Poster exhibition
Topic 1: Innovation in regional business and industry, NGOs and the public sector – the role of University Lifelong Learning

Management of Social Service Organizations, Organizational Well-Being and Psycho-Social Training Needs

By Dr. Paula Benevene
Facoltà di Scienze della Formazione, Lumsa University of Rome

Abstract

The Multidimensional Organizational Health Questionnaire was administered to 787 participants (312 work in Public Sector Organizations and 475 in Third sector organizations). The questionnaire has a scale for each independent dimension of organizational wellbeing: Objectives; Valorization; Active listening; Information; Conflict; Personal relationships; Operativity; Organizational justice; Social usefulness; Innovation; Personal positive indicators. The paper identifies several areas where managers of social service organizations (especially those of the public sector) have a strong need for psycho-social educational needs, in order to be able to address properly the organizational wellbeing of their employees.