

Stakeholder conference in Újbuda (6 DECEMBER 2021)

COMPETENCE – Capacity building Of eMployees of municipalitiEs for
beTtEr provision of publiC sErVICES – project number: 2018-1-0242

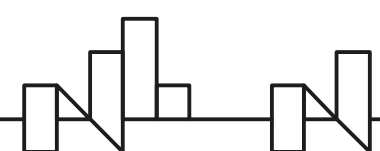
Prepared by Újbuda Social Service Provider

An institute of the Lead Partner

The Municipality of Újbuda
Lead Partner

Facts and Figures of Újbuda

- As the 11th district of the Hungarian capital, Budapest, Újbuda is the fifth most populated community in Hungary.
- Founded: 1930.
- Number of inhabitants: 148.114, population density: 4274,9 fő/km²,
- Újbuda covers an area of 5 square kilometers; number of smaller districts: 21
- Proportion of women: 54,3%, Proportion of men: 45,7%;
- Proportion of people over 60: 28% (~ 41,400 people) (women 33%; men 28%)
- People over 60 living alone: ~ 15,000 people (estimated)

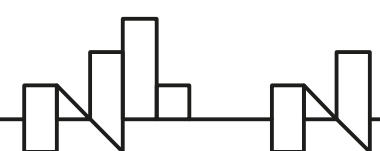


Basics of the social welfare system

- The basic conditions are created by: The Fundamental Law of Hungary (Constitution) *Article XIX.*

(1) Hungary shall strive to provide social security to all of its citizens. Every Hungarian citizen shall be entitled to assistance in the event of maternity, illness, invalidity, disability, widowhood, orphanage and unemployment for reasons outside of his or her control, as provided for by an Act.

(2) Hungary shall implement social security for those persons referred to in paragraph (1) and for others in need through a system of social institutions and measures.
- Regulation and framework: Law on social administration and social benefits
 - Cash benefits
 - In-kind benefits
 - Social work services with personal care (basic services for those living in their own homes and residential institutions providing care and nursing)



The scope of activity of Újbuda Social Service

Basic Social Services

For the Elderly People

- Community catering service
- Home help
- Home help with 24 hours emergency alarm system
- Transport service
- Daycare center for the elderly and for the elderly with Alzheimer's disease

Health service

- Professional care

Other tasks

- senior volunteer group
- Call center
- Alzheimer Café

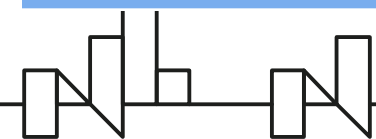
For people with disabilities:

- Transport and personal help service
- Daycare center for the disabled
- Daycare center for psychiatric patients



ÚSZOSZ in numbers

Type of service	Number of clients
Community catering service	1109
Home help	546
Home help with 24 hours emergency alarm system	140
Daycare center for the elderly	269
Daycare center for the elderly with Alzheimer's disease	19
Daycare center for the disabled	23
Daycare center for psychiatric patients	11
Transport and personal help service	30
All clients	2145
Number of employees	121



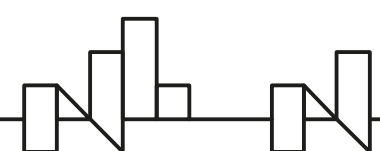
Organisational Self-assessment

Evaluation of six modules:

1. Strategy
2. Leadership
3. **Employees**
4. Resources
5. Processes
6. Endowment in general

Method of the evaluation:
Rating on 1-5 degree scale

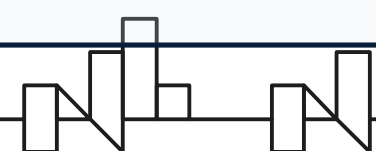
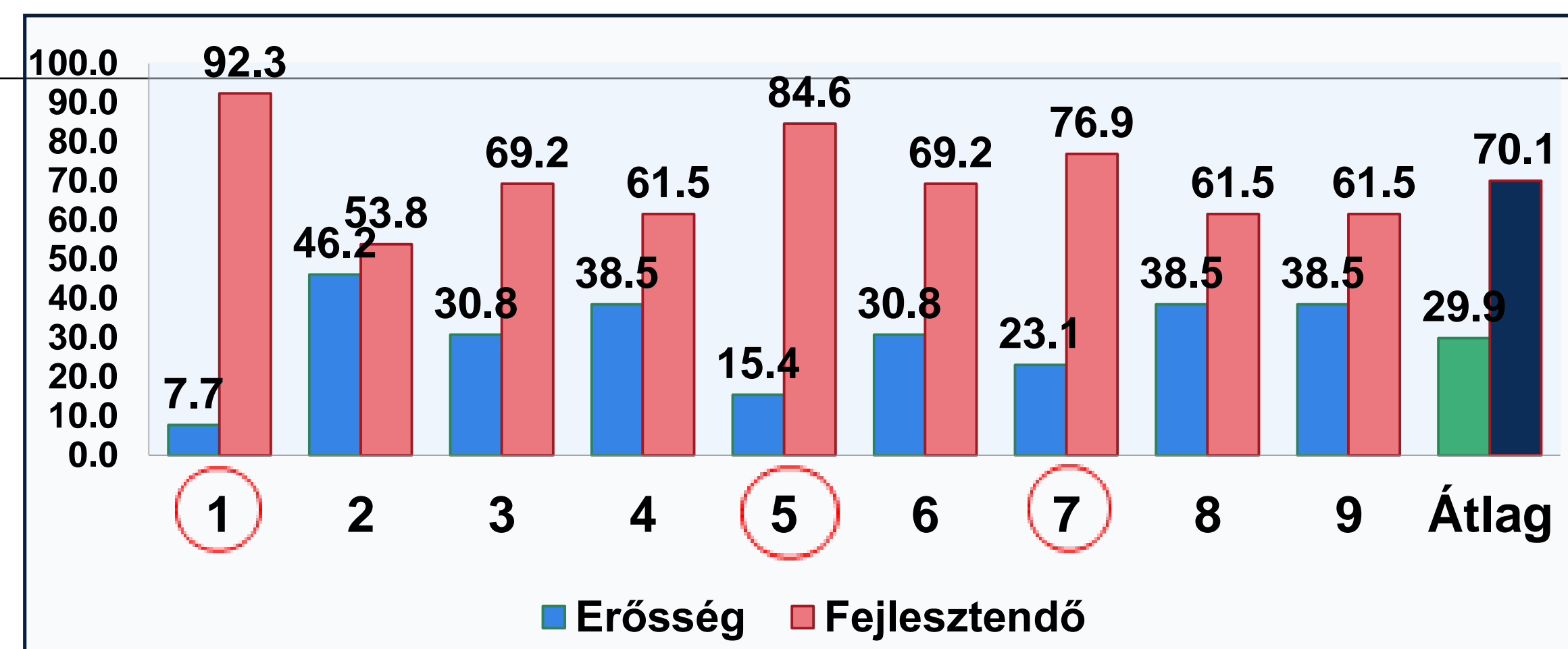
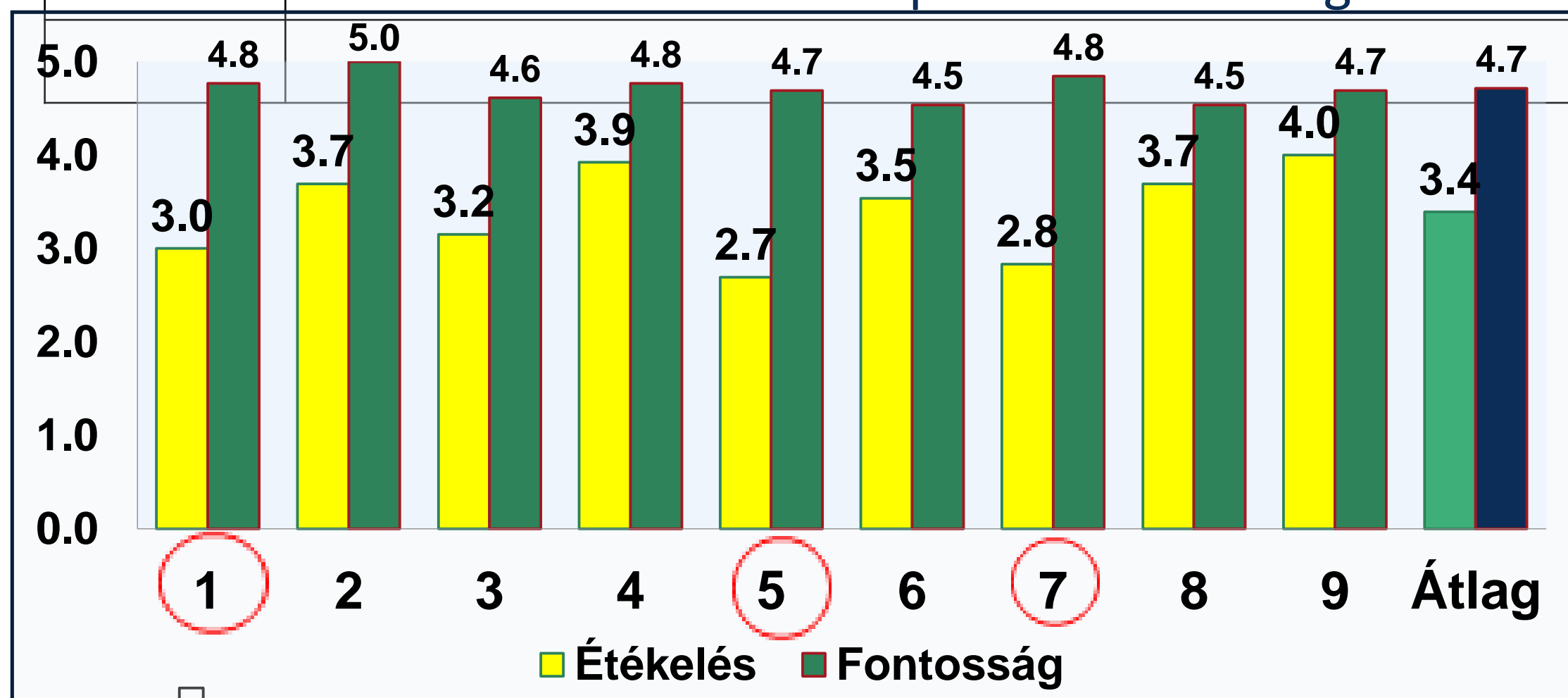
- Value and importance
- Strength and weakness (to be developed)



Employees

1	We do our best for the high level of commitment of our employees.
2	We acknowledge and reward our employees for the work they do.
3	We inspire, help and empower our employees to do their job to the best of their ability.
4	We share the results and experiences of the review of everyday practice.
5	We continuously train and develop our employees (eg trainings, regular performance evaluations, feedback).
6	Within the organization, there is an opportunity to share our knowledge with each other.
7	We know the job satisfaction of our employees (feedback, satisfaction survey, etc.).
8	We encourage and empower our employees to make decisions.
9	It is typical to work in teams within the organization.

Yellow: value Green: importance Dark green and dark blue: average Blue: strength Pink: to be developed



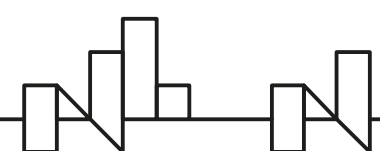
Result of the organizational self - assessment

„To be developed” areas:

**Performance evaluation: competence measurement →
identification of areas for development**

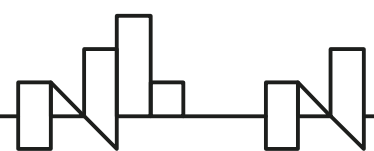
Development of an internal training structure

Development of internal communication



Competences to be developed

- **Interpersonal flexibility**
- **Adequate communication**
- **Effective task interpretation**
- **Situation recognition**
- **Problem exploration and analysis**



Thank you for the attention!

