

## **BREAKBACK – EUROPEAN PROJECT**

### **Case studies interview grid**

#### **1. Introduction**

1.1 Could you describe your organisation in a nutshell?

#### **2. A brief history**

2.1. How the idea of services you provide (organisation you work in) had born?

2.2. Who were the promoters?

#### **3. Main Objectives**

3.1. What were your goals at the beginning?

3.2. Today, are those goals the same as in the past?

3.3. Could you describe the services you provide?

3.4. Could you give me two examples of such services?

#### **4. The organizational dimension**

4.1. From an organizational point of view, how many people are directly and indirectly involved in the provision of services (your activity)?

4.2. What has changed since the activity started?

4.3. What are the characteristics of the people that work in your organisation (level of education, career path, experience in the union, age)?

#### **5. User trends**

5.1. What are the main characteristics of the users who demand your services (participate in your activities)?

5.1.1. professional qualification (high or low skills)

5.1.2. kind of employment (self-employed or employees)

5.1.3. type of contract (temporary or open-end)

5.1.4. gender

5.1.5. nationality (Italian, European, other foreign-born)

5.2. How many users did you provide the service to in 2019?

5.3. What is the trend of users over time?

5.3.1. have users increased/decreased?

5.3.2 have the user characteristics changed?

5.4. How do you explain this trend?

## **6. Service assessment**

6.1. Taking into consideration the goals and the targets you set at the beginning of your activity, how do you evaluate the activity of your organisation?

6.2. The services you provide are really effective?

6.3. What are their weaknesses?

6.4. In your opinion, what is the level of user satisfaction?

6.5. To what extent do service users formally join your trade union? Is it mandatory to join the trade union to use the service?

6.6. How do service users participate in the life of your trade union?

6.6.1. in soft forms: i.e. they periodically return to use the same services you provide, they take part in other initiatives of your organisation, they express interest in the union you affiliate to.

6.6.2. in hard forms: join the trade union, participate in trade union activities

6.7. Which of the services you provide (your activity) shows the greatest effectiveness in terms of trade union's membership growth?

## **7. Final considerations**

Drawing on your own opinions:

7.1. how do you evaluate your activity?

7.2. how will it change in the future?

7.3. concerning trade union's membership renewal, what new strategies the trade union could adopt to increase membership among peripheral workers (both high skilled and low skilled)?

## **8. Users assessment**

To help us in assessing the level of user satisfaction:

8.1. could you give us their email addresses?

8.2. are you interested in participating in our project by contacting your users on our behalf?