

Paper Number: PO031058

Paper Title: Voluntary welfare organizations and social policy formulation in Israel: From “politics of interests” to “politics of public ideas”

Author(s):

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Summary of Research

This paper examines the roles and the influence of voluntary welfare organizations (VWOs) on social policy formulation in Israel. Drawing on qualitative analysis it examines the advocacy activity of the VWOs in several policy formulation processes during the 90's. The findings reveal that the organizations played a unique role in promoting public ideas and formulating alternative policies. Using “Public Ideas” theory, the paper suggests an alternative explanation to the influence and roles of VWOs in policy formulation.

Description

There is a broad consensus among students of the nonprofit sector that one of the central functions of these organizations is their role as advocates in policy formulation processes. However, some researchers have recently indicated that this role has not been adequately conceptualized or documented in research on the nonprofit sector, and that limited information is available regarding their impact on public policy formulation (Boris and Mosher-Williams, 1998; McCarthy and Castelli, 2002; De-vita, 1999).

In the growing body of research on the Third Sector in Israel, research into the political roles of nonprofit organizations, their advocacy activity and their influence and contribution to social policy formulation, has been marginal (Gidron, Bar & Katz, 2003).

The focus of the paper, then, is upon the advocacy activity of voluntary welfare organizations: its scope, nature, goals and influence within policy formulation processes. The paper contains two case studies of social policy formulation in the last two decades in Israel (Policy towards people with disabilities, public housing policy). In each, the advocacy activity of the voluntary welfare organizations is examined and an emphasis is put on their involvement in different stages of the policy process, the tactics employed, and the diverse modes of interaction with other players in the policy process (ie. government, parliament, media). The data collection method was qualitative. It includes interviews with key persons in the policy formulation processes and a content analysis of various types of documentation of the process (such as media reports, parliament sessions, meetings of the organizations, etc.). The advocacy activity of the voluntary welfare organizations in each of the cases is examined in the context of changes in the political, societal, economical and welfare environments in Israel during the 90's.

The findings reveal a variety of different roles of nonprofit organizations in social policy formulation. Prominent among these are their roles as initiators, designers, promoters, and implementers of alternative policies and views.

The paper also offers explanations for the roles and influences that were found. The theory of “public ideas” (Reich, 1988; Stone, 1988) is employed to explain the role of voluntary organizations, emphasizing their function as “brokers and promoters of ideas” in social policy formulation, as part of the “politics of ideas”.

The paper concludes by advancing an alternative set of variables to be used in the research of the roles and influence of nonprofit organizations in policy formulation, which emphasizes their unique roles and contributions.

The study seeks to contribute to a better understanding of the roles of nonprofit organizations in policy formulation and to the growing discourse concerning the political roles of the Nonprofit Sector and its contribution to public policy-making processes.

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Paper Number: PO031068

Paper Title: From the “Cost Disease” to Contingent Valuation and Beyond

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Summary of Research

This paper will track the intellectual development of cultural economics (the economics of art and culture), identifying significant theoretical developments, practical applications, policy implications, and interactions with related disciplines.

Description

This paper will track the intellectual development of cultural economics (the economics of art and culture), identifying significant theoretical developments, practical applications, policy implications, and interactions with related disciplines. Specific developments meriting attention will include (but not be limited to):

- “Pre-Baumol” contributions
- The “cost disease,” measurement, evidence, and counterargument
- Debates over public support for the arts; arts as merit and/or collective goods
- Microeconomic applications
 - o“Firm” analyses
 - oMarket studies
 - oIndustry studies
 - oFor-profit versus mission-driven organizations
 - oInvesting in visual arts through boom and bust
- Economic impact studies and debates (persuasive arguments based on bad economics)
- Contingent valuation (“willingness-to-pay”) studies and applications
- A “plethora of capitals”: social, cultural, and more
- Collaborative work with other social scientists
- Looking ahead: what might be the future of cultural economics?

Specific contributors to the intellectual history of cultural economics will be included as space permits. These include Baumol, Netzer, Throsby, O’Hagan, Frey, Hendon, Blaug, Peacock, and many others.

Paper Number: PO031155

Paper Title: Conceptualising strategic corporate-nonprofit relationships: Paradigms of Exchange

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Description

This paper addresses the conceptual ambiguity surrounding exchange within the context of strategic philanthropic relationships (Porter and Kramer 2002). It reviews the exchange literature, with a focus on the two dominant paradigms of economic and social exchange. The review illustrates that the economic exchange paradigm tends to address the commercial side of strategic philanthropy (e.g. Steidlmeier 1999; Bagozzi 1975), while the social exchange paradigm deals more with the philanthropic significance of these relationships (e.g. Berking 1999; Davis 1992; MacCormack 1976; Mauss 1950). The paper then introduces the concept of reciprocity, and its role in each of these paradigms (Kranton 1996; Parry 1986; MacCormack 1976; Schwartz 1967). The paper offers a synthesis of the two paradigms and proposes that the strategic philanthropy relationship is characterised by attributes of both social and economic exchange.

This paper contributes to an understanding of the mutuality of benefit within strategic philanthropic relationships between corporates and nonprofits. It considers both sides of the exchange relationship, questioning what each party gains through the association. The primary research objective is to clarify the conceptual framework for understanding exchanges within corporate-nonprofit relationships.

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Paper Number: PO031225

Paper Title: Mapping Supply-Need Disparities for Nonprofit Human Services in Los Angeles

Author(s):

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Summary of Research

This study utilizes Geographical Information Systems to analyze the location of human service nonprofits in Los Angeles County, and discover disparities between their location and the distribution of need for their services. It combines US census demographic data and findings from a survey of Human Service nonprofits in LA County to locate areas of unmet need for human services in the county. A multivariate model is suggested that explains nonprofit organizations' location, and discusses the policy implications that ensue.

Description

Los Angeles County is characterized by high levels of poverty, unequally distributed across the county, with some pockets of extreme poverty in the heart of L.A.'s metropolitan area. Its welfare caseload is greater than those of most states. It is a place of extreme ethnic and economic diversity, and ethnic as well as economic segregation are evident. In addition to that, Los Angeles County is also home to a wealth of nonprofit organizations, among them many human service organizations that cater for a wide array of needs and tastes (Hasenfeld et al., 2003; Anheier et al, 2003). Nonetheless, we cannot assume that these organizations serve where needs are highest, i.e. in communities where poverty, unemployment and reliance on public assistance are commonplace. The question is, therefore, twofold:

- Is the current location and/or service area coverage of human service organizations in Los Angeles County commensurate with the dispersion of need for social services?
- What are the factors that can explain the geographic location of human service nonprofits in the county?

To answer these two questions I created a geographical information system (GIS) that combines data from two sources: (1) the 2000 decennial census conducted by the US Census Bureau, including demographic, income, employment and housing information; and (2) a survey of a representative sample of nonprofit human service organizations conducted at UCLA's Center for Civil Society.

The data in the GIS allows me to map the current patterns of nonprofit Human Services supply in the county, based on organizational sites, but taking also under consideration the service coverage areas stated by organizations, the numbers and types of clients served by each organization, and other factors such as public funding, employees, etc. This map is juxtaposed against a map of need for social services, calculated from various economic and socio-demographic indicators and current demand for social services as indicated by reliance on public assistance. This allows me to examine disparities between the need for human services and the supply of nonprofit human service organization's services across the county.

Next, I analyze the characteristics of organizations that are located and/or provide services in high poverty areas where need exceeds supply. I propose a multivariate model that identifies organizational factors associated with the organizations' location in areas with high need. It is assumed that funding patterns, ethnic composition of staff and leadership, types and breadth of services, and scope of involvement in advocacy are significant in explaining organizations' location. An attempt is made to typify nonprofit human services that are located in high poverty areas, and gauge their organizational character, as well as their needs and challenges.

Finally, policy implications of nonprofit human services' need-supply disparities in the county are considered, and ways to encourage more organizations to provide services in areas where such disparities exist are contemplated .

Paper Number: PO031420

Paper Title: Changes in the Home-visit Long-term Care Insurance Market after the Introduction of the Public Long-term Care Insurance System

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Summary of Research

This paper aims to analyze the cost efficiency and the service quality among for-profit, nonprofit, and public providers of the home-visit long-term care service in Japan. The analyses using our original survey revealed the followings: nonprofit and public providers provided better service quality than for-profit providers both in FY2000 and FY2001, for-profit providers have improved service quality remarkably from FY2000 to FY2001 whereas public providers didn't, and the cost efficiency considering the quality of service was higher among nonprofit and public providers than for-profit providers in FY2000 though the cost efficiency was not clearly differed among the three in FY2001.

Description

1. The problem or issue to be addressed.

This paper aims to assess the changes in the home-visit long-term care market after introducing the long-term care insurance system. We conducted an original survey on providers of the home-visit long-term care. Efficiency considering quality of service was analyzed comparatively among for-profit, nonprofit and public providers of the home-visit long-term care service. We also conducted comparative analysis of the quality of service among different organizational frameworks.

2. The topic's relation to the state of knowledge in the field (including relevant literature).

Empirical analyses of comparative studies among different organizational frameworks with regard to the service quality of the long-term care service abroad have focused much on nursing homes. O'Brien (1983) and Nyman (1988) argue that the quality of service is not different between for-profits and nonprofits. Ullmann and Holtmann (1985), Gertler (1989), Weisbrod (1988), and Cohen and Spector (1996), on the other hand, conclude that the service quality of nonprofits is higher, whereas Gertler (1984) maintains that for-profits have higher quality of service. The differences in these results might be attributed mainly to the different definitions of the quality they adopt together with different method of empirical analyses and date sets. Another factor is that a theory is not robust enough to conduct an empirical studies when organizational frameworks of firms are different.

Suzuki (2002a, 2002b), Shimizutani and Suzuki (2002) and the Cabinet Office (2002) have conducted comparisons among different management forms of the home-visit long-term care providers. Shimizutani and Suzuki (2002) and the Cabinet Office (2002), between for-profit, nonprofit and public providers, and between the providers that started to operate before the introduction of the long-term insurance care system and those started to operate after its introduction (between old and new providers). They conclude that efficiency in terms of the quality of service is significantly high for the public providers though it is not significantly different between for-profits and nonprofits. However, they argue that the high efficiency in the public providers is due to the lack of equal footing among service providers. This result is very similar to Suzuki (2002b).

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3. The approach we took (including data sources).

Service quality function is estimated by OLS with a Huber-White Sandwich estimator of the variance, and hence the heteroskedasticity are adjusted to some extent.

Cost functions are also estimated by OLS with a Huber-White Sandwich estimator of the variance, and hence the heteroskedasticity are adjusted to some extent as we have done with the service quality function.

In order to obtain the data for these estimations, we send 7,965 mails to home-visit long-term care providers which randomly chosen from about 15,000 home-visit long-term care providers across the country listed on WAM-NET (WAM-NET stands for Social Welfare and Medical Network System. See <http://www.wam.go.jp/> (8/1/2002, access)). The survey was conducted from mid-September to late October in 2002.

4. The contribution to the field our work made.

Nonprofit and public providers showed higher standard of service than for-profit providers both in FY2000 and FY2001.

However, for-profit providers have improved the standard of service remarkably from FY2000 to FY2001. On the other hand, public providers did not show much improvement.

The management efficiency considering the quality of service was higher among nonprofit and public providers than for-profit providers in FY2000. In addition, public providers were specifically more efficient than nonprofit providers. This result is contrary to the expectation of the theoretical model.

However, the difference of the management efficiency among different organizational frameworks was not clearly observed in FY2001. This probably indicates the remarkable management efforts of the for-profit providers. Moreover, the efficiency of nonprofit providers may have also improved much more than public providers.

Paper Number: PO033005

Paper Title: Foundation Excellence: Building a Model of Foundation Management

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Summary of Research

This proposal describes the research project “Foundation Excellence” at University of St. Gallen, Institute of Management. Outlining the importance and relevance of this project; specifying the overall project goal (developing a generic management model for philanthropic foundations); depicting the research process with its mission of bridging the gap between academic research and practitioners’ needs are discussed. The aim is presenting research methods to bridge this gap. Especially, the action research approach – leading to continuous learning – is crucial since it shows potential for the needs and expectations of practitioners in this field – building a sector and discipline.

Description

WHAT IS THE RATIONAL BEHIND OUR PROJECT?

Considerable research has been done on how foundations operate, on the values and processes that propel founders, board members and staff, on how decision making processes are going on and also on best-practices for PR, marketing, project management and more (Curti, 1957; Kiger, 1954; Bertelsmann Stiftung (Eds.), 1998; Adloff/Velez, 2001; Adloff, 2002). But a comprehensive model that links all aspects together and balances the whole with the environment (the context) as well is still missing – since history shows that foundations “must have a continuing capacity to change” and that “we should see foundations as flexible instruments for pursuing the public benefit, as tools for both redefining public purposes and reshaping the boundaries of civil society, government and market” (Smith/Borgmann, 2001, p. 31). To sum up, foundations play a major role in the society – even as a kind of supporting pillar of the state (NZZ, 2002).

From the above depicted situation we can state that the field – or should we call it industry – of foundations is not yet studied in depth. Therefore we aim at investigating the situation a bit more – with a strong focus on the individual organization (unit of analysis). We would like to make explicit the ways foundations operate and in that way create a generic model of management that has value to foundations in the future. Our project is financed by Gebert Rüt Foundation (“Gebert Rüt Stiftung”) and supported by SwissFoundation, the association of Swiss grant-making foundations (“Verein der Vergabestiftungen in der Schweiz”).

OUR GOALS

The foremost goal of FE is to develop a generic management model for foundations that is comprehensive regarding the environments, challenges and processes that are typical for foundations. The ground-breaking management model will describe the classical function of management as it has to cope with complexity on the edge of stability and continuous change (Müller-Stewens/Lechner, 2001). In greater detail, our objective can be broken into two rather academic and two more practical goals:

- a) Identifying challenges of foundation management in Switzerland
- b) Developing a generic management model for foundations

and

- a) Editing the results for practitioners
- b) Testing and implementing the results in a learning partnership with our research partners

OUR RESEARCH PLAN

The whole research plan consists of seven main steps (milestones) and stands under the mission “bridging the gap between academic research and practitioners’ needs: from practice (analysis) through theory (reflection) to practice (implementation). The reason for this mission is that in this field “academics and practitioners operate in separate worlds and their perceptions of what foundations do rarely intersect” (Bernholz, 1999, p. 359).

In brief, we would like to outline the seven following steps, so as to have the possibility to link back to these when discussing the respective research methods for the steps in more detail:

1. Inventory Analysis

First we would like to analyze the “landscape” of foundations in Switzerland. The result will be a stable categorization of foundations. For this purpose we developed a schema in order to analyze the published purpose of foundations in the Swiss Commercial Register (Handelsregister) (Lang/Schnieper, 2003 – forthcoming).

2. Situation Analysis

The next step encompasses a case study analysis as well as a Delphi-Study to generate data for building our generic model of foundation management. For the selection of cases we will rely on the first step since we generated a stable categorization there and thus are able to select worthwhile cases (see below)

3. Analysis of current management models or frameworks

This theoretical analysis will help us to develop our model by reviewing existent models/frameworks and by assessing these regarding strengths/opportunities and weaknesses/threats.

4. Developing a generic model of foundation management

At this stage we will build a management model that we will later put to work together with our learning partners. The model will be generic and so should be understood rather as a map - with specific (foundation relevant) signatures – than as a cooking recipe how to manage a foundation. Key is to enable the management to reconstruct a territory regarding the successful development of the organization and the effective and efficient processing of tasks (Rüegg-Stürm, 2002).

5. Putting the model to work

This step marks the way back to practice. Together with our research partners we will test and discuss the model and its suitability for practical use. Short feedback cycles will help to improve the model and increase its potential (Schnieper/Lang, 2003).

6. Management process certification

A certification process will be developed in order to provide the practitioners with a useful guide in their process of change. The whole change process has to be catalyzed by certain means (certification) to implement more efficient and effective management processes.

7. Pilot

The pilot summarizes the certification practice of FE as well as the usability of the management model in real life. The project success will be measured through practitioners’ feedback providing clear benefits and opportunities of the model.

GENERATING DATA: CASE STUDY RESEARCH AND DELPHI-STUDY (STEP 2)

Case study research investigates predefined phenomena – or a social constructed reality – but does not control or even manipulate explicitly variables. The focus is far more on in-depth understanding of a phenomenon and its local context (Macpherson et al., 2000) or, in other words, to interpret social phenomena, to produce a rich understanding of the complex meaning structures that social actors

construct in their specific social environments (Denzin/Lincoln, 1998, p. 3).

The question “just how much could be known about the future?” marked 1959 (Helmer/Rescher) the beginning of the delphi method. And this question is our leading question to reason the use a Delphi study for collecting data towards a generic management model of foundations in our second step.

PUTTING THE MODEL TO WORK: ACTION RESEARCH (STEP 5)

Kurt Lewin’s (1946) innovative concept involved the researcher trying to change the system while at the same time generating critical knowledge about the social system. In fact, Lewin has not given a real definition of action research, but he set a milestone demanding that research “should be focused on problems and that it should lead to some kind of action and research on the effects of that action by understanding the dynamic nature of change” (Gill et al., 1997, p. 61).

Our responsibility within this process of bridging the gap through implementing the foundation management model is the research process; we are at the same time participants and responsible (at least partly) for the change process (Karlsen 1991). This perception requires a constructively applied preunderstanding of the foundation environment, which we want to enlighten in our first milestone, as well as the management defiances exposed in our second step. In our opinion, participatory action research can have far greater impact than research through a traditional consultant role if you succeed to deeply involve the practitioners while constituting a feeling of togetherness.

CONCLUDING REMARKS

With our research process we will exactly meet this challenge because we will provide a new management model for foundations but let our propositions be challenged by practitioners in our action research part. So, we will follow Macpherson et al. (2000, p. 54) that the insight gained should be used “to inform actions that can effect changes to social practices and public policy”. That means, generating data to build a model is only half the way but making the findings appropriate and usable for practitioners ought to be the objective. “Theory without links to empirical data is likely to be sterile, and, similarly, methodology without any guidance from theory is bound to be unproductive” (White et al., 1991, p. 43).

As we pointed out, our first three steps, which means the Inventory Analysis (resulting in a stable categorization of foundations); the Situation Analysis (generating data for building our generic model of foundation management through qualitative research); and the Analysis of Current Management Models or Frameworks (contributing to build our model by reviewing existent models/frameworks and theoretical concepts) will be the basis for the development of the management model and as outlined and discussed above, we are convinced that the depicted research plan is a worthwhile path towards this goal.

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Paper Number: PO033006

Paper Title: Diversity and Boards of Directors: Multiple Realities and Implications for Action

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Summary of Research

In this exploratory research we begin to fill the gaps of our conceptual and theoretical understanding of diversity on nonprofit boards within the Canadian context. Semi-structured interviews with eleven key opinion leaders are providing insights to ways these leaders frame and make sense of the dynamics and issues associated with diversity. Their input falls into a few distinct themes - multiple meanings of diversity; situational strategies for integration/segregation of community boards; factors working to support and factors restricting diversity on boards, board member's experiences with diversity; and strategies for change.

Description

Canada is a country rich in diversity with more than 100 different ethnic groups. The 1996 census, showed at least 11.2% of Canada's population to be members of visible minority groups (e.g., non-Aboriginal people of non-White origins). Within the context of these profound changes the capacity of nonprofit organizations in Canada to grow, change and respond to the needs of diverse groups has not been examined. We are concerned that many Canadian nonprofit organizations may be mono-cultural and dominated by practices that limit the participation of members of minority groups.

In 1997, an independent panel of volunteers was recruited to review and comment on the issues of governance and accountability in Canada's voluntary sector. The Panel on Accountability and Governance in the Voluntary Sector (1999) made a number of recommendations related to effective stewardship, including the requirement that organizations have an independent nominating committee and have developed strategies related to board succession and diversity of representation (p. 29, 32). The Panel identified the imperative for voluntary organizations to be responsive and representative of the communities served as a key element of effective governance and accountability practices.

There is limited research addressing diversity of nonprofit boards of directors and few if any studies examining diversity on nonprofit boards within the Canadian context. The research and writing (e.g., Daley & Angulo, 1994; Daley & Marsiglia, 2001; Miller, 1998; Widmer, 1987), have raised the need for awareness of issues of diversity within nonprofit boards by explicating the dynamics of diversity on nonprofit boards and expressing general views concerning under representation.

The goal of this current exploratory research is to begin to fill the gaps of our conceptual and theoretical understanding of diversity in the governance of Canadian nonprofit organizations. In doing so we will have a stronger understanding of the multiple realities of diversity and nonprofit boards and how individuals, boards and organizations may be more diversity sensitive, inclusive and accessible. This stage of the research is helpful in developing a model of the factors and issues related to diversity that will be instructive for policy makers, funders, nonprofit leaders, board members and consultants.

This phase of our study is based on grounded theory (Strauss & Corbin, 1990). Drawing from two large and culturally diverse metropolitan centres in Ontario Canada, we have identified and interviewed eleven key nonprofit opinion leaders. These leaders have a variety of local, provincial and national board experiences, each represents some form of diversity and are individuals whom are known to the researchers or have been identified by others.

Our data collection has included in-depth semi-structured interviews followed by thematic analysis. We

have integrated Merriam's (1998) category and property framework into the analysis of our transcribed interviews. From our interviews we are gaining insights to the ways opinion leaders frame and make sense of diversity dynamics and issues. Their input falls into a few distinct themes including: multiple meanings of diversity; situational strategies for integration/segregation of community boards; factors working to support and factors restricting diversity on boards, board member's experiences with diversity; and strategies for change.

For example, research participants have shared openly with us their personal experiences, barriers faced in getting onto boards, finding voice during meetings, and developing strategies to be more fully engaged and find ways to challenge traditional ways of thinking. Humor emerges as a coping mechanism (Dwyer, 1991) for individuals faced with tokenism, invisibility and powerlessness as well as a strategy to break tension.

As we continue to analyze the transcripts we will be striving to give meaning to the multiple realities shared with us by the opinion leaders. We are interested in exploring the data from the interviews to answer the following questions: How consistent are our interpretations of the conversations in this study with previous work which looked at individual and structural, and surface and deep concepts of power (Bradshaw, 1998). And what models for practice emerge that will be quickly accessible for all boards to review and plan action to address issues of board diversity.

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Paper Number: PO033010

Paper Title: Contested Rationalities: Attempts for Policy Collaboration between NPOs and the State

Author(s):

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Summary of Research

This poster examines the policy collaboration being undertaken by voluntary-based nonprofit organizations (NPOs) and the Japanese government following the enactment of the so-called NPO Law in 1998. I focus on a case where the government wants to entrust an NPO with one of its operational activities. Mobilizing organizational ethnography techniques, I reveal constraints of the relationship in terms of power and influence. Furthermore, I center on what average citizens experience amid the macro process and how they interpret it. This research aims to provide ways to create better partnership between citizens and the state for a more participatory democracy.

Description

This poster examines the collaborative process currently being undertaken by voluntary-based nonprofit organizations (NPOs) and the government in Japan, in terms of the play of power and influence. It will also propose changes for creating better partnership and a blueprint for more participatory democracy.

□

Japanese society is at a pivotal transition point in terms of decentralizing the power of the government, increasing citizens' participation, and promoting diversity and pluralism. The transition is tied to the passage of the Law to Promote Specified Nonprofit Organizations (the so-called NPO Law) in 1998. This law was epoch-making as it allowed thousands of civic groups, more than 10,000 groups as of March 2003, to be acknowledged as participating actively in Japanese social life and mobilizing ordinary people to be engaged in setting the public agenda, a position all too frequently occupied by bureaucrats.

Collaboration between NPOs and the local government in policy making initiatives is a new political strategy in Japan, one that is very much in fashion as it would make possible successful, effective policy implementation while attaining cost cutting. At the grassroots level, the partnership is usually realized by a form of entrustment of projects to NPOs, such as by having an NPO provide specific social services to the public in place of, but promoted by, the government.

For this poster opportunity, I will focus on an entrustment case that failed, identifying key points of this evolving collaborative process. Why did this entrustment case fail? What were the constraints? What makes the playing field uneven? Who holds the decision-making power? What was the expected role of the government? What was the expected role of the NPO? My findings come from a detailed organizational ethnography, using participant observation and ethnographic interviews, at a downtown Tokyo NPO over the past 20 months for my dissertation project. The policy collaboration was in the area of adult and continuing education.

I acknowledge the potential for NPOs to put policy into practice. Referring to Foucauldian hypotheses on governmentality, I will argue that there have been difficulties in terms of power-sharing as power tends to be tipped to the government sector by virtue of its hold over policy development. I identify a preoccupation with persistent formalism in Japanese administrative politics, the framing of issues and procedures in the dominant discourses and practices of the government sector, and the (unexpected) resistance to introducing alternative ways of doing things. The experiences have led to those involved in NPOs to be suspicious that they do not ultimately have much influence over decision making. The NPO participants even feel that they are peripheral.

Furthermore, my focus is on each NPO participant at the grassroots level. I am looking at what one

experiences amid the macro process of collaboration between an NPO and the state; how one interprets the process and weaves it into his daily life to create a social consciousness and identity. Harry Boyte's argument on civil engagement is helpful to develop this argument of subjectivity formation.

As an anthropologist, I am interested in applying my theoretical findings based on ethnographic research to real policy-making practices. What would we exactly need to change for better? I will add to knowledge of the NPO sector. I believe that ethnographic research reveals alternative discourse and practices against the dominant discourses and practices, defines sets of appropriate practices, facilitates and encourages behavior defined as appropriate. In fact, details in my ethnography should be powerful protocols for decision making, communicating, and cooperating for policy enhancements and feasible solutions to enhancing the emerging nonprofit sector, and ultimately lead to a more democratic process for policy making in Japan. This applied aspect of my project will be one of the contributions made by this research for the discipline of anthropology.

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Paper Number: PO033012

Paper Title: American dream or nightmare? : Experiences of international graduate students in post September 11, US institutions of higher learning.

Author(s):

Florence Wellington, Andrews University, Berrien Springs, MI, USA

Summary of Research

In the aftermath of September 11, the activities of international students in the USA has been the focus of intense scrutiny. This has had positive and negative implications for some graduate students.

Using a narrative research methodology stories of three graduate students will be shared.

Description

Research has been done by the Carnegie Foundation for the Advancement of Teaching on the undergraduate experience in America, Generation 2001, Northwester Mutual Life Insurance Company outlining the results of a survey of the first graduating class of the new millenium. The unique perspective in post September 11 America will provide insights into the impact this event has had from a narrative research perspective to ensure anonymity of schools and students.

American and indeed world history can be divided into pre and post September 11.

The impact of this event on the lives of international students in general and graduate students in particular will be shared in narrative format from their perspective and from the perspectives of their academic and international student advisors. The stories of three students having different experiences will be shared and factors leading to varied experiences identified.

The period of the research will cover the academic year 2002-2003 with scope for further research to be assessed at the end of the one-year period.

The implications for students, parents, college presidents and advisors will be explored with recommendations based on the unique and evolving needs of international students in post September 11 USA.

Proposed policies at all stages, that is prior to arrival, arrival, post-arrival and post-graduation periods will be posited with the aim of ensuring that institutions, current, prospective and past students benefit from the process of broadened horizons and synergy which international students bring to the academic arena.

Paper Number: PO033013

Paper Title: Psychological Contracts in the Nonprofit Organization:

Author(s):

Dr. Joy Turnheim Smith, Indiana University Purdue University Fort Wayne, Fort Wayne, IN, USA
Dr. Matthew Liao-Troth, Western Washington University, Bellingham, WA, USA

Summary of Research

This paper maps the knowledge of psychological contracts within the sector as it now exists. It first discusses why the psychological contract is important to the sector and identifies the ways in which prior research have looked at the psychological contract. Then it proposes a framework for understanding the current state of knowledge. Next, it points to areas that are ripe for study with respect to psychological contracts in the nonprofit sector. Finally, it proposes means of studying those areas, and meshing the existing understandings of the sector

Description

Psychological contracts are made up of the interpretations of the parties to an agreement regarding what each party will do for and get from the other party (Rousseau, 1989). Understanding the psychological contracts held by both paid staff and volunteers is important to the nonprofit because those psychological contracts govern both the way that the individuals interpret their job tasks, and how those tasks are carried out. Therefore, understanding both the terms of the psychological contracts and the impacts on the psychological contracts that attitudes, values, and motivations have as well as understanding the role of fit between individual and organization and between the psychological contracts held by both individual and organization is critical to the success of the sector. Early research into the field found that employees and volunteers had distinctly different expectations and experiences within the organizations (Pearce, 1978). More recent studies have delved into the elements of the psychological contract (Smith, 2003, Littleton, forthcoming), links between the psychological contract and the volunteer functions inventory (Liao-Troth, 2001; Smith, 2003), links between values and the psychological contract (Smith, 2002), between attitudes and the psychological contract (Liao-Troth, 2001) and links between motives and the psychological contract (Liao-Troth, Ferrari, Drumm and Clark, 1999). Some of the studies have looked at the contract from the perspectives of both parties (e.g., Smith, 2002) while others have focused on the viewpoint of the volunteers or staff members (Liao-Troth, 2001; Farmer and Fedor, 2001)

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Paper Number: PO033015

Paper Title: Changing Proximity? Human Service Providers and their Clients, 1990-2000

Author(s):

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Summary of Research

The purpose of this study is to assess the spatial relationship of social service providers and low-income communities in the Pittsburgh area in 1990 and 2000. Using data from the National Center for Charitable Statistics at the Urban Institute and the U.S. Census Bureau, we will create a series of maps depicting the growth pattern of human service organizations over time; the changing relationship of providers' location choices and community need; and the location and movement of social services in relation to internal and external economic considerations.

Description

Nonprofit organizations are important institutions in local communities. They provide a wide range of goods and services, such as arts and cultural events, animal rights programs, and many more. Nonprofits are particularly important for low-income families and children. They comprise the vast majority of services aimed at meeting basic needs, such as emergency food and shelter provision. They are crucial providers of job training, child care, and other transitional services that help low-income workers stay in the job market. The varied and important role of human service organizations has spurred research on the effectiveness of their service delivery in local areas.

One important factor concerning the effective provision of nonprofit human services is organizational location. While it makes intuitive sense that human service nonprofits will locate where need is greatest, there has been little empirical research to support this. In fact, Julian Wolpert (1996) and Elizabeth Boris (1998) found a much higher density of nonprofit organizations in more affluent neighborhoods than in lower income areas.

The purpose of this analysis is to show the extent to which the location and movement of nonprofit human service providers is associated with the changing geographic distribution of low-income families and community need in the Pittsburgh area. More specifically, the study compares the spatial distribution of human service nonprofits and low-income neighborhoods in Pittsburgh in 1990 and 2000. Using data from the National Center for Charitable Statistics at the Urban Institute, we will plot the growth pattern of the nonprofit human sector in Pittsburgh and the surrounding areas using the dates the organizations were granted tax-exempt status. Measures at the tract-level, such as percentage of people living in poverty and other indicators of community need, will be obtained from the U.S. Census Bureau and other secondary sources. The analysis will also explore alternative explanations for the locational decisions of human service providers over time, including the hypothesis that organizations that own their building are less likely than those who rent to relocate, despite the changing spatial distribution of their clients. In addition, we will consider the impact of public policies enacted in Pittsburgh over the ten-year period that might have produced economic incentives or disincentives to locate in a specific area.

The growth pattern and hypothesized relationships discussed above will be depicted through a series of maps and presented in a poster format. The poster will contain a brief methodology section and discussion of the findings. The proposed research will shed light on reasons for the locational patterns of human service organizations, and will add to the current research by assessing for the first time these spatial relationships over time.

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Paper Number: PO033025

Paper Title: Sport Volunteerism as a Leisure Alternative? Assessing the Demographic Profile of Sport Volunteers and their Motives for Participation

Author(s):

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Summary of Research

The strategic goal of this study was to provide organizers of sport events the information needed to design, market, and implement successful volunteer recruitment programs. The study focused on the following objectives: a) to investigate the demographics of sport volunteers; b) to examine the primary motives that influence their decision to offer their services, time and expertise; c) to explore the major dimensions of sport volunteerism; and d) to develop and validate an instrument for measuring these dimensions.

Description

Volunteers today are a very important element of sport and recreation management. They are extremely valuable to an organization because, they not only provide administrators with the ability to offer and sustain services, but also facilitate their efforts to expand the quantity, quality and diversity of these services, and adhere to the pre-specified budget limitations. Research focusing on volunteerism in sport settings today is limited, and almost all measurements and concepts that have emerged are derived from studies of volunteers in non-sport sectors. This study thoroughly investigated the conceptual frameworks on incentive systems that Clark and Wilson (1961) first and Knoke and Wright-Isak (1982) later proposed. We also examined Clary, et al. (1998) functional approach to motivation, a model that was based on the classic theories of attitudes offered by Katz (1960) and Smith, Bruner, and White (1956). However, in our opinion, these conceptual frameworks were insufficient to help us understand whether volunteering in sports is driven by considerations that are unique to sports, and failed to answer adequately questions concerning the complex nature of volunteer behavior in sports. The strategic goal of this study was to provide organizers of sport events the information needed to design, market, and implement successful volunteer recruitment programs. The study focused on the following objectives: a) to investigate the demographics of sport volunteers; b) to examine the primary motives that influence their decision to offer their services, time and expertise; c) to explore the major dimensions of sport volunteerism; and d) to develop and validate an instrument for measuring these dimensions. As a result, a model of motivation to volunteer is proposed that broadens the knowledge regarding volunteers' motivation in sport events. The development of the survey instrument used was based on the Cnaan and Goldberg-Glen (1991) inventory of motives related to volunteerism in human service agencies. Other instruments like Beard and Raghed (1983) work in measuring leisure motivation, and Clary et al. (1998) survey that reflected a functional approach to volunteerism were also incorporated in an attempt to enhance the depth and the width of our instrument. In addition, the authors developed a number of items-motives closely related to the sport event examined in this study. The 40-item instrument generated was pilot-tested in order to evaluate its psychometric properties. The event selected for observation was the Country Music Marathon, a marathon event held in Nashville, Tennessee. From the 1602 volunteers that assisted in the organization of the marathon, 477 returned the questionnaire mailed to them. The results revealed that (a) 66% of the volunteers were females; (b) the highest proportion of respondents were between 25 and 34 years old (27%); (c) 31% of the volunteers had an annual income over \$75,000; and (d) the overwhelming majority of respondents (92%) were Caucasian. In order to identify and interpret the motivational factors that influence volunteers to offer their services in the sport event, an initial exploratory factor analysis (N = 477) was performed to assist the author determine the final number of factors to be extracted. Then, a cross validation technique that called for the split of the sample in two equivalent samples (that were named derivation and cross-validation samples) was adapted. A second exploratory analysis was performed using data from the derivation sample (N= 238), and suggested the extraction of five factors that were identified as material, social/leisure, egoistic, purposive and external influences. Those results were later tested by conducting a confirmatory analysis on the cross validation sample (N= 239). This

analysis revealed that the five-factor model proposed fit the data well. The questionnaire was also tested for its reliability, and found to have acceptable psychometric properties. All motives belonging to the egoistic factor indicated a high mean value that placed them on the top of the item significance list. This model should be further evaluated in terms of its effectiveness. Additional research should be conducted with consideration to the size, location, purpose, and composition of volunteer labor.