	Low (less than 20%)	12
	Medium-low (20% - 29%)	20
	Medium-high (30% - 39%)	7
	High (40% or more)	12
Social Service / Inh.	Few (3000 inh. or more)	9
	Medium (2001 -2999)	22
	High (less than 2000 inh.)	20
Social Service more provided	Inclusion and Incomes protection	31
	Residential Services	7
	Social Service at Home	7
	Other	6

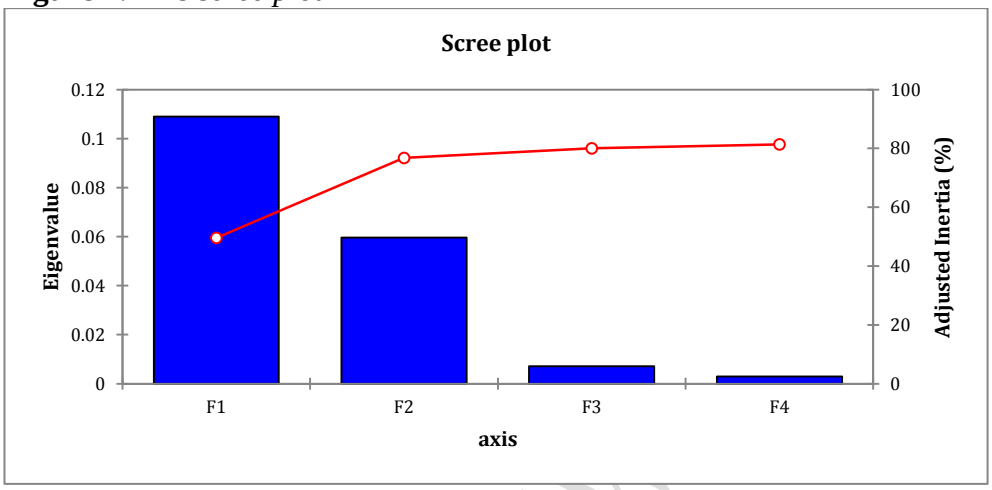
Source: Our elaboration on SIS data (2019)

We make a synthesis of the three variables through the Multiple Correspondence Analysis. Factors 1 and 2 reproduce more than 76% of inertia, that is sufficient rate (fig.4). In order to identify them, we have taken into account the variables' V.test (tab.sx).

First factor, *Welfare decision making* as we find the categories on the number and type of social services produced. The second identifies *Social outsourcing*, given that the categories with high V.test are those relating to the management of services, direct and indirect

Then, the intersection of factors allows us to detect three policy dimensions: 1. *Private social*, about social service (residential and elderly service) managed by private partnership 2.*Massive intervention for social protection* which identifies semantic area of massive social programming (and it regards especially basic income measures); 3.*Reduced and direct social planning area* relates to low social planning, by direct management.

Figure 4. *Axis scree plot*



Source: Our elaboration on SIS data (2019)

Table 9. *Factor 1 and Factor 2 V.test*

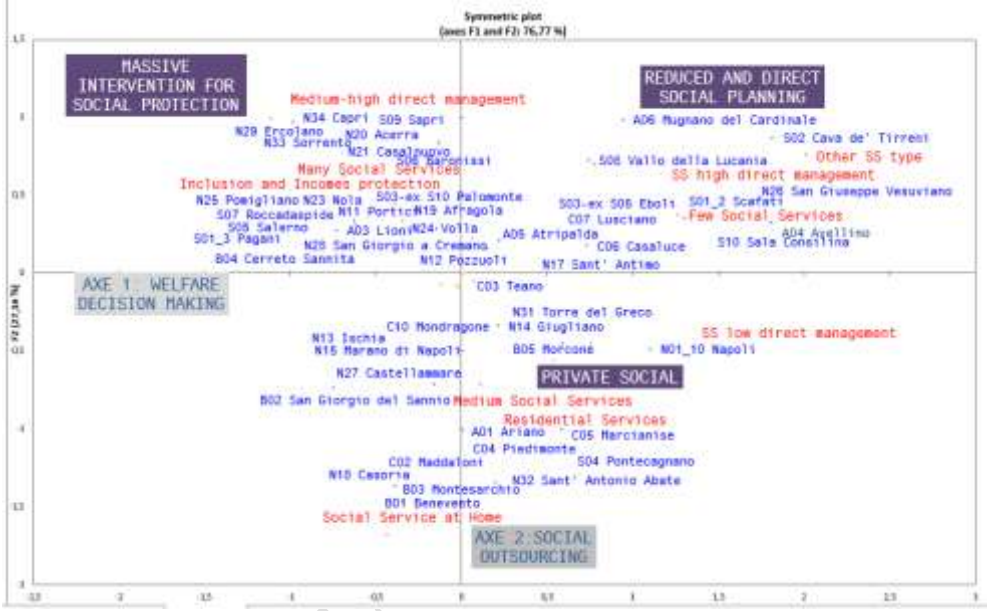
	F1	F2
SS High direct management	**3,062**	**2,763**
SS Low direct management	**2,998**	-1,791
SS Medium high direct management	**-3,135**	**2,793**
SS Medium low direct management	**-3,056**	**-2,813**
Low number of SS	**4,148**	1,226
High number of SS	**-3,916**	**3,508**
Medium number of SS	0,668	**-4,401**
Inclusion and Incomes protection	**-3,436**	**3,929**
Other social service	**5,201**	1,952
Residential Services	1,224	**-2,678**
Social Service at Home	-1,219	**-4,724**

Source: Our elaboration on SIS data (2019)

The first axis highlights a welfare policy relating to the programming of social services, which contrasts a massive intervention dedicated to inclusion and social protection to a reduced social planning policy. In the first quadrant the cloud of STA thickens above all in the province of Naples and Salerno, that is the contexts in which it is necessary to intervene massively against the discomfort. In the other are projected STA of internal or rural centers, where high social intervention is not expected.

The second factor represents the social outsourcing decree, in which the external intervention of the public, opposed to an externalized social action, recognizable in the Private Social area, is opposed. This area of the plot is shared both by STA of very populated areas (Naples, Giugliano, Castellammare, Casoria and Maddaloni) in which many residential services are active, and by STA of internal and therefore less populated areas (Piedimonte, Benevento, Montesarchio, Ariano) where services for the elderly are also programmed through social services at home.

Figure 5. *Symmetric Plot with Factorial Axes*



Local expertise and new welfare perspectives

We have seen how the Information System works through the STA accountability logic. They are required to define the programming of the Zone Plan and to give an account of a series of indicators on expectation and implementation of the interventions. This data sharing is obviously useful not only for monitoring the upper hierarchical level (Region) but also to increase knowledge about the context of intervention, for the regional actor and for local actors. The criticality of this method of analysis is that it is not possible to deepen the local dynamics of programming and especially of implementation of the interventions. We know well, in fact, that the numbers of a policy cannot detect elements that are subjective and are identifiable only with a thorough knowledge of the context of intervention, such as the informal dynamics of policy making. These are aspects that are only apparently secondary but which can be decisive for the effectiveness of the services.

These premises have prompted us to deepen the evidence of the secondary analysis of the SIS datasets, through parallel interviews with the coordinators of the STA to read the social interventions from expert actors' point of view. This second phase, less rigid, is still ongoing and the first reflections are shown

below. The survey form was implemented in the SIS services and sent to 18 sample STA distributed equally by province. The form asks to report the weaknesses and good practices of the local social protection system and any solutions to adopt through open questions. The first sheets received allow us to outline a first framework of reflections relating to the opinions of the STA coordinators in the local context of the social measures adopted, to highlight strengths and weaknesses, and also solutions to be adopted within the framework of the Social Territorial Areas.

The hermeneutic analysis of the first survey reports received, relating to S04, C07 and N27 STA, highlight three dimensions:Local Welfare Net, Citizen Empowerment, Social Service Implementation.

Social service implementation: The interviewees underline how it is often difficult for the Sectors to implement the national and regional regulations of social protection measures (for example those relating to the recent provisions for basic income). It is also often highlighted that within the STA there are autonomous subjects that generally do not share the same purposes, so it is difficult to collectively and uniformly plan the Zone plan, and this implies longer times, ineffective social interventions and late communication and inefficient among the actors of the social sphere.

Citizen empowerment: citizens as final users of the services, often highlight a distorted perception of welfare policies, as a policy of mere welfare and subsidiarity and not, instead, as a policy of social, economic and employment inclusion.

Local welfare net: Some coordinators see integrated management of social services as a strength and as a necessary mode of intervention. The establishment of intervention networks is in fact a way to go for the multidimensional assessment of needs and for the contrast of discomfort.

Therefore, according to the interviewees it is important to urge the STAs to overcome flexible forms of union, such as the convention, which do not have legal autonomy and therefore it is difficult to plan and manage the funds for social interventions together. Therefore, according to the coordinators, it is important to strengthen the autonomy of local authorities, but through solid forms that allow a more organic and more sustainable management of services, in short, new local welfare prospects.

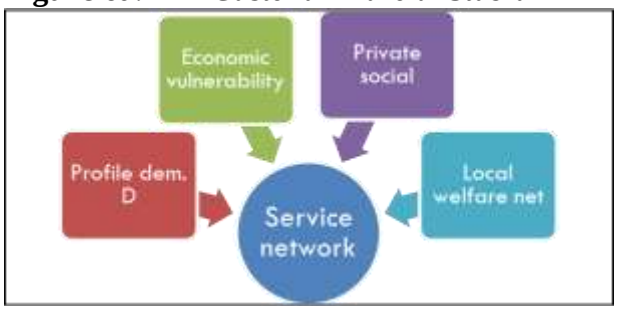
Considering the three STA of which we have a complete analysis picture, we can establish interpretative categories for each and therefore possible areas of intervention policy. We have considered the profiles emerged from three cases: N27, S04 and C07. N27 which is represented by a single municipality, has a tendentially vulnerable economic context, and many social services are managed by private body. Local coordination highlighted some critical issues in developing strong networks of actors. Given this profile, it is desirable to strengthen the integration of services, perhaps with greater public intervention (fig. 6a).

S04 has a difficult demographic structure (many very populated municipalities) with a vulnerable economic situation and services managed mainly by the private sector. Coordinators highlighted that citizens have a bias

perception of social services. It may be appropriate to strengthen communication to improve citizens' perception (fig.6b)

C07 having a not good economic situation and few social services. Decision making actors highlighted the few economic resources. It is useful and necessary a strong public investment and a greater attention to resources addressed for local welfare (fig.6c)

Figure 6a. *N27 Castellammare di Stabia*



Source: our elaboration

Figure 6b. *S04 Pontecagnano*

Source: our elaboration

Figure 6c. *C07 Lusciano*

Source: our elaboration

Learning territory. From service integration to method integration?

As mentioned, the work presents only partial results of a research on the local welfare contexts of the Campania Region by examining the methodological implications for future research in this complex field.

Such work sought to highlight the advantages of applying mixed research strategies to facilitate a deeper knowledge of the actions of the STA and the

social needs of the territory, so that the regional welfare policies are more efficient and effective and therefore more sustainable. In this sense, SIS Campania represents a good practice of production and sharing of data to control, evaluate and guide local policy actions and to fill that information debt required at regional and national level. SIS has proved to be a formidable source for studying the contextual characteristics of local actors in the field of welfare and for understanding their methods of governance and intervention.

The set of SIS indicators offered us the opportunity to define the identity of the STA, building a typological index based on the number of Municipalities and the average population. It was possible to trace 2 predominant profiles that respond to STA with a few densely populated municipalities, typical of the coastal area, and STA with many municipalities, however sparsely populated, more common in inland and rural areas. The demographic structure inevitably has implications for the offer and characteristics of the services. Firstly, there are areas in which social intervention is a priority and others in which the social-welfare offer has been progressively reduced. Secondly, the contrast between public and private is evident once again. While in some STA the provision of services is exclusively public, in others it is increasingly common for the offer to be given to third sector management. As we have seen it is residential services and social services at home, or interventions dedicated mainly to the elderly and disabled.

The qualitative follow-up with the interviews with the STA coordinators offered us the opportunity to deepen the informal background of the construction and implementation of welfare policies directly on the territories. Beyond the partiality of these results, several instances have emerged from the territories which, in the light of what emerged from the analysis of social contexts, are the forerunners of possible personalized areas of intervention. We believe it is important that the integration process of the offer is also accompanied by an integration of the methods and tools to respond promptly to the needs of the STA. This is a research approach that has proved very productive and other experiments have already started in other areas of regional social policies such as Adult education.

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