

Theses of a doctoral (PhD) dissertation

**MANAGEMENT OF BASIC SOCIAL SERVICES WITH A
SPECIAL ATTENTION TO THE CHARACTERISTICS
OF THE HOMESTEAD SERVICES IN HAJDÚ-BIHAR
COUNTY**

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1. BACKGROUND, OBJECTIVES AND PRESENTATION OF THE RESEARCH HYPOTHESES

The image of the homesteads together with their economic and social characteristics is no longer uniform. About three quarters of the population of Hungary live in urban areas (KSH, 2018). Most of them have nothing to do with homesteads at all, the rural and homestead image of the younger generation, as well as their experience level connected to the topic is minimal, minimized to the knowledge learned at school or seen on television. In their minds the homestead is like a *“a form of settlement with a disadvantaged infrastructure, far from a closed settlement, where settlers are usually engaged in agriculture”* (MÉSZÁROS, 1989).

The change of the regime, the transformation of the agricultural economy, the changes in the land ownership, the socio-economic changes that took place in the country all resulted in decisive changes in the homestead-world of Hajdúság, about which we do not really have research literature. We don't know much about social conditions and homestead way of life, and about the difficulties faced by the local people who live there, especially who are living alone, sick, or just disadvantaged homestead dwellers, for whom help would be very important, still, there is also no relevant literature available. For those living on long-term at homesteads, especially in rural areas with a large elderly population, help is very important, which today often appears only in the form of a network of homestead caretakers, and little is known about this service's social and economic role in general, even though it plays a central role in the lives of the peripheral population. Hungarian researches tends to examine homesteads and their inhabitants mostly from a sociological point of view, without revealing to the importance of organizations providing this assistance. This basic social service operates in a non-uniform organizational form nationwide, the maintainers appear in different forms of maintenance in each county - including Hajdú-Bihar county -, or in each settlement.

It raises the question of what might be the reason for this diversity, and which forms users are most satisfied with, and does it make sense to talk about differences at all? There is also less information available on the quality and adequacy of the work of the services, an interesting issue is exploring organizational differences and a multi-faceted approach to services, since their appearance there has been a slow development in terms of operation. In accordance with the law, initially only local governments undertook this activity, later the churches also joined as

maintainers in some places, and the latest trend is, that foundations and non-profit enterprises are already appearing as service providers. It is unknown how these organizations mobilize their available resources and people to achieve their goals and operate effectively for quality work, and what kind of governance they operate with.

The study of management of social services together with the related organizations, with a special attention to the differences arising from the organizational form, is a novel interest of management science, because most of the literature historically is focused on profit-oriented organizations, covers the exploration of their specificities, and there are only few works on comparative and analytical nature of the civil sphere. The range of the social welfare system is becoming more and more colorful, the proportion of services maintained by charities, foundations and entrepreneurs are increasing. From the results of the study of the forms of basic services it would be possible to explore analogies and differences of the homestead caretaker services.

1.1. Topics and objectives

The question may arise that when we talk about a homestead caretaker services, how does management come here, which is typically associated with the entrepreneurial sector? Does it make sense for us think in one dimension about basic social services and management?

The answer is simple, *yes*, because in the wake of today's rapid socio-economic changes, management is also present in social services. In the range of the social welfare system, the proportions of state and local government actors versus the civil sector are constantly changing, and the market is playing an increasingly important role with its regularities. Without the knowledge of management and without the conscious application of management techniques, the chances of all the social service providers decrease, what the beneficiaries will suffer. The results of managerial work and satisfaction with the managed organizations can be measured through the perception and satisfaction of the recipients.

The general objective of my research is to assess the judgment of the individual organizations providing homestead caretaker service, from which I can draw conclusions, then I can make suggestions, through which their operations and even their management can be improved and

made more effective. The answer to it can be given mostly on the basis of the opinions of the representatives of the services and the end-users, as well as by the assessment of the impact of services on individuals. The operation of the homestead caretaker services could be assessed in a deeper way by the answers received, particularly in relation to the maintainers' connections.

In addition to the forms typically maintained by the local government, I consider it important to explore the specifications of foundations, churches and a new type of services operating in the form of a business company called as a non-profit enterprise in the KSH classification, that what characteristics they have depending on the current maintenance policy and the extent to which the conditions for quality work are met.

One of my sub-goals is to explore the wide range of services that can be provided by different forms of maintenance to provide different services to users. In order to explore the effects of management as a result of managerial work in the case of caretaker services, it is an essential task to explore the homestead living space, lifestyle characteristics, components of social life and the related needs of the homestead population, in relation to the material of the study. It was also necessary to find out what motivates the intensity of the use of the caretaker service, in what cases, in which case of lack of needs the homestead inhabitants decide to contact the homestead caretaker for help.

The cooperation of the homestead caretakers with the end-users, their treatment, perception and understanding of their interests, and their ability to create an environment that provides them with security and expressions of opinion all are reflected in their opinions about them, thus qualifying their relationship and trust are also important questions to assess. It is also worth examining that how the services, which ones are defined and provided in their professional program, affect the vision of service users, further housing plans or their descendants, the younger generations, about their intention to stay on the homestead, or to move out.

I limited my study to the Hajdú-Bihar county service providers (23 service providers) and users (1,933 people). In terms of the number, composition, structure, accessibility, environment and operation of homesteads in the ten districts of the county, it is possible to explore local, regional and district peculiarities in connection with homestead households who use the homestead caretaker services.

1.2. Formulated hypotheses

Before starting the research I raised the following questions, in relation with them, I have formulated my hypotheses, to which I also gave some answers, predictions (EASTWELL, 2014) (Table 1.):

Questions	Hypotheses	Predictions
Do households characterized by old-age pensions, various benefits, casual work, so lower-income homestead households use the homestead caretaker service the most?	H ₁ : There is no correlation between the form of the income of homestead households and the intensity of the use of the caretaker service as basic social services.	If the income of the homestead household is not constant or low, the caretaker service is used more often by the homestead inhabitants.
Does the church, municipal, foundation, or nonprofit business maintained service provide the highest level of satisfaction for each need?	H ₂ : There is no correlation between the degree of some needs' satisfaction and the type of the maintainer.	If the type of caretaker service provider does not matter, the needs will be provided to the same extent.
Do the homestead inhabitants judge the satisfaction of their needs in the same way as the caretakers?	H ₃ : There is no correlation regarding the judgement of meeting of peculiar needs, independently from opinions of the homestead caretakers or the homestead inhabitants (Both groups see similarly the satisfaction of some needs).	If the caretakers see that the help they provide is appropriate for each need, it will be perceived by the homestead inhabitants as well.
Are the homestead inhabitants equally satisfied with the provided services of the different maintainers?	H ₄ : The degree of overall satisfaction with the service is not related to the form of the maintainer.	When caretaker services, operating in different forms, provide different services, the homestead inhabitants will not be equally satisfied with them.
In the case of the service development and modernization would all caretakers recommend the same improvements, regardless of the form of maintenance?	H ₅ : Regardless of the nature of the maintainers, there is no difference in how the caretaker services could be developed (representatives of all organizational forms articulate similar development needs).	If municipal, church, foundation, and nonprofit business-sustaining service providers are interviewed about each development, given the fact that they operate from the same normative and work on the same legislation, they formulate the same needs for the possible developments.
Do homestead inhabitants have more confidence in the more educated caretakers?	H ₆ : There is no correlation between the education of the caretaker and the trust of the homestead inhabitants.	If the caretaker has a higher education, he or she has an insight into more things, so he or she can provide a wider range of help to the homestead inhabitants through his or her knowledge, with which increasing their confidence.
Does the degree of satisfaction of needs depend on staying in place?	H ₇ : There is no correlation between staying in place and satisfaction with the caretaker service.	If the caretaker services provide the homestead inhabitants optimal solutions to all their needs and requirements, they will not move away from the homesteads.
Will the youngsters growing up on the homestead stay in place if the homestead meets the needs of the modern age?	H ₈ : There is no correlation between the staying of young people on the homesteads and the development of infrastructure of the homesteads.	When the infrastructure of the homesteads corresponds to the modern functions, the younger generations will not move from there to the village or the city.

I would like to illustrate the structure of the dissertation as follows (1. figure). In the course of my work, several methods have been used to analyze and evaluate the activities of the homestead caretaker services from as many points of view as possible (KIRÁLY et. al., 2014) (Figure 1.).

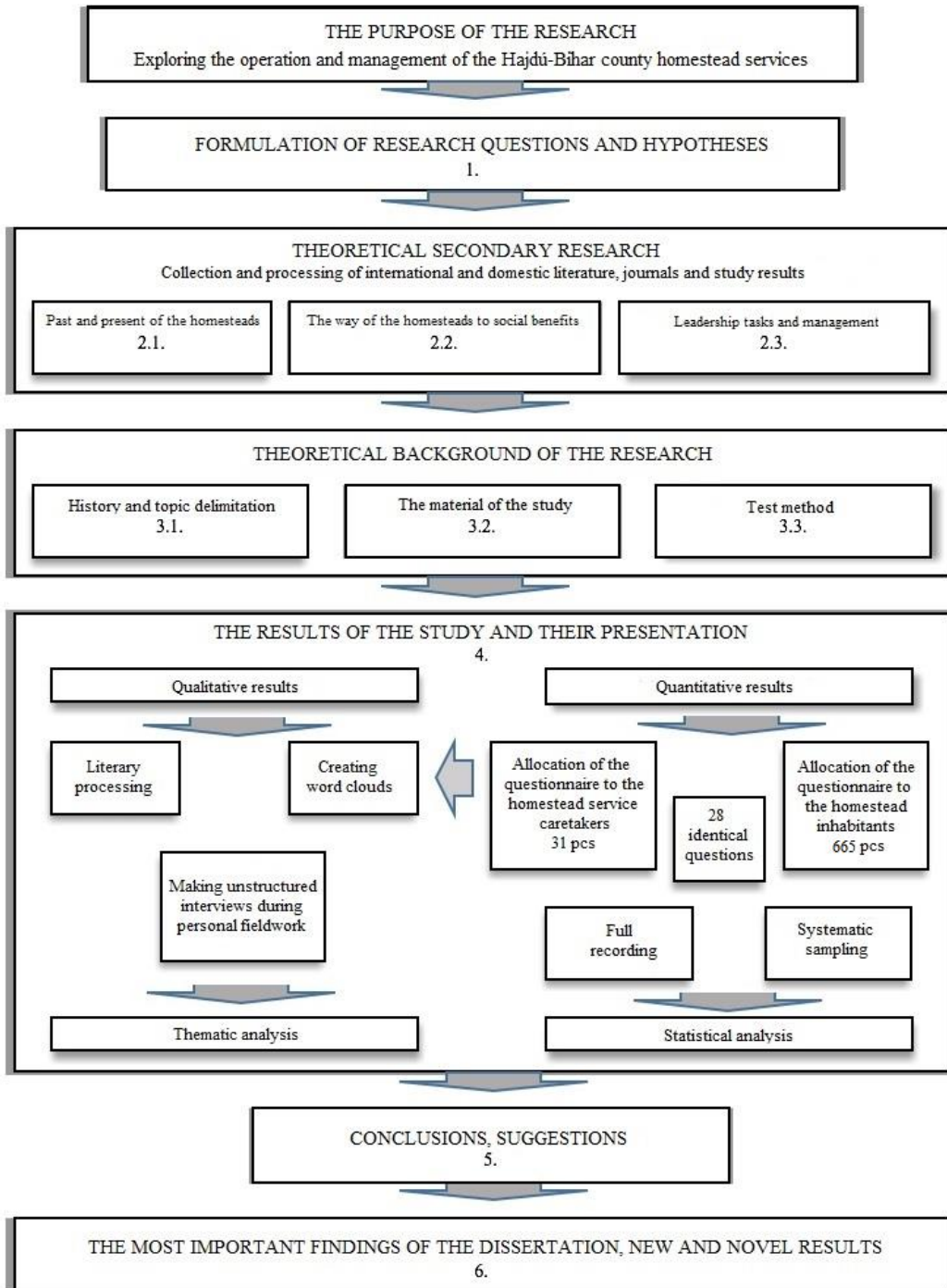


Figure 1.: The structure of the dissertation

Source: Own editing, 2020

2. MATERIAL AND METHODS

Based on the literature processed in the empirical part I found that although there was a lot of researches on homesteads before and after the turn of the millennium, still there were few studies on homestead services and there is no data available on research results on service provider management and management relations. My research focused only and exclusively on the research of the questions asked in connection with the management methods of the services in our county.

During my studies at the doctoral school, I researched the social and economic role of non-profit enterprises at the micro-regional level for almost two years, during which I came to a special function, the operation of the homestead caretaker services in the form of a non-profit enterprise. The homestead caretaker service in Hortobágy takes place within the framework of a non-profit enterprise, where the wilderness and the homestead world show a special, one can say, unique in the world image, which laid the foundation for my commitment to the problem. This can be considered as the scientific antecedent of my doctoral activity. Based on my research experience so far, I also formulated the examined scientific problem during my doctoral study. The research structure of the Institute fits well with the examination of the sphere and the answer to questions such as what are the peculiarities of the management of the basic service. No data are currently available on other functional or other studies related to the exploration of individual management relationships with the homestead caretaker services.

I limited the data collection to Hajdú-Bihar county and the area of the ten districts within it, which spatial restriction was necessary because the number of the homestead services and the number of people living on the homesteads is quite large compared to the framework of such research, in addition, based on my previous experience, their availability and asking is a serious challenge within the county as well.

The results obtained from the examinations of the individual chapters are organically related to each other, so that conclusions can be made about the organizational operation as a whole. In this structure, the topic I research fits into the main group of Organizational management, the topic of Organizational forms, and also touches the topic of Process management.

2.1. The material of the study

The survey had two base populations. Exact data of the homesteads in Hajdú-Bihar County has not been available since 1990 - when their numbers were still recorded in the census. Beyond determining the number of the homesteads, determining the population of the residents was no less a task. During the analysis I systematized the data obtained from the homestead services on the basis of which during the period of the questionnaire, I counted about 3 041 homesteads in the areas of competence of the homestead services - which does not illustrate the whole county -, the current population of which was approximately is 7 088 people. The connected, rural parts, which are characteristic of the separate inner areas of Debrecen and the outer areas of Hajdúnánás, Bocskai kert and Hortobágy, have been omitted in order to avoid distortion, so I used 1 951 homesteads, whose exact population was not known, given that in many cases not only one person lives on the homesteads. The study population from which samples were actually taken developed accordingly. Residents of 665 homesteads were addressed, of which 558 were admitted, whose opinions can be generalized to the entire homestead population (BABBIE, 2008).

The other study population was the total of 31 homestead caretakers employed by the 23 homestead caretaker services in the county's ten districts. There are districts where there is only one and there are where there are five services operating, in addition, the form of maintenance and the number of the homestead population are different, system in terms of multiplicity can be detected on this basis, while there is no system in terms of design. In the course of the research all the basic elements of this basic population were questioned.

2.2. Test method of the research

In the first part of the research I used qualitative methods. On the one hand I carried out a literature review based on secondary information, during which I analyzed the theoretical foundations of the topic on the basis of domestic and international studies, scientific works, case studies, documents, and described and collided different views and approaches. The processing of international printed literature provided an outlook and were necessary for the consideration of specialties. With regard to the numbered data, sources were widely available for statistical analysis, such as the national and regional datas of the KSH 2011 census, the maps, graphs and

thematic processing of the KSH. In addition to scientific materials, the collection, analyses and interpretation of legal references and laws was also important.

In order to obtain objective historical data, it seemed essential to carry out personal fieldwork, as the literature available in the narrower field and our homestead literature is unfortunately poor in Hajdú-Bihar county. I think that such a research can be well approached based on the local-district relationship system because if individual decisionmakers are convinced of the importance of the topics and goals, then their partnership can be guaranteed even in a long term. To this end I have established relationships with local governments and with the service providers and their representatives, during which I appeared personally at the 23 homestead services of all 10 districts and outlined the issues of my research to the competent. In the areas of each maintainer I visited myself the outskirts with the caretakers several times during which I made observations in order to see through the problems and motivations.

In the framework of the primary research of the experiment observation and questioning, I chose the latter of the methods for my work. Based on the quantitative method I collected data in the form of questionnaires, on the basis of which facts and opinions could be explored from which the results can be generalized. My goal of course was to get my questionnaire to an audience that was relevant to me so I tried to approach two target groups. On one hand I asked people who live on homesteads in a way of life and are typically in some form connected to the work of the caretaker services, while the other group interviewed included the caretakers themselves who represent the services in each area and translate their stated objectives into everyday life.

The data of the questionnaire surveys were then recorded and analyzed using the SPSS statistical program. I used one- and multi- (typically two-) variable procedures in the data analyzes. Depending on the measurement levels I used frequency distribution tests and / or mean tests (mean, mode, median, standard deviation). In the methodology of the correlation study my aim was usually to examine the correlations with the sociological background variables. According to the general practice, I considered the relationship between the variables to be significant if the significance value was lower than 0.05. In some cases I illustrated the partial results of the research graphically in the course of my work and in other cases, I used a tabular representation. I

believe that it will make the presentation, transparency and comparison of the results more clearly.

2.2.1. Measuring instruments

The essential, descriptive part of the research was provided by a survey based on questions following the same line of thought for the homestead inhabitants and caretakers based on independent sampling. In formulating the questions I tried to consider and get to know the characteristics of the society of the areas, economic, demographic, income, employment situation, community life, public safety situation, ideas about the most pressing social problems, local community norms, specific local integration mechanisms, social benefits and the operation of services, access conditions and innovative initiatives.

The questionnaire consisting of 58 questions for homestead caretakers covers six different topics, with additional chapters according to each area of interest. Most of the questions were formulated on the basis of the questions of previous data surveys on the topic which I supplemented with self-edited questions that fit the purpose of the study. For the sake of comparability, the questionnaire, composed of for 64 questions, for the homestead inhabitants was also divided into six topics that already appeared in the questionnaire of the caretakers, but some chapters were divided differently. Some of the questions are also self-edited, in addition to those formulated on the basis of previous data surveys on the topic. The division of the topics and chapters of the questionnaires helps to organize the data obtained, and since 28 questions were asked unchanged to both target groups, comparisons and cross-correlation analyzes were possible.

2.2.2. Sampling

Considering the proportion of the homestead population in each district I wanted to carry out a systematic sampling of homestead inhabitants. Based on the lists provided by the homestead caretakers I aggregated 3 041 inhabited homesteads in the areas, covered by the 23 homestead caretaker services in 10 districts of Hajdú-Bihar county, with a total of about 7 088 homestead inhabitants which means the basic population. Within it, the number of the people using the caretaker service was about 1 933. The study population actually sampled was composed by sorting the homesteads by area, which was a total of 1 951 - omitting the contiguous, village-like

parts. I selected one of the inhabitants living on the homesteads and then put their names in “alphabetical” order. I selected the first of the names in a random way then every third one, so that the sampling frame was put together, that is, the number of questionnaires to be distributed, which was 665 in total, was distributed to the inhabitants. The theory of statistical conclusions used in connection with the questionnaire surveys assumes that all members of the initial sample complete and returns the questionnaire but it never happens, this was also the case for my research, as 558 of the distributed questionnaires were eventually returned completed. Given that the layout of the sampling frame was not periodic and no cyclicity could be detected, all surveyed homestead inhabitant had an equal chance to be included in the survey, and questionnaires were received from all affected areas, and a return rate of over 80% has been achieved separately for the areas covered by the different maintenance providers. Thus, the distortion resulting from the absence of non-returned questionnaires cannot - in my view – arise (BABBIE, 2008).

The basic population of the homestead caretakers was fully surveyed as the questionnaire was sent to all 31 specialists in Hajdú-Bihar county and all were returned.

2.2.3. The way of the asking questions

The stakeholders in the research were interviewed in five phases. The introductory phase lasted from March to May 2019, during which I contacted the caretakers and the maintainers of the homestead services during personal field trips, the purpose of which was to establish the questionnaires. In the second phase, the pre-compiled questionnaire for caretakers was presented to them for testing purposes in May 2019, and then handed over to them for completion, which I collected in June 2019 after a personal visit. From the experience of the results of the questionnaires used during the pilot test, another questionnaire was prepared for the homestead inhabitants, based on the same methodology as in the previous one and the structure of the chapters in it. In the third phase the questionnaire for the inhabitants was sent to the residents of homesteads of Hortobágy for testing purposes. The fourth phase took place between August and November 2019. I sent the questionnaires compiled on the basis of the experience of the pilot test, in the first round 31 pieces to the 31 caretakers was provided, and at the same time I gave the already redesigned questionnaires for the inhabitants, so I sent a total of 665 pieces to them. Only one questionnaire was sent to one homestead, mapping the topic. In the fifth phase, between

October and November 2019 the filled in questionnaires were collected. 31 completed questionnaires were collected from the homestead caretakers (100% rate in their case), while 558 completed questionnaires were collected from the homestead inhabitants (thus the total response rate in their case was 84%).

2.2.4. Method of data recording

The results of the quantitative research were evaluated using the SPSS 19.0 mathematical-statistical analysis software package. I used both metric and non-metric measurement scales to the records the data. I used the Voyant-Tools web-based reading and analysis environment to generate word clouds and analyze the answers to explicit questions.

2.2.5. Evaluation methods

During the analysis of the data I selected the methods according to the measurement levels, so I used several analysis methods. In the case of descriptive statistics I mostly recorded the arithmetic mean and the standard deviation (variance) (HUNYADI et al., 2001). Regarding the Likert scales I used the comparison of arithmetic means and the analysis of frequencies (LIKERT, 1932). In addition to descriptive statistics I performed cross-tabulation analysis in some cases (SAJTOS-MITEV, 2007). The correlation between the variables was examined with the chi-square test. I analyzed the strength of the correlation between the variables if the correlation was significant based on the chi-square test (VARGHA, 2000). One of the methods I applied was the Kruskal-Wallis test, which involves the examination of several independent samples from one aspect. During the trial, samples are pooled, ranks are calculated and ranks are averaged by group (KRUSKAL-WALLIS, 1952). In some cases I also used Spearman rank correlation method (SAJTOS-MITEV, 2007; MOLNÁR, 2007). I elevated non-numerical answers to qualitative, open-ended questions into Voyant Tools' web-based aggregation and analysis environment, which, on one hand performed frequency calculations on the input data and on the other hand visualized the most frequently used terms in word clouds in an aesthetic and spectacular way. The more frequently an expression appeared in the texts of the answers, the more emphatically it appeared in a larger size in the resulting cloud perceiving its weight.

3. THE MAIN RESULTS AND FINDINGS OF THE DISSERTATION

3.1. Literary review

The newer generations do not crave the homestead, the inhabitants are old, without help most of them are not able to fully provide for themselves, which was perceived by the social welfare system so they created the homestead caretaker service. This special basic service has also been affected by the social and economic changes that have taken place in recent years, as new, more modern forms of maintenance have born.

We can also project the typical management functions of the business sector to the homestead services since the leaders need to have serious expertise in order for their organization be effective and successful, be able to deliver client-centric and quality-focused services on the widest possible spectrum to design and organize the professional program in such a way that the interests of the users are largely taken into account in order to improve their social situation.

3.2. Analysis of statistical data

An accurate census of homesteads and their inhabitants was last available at the 1990 census. In order to limit the number of homesteads and the inhabitants in relation to the national and then Hajdú-Bihar counties it was necessary to analyze the national and regional data of the KSH census from 2011, current datas of the Hungarian Locality Register, maps, graphs and thematic processing of the KSH. Based on the data of the Social Portal and the survey conducted by EMMI in 2014 made it possible to determine the number of providers of caretaker services and their composition by maintainers.

3.3. Personal fieldwork

During the field trips and during the discussions with the caretakers and the heads of the institutions I also found that the caretaker services in each district try to solve the local problems in a unique way and by moving each thread. The leaders of the different maintained services focus on different tasks, which is reflected on one hand in the range of advertised activities, and on the other hand in the feedback from the users to the extent of their satisfaction.

3.4. Survey of the questionnaire

The initial data was basically provided by the analysis of the responses of 558 homestead inhabitants and 31 homestead caretakers, which ones I compared in some cases. On one hand the data characterizes the image of both groups of the homestead inhabitants and the caretaker services, during the processing, however, it was also found that they are suitable for exploring deeper connections.

The results of the study were summarized in 5 main subchapters. The analysis was carried out in relation to the main chapters and subchapters in the questionnaires as the questionnaires for homestead caretakers and homestead inhabitants were based on the same logical structure. (Hereby, I should note here that the first chapter of the questionnaires assessed the general data of the respondents which I have already presented in connection with the sample). I arranged the relevant results under professional chapters, which I presented in connection with each question in a chapter. For the questions that were included in both questionnaires, I outlined the results from both aspects, they should come from the homestead inhabitants or from the caretakers. In some cases I also compared the same issues to explore deeper connections. At the most important issues I performed all possible studies and statistical analyzes outlined in the methodology. Of these I have highlighted only those – given that due to the limited scope of this work it was not possible to present all the analyzes in detail -, and I dealt with those in more detail for which I have found inconsistencies, significant differences or correlations, or which are forward-looking in relation to the topic. The chapters also include a textual evaluation of the results of the statistical surveys.

3.5. Verification of the raised hypotheses

Regarding the use of the homestead caretaker service and its regularity, the first question I asked was who are the users of the service at all? Is the motivation material in this case? That's how I delivered the first hypothesis, based on the 557 responses to the question for the homestead inhabitants (H₁). According to it: *“There is no correlation between the form of the income of homestead households and the intensity of the use of the caretaker service as basic social services”*.

I performed a cross-tabulation analysis and a chi-square test to answer the assumption, it was

found that there is a significant correlation between the variables, namely the significance level is $p < 0,05$, that is, the nature of the form of income has an influence on whether they use it and on what regularity they use the caretaker service. The hypothesis was rejected, since there is a correlation between the form of household income and the intensity of using the basic service. The majority of households living on employment income (63.6%) prefer to use the service on an ad-hoc basis, the majority of households living on pensions and pension-like benefits use it regularly (61.3%) (Figure 2.).

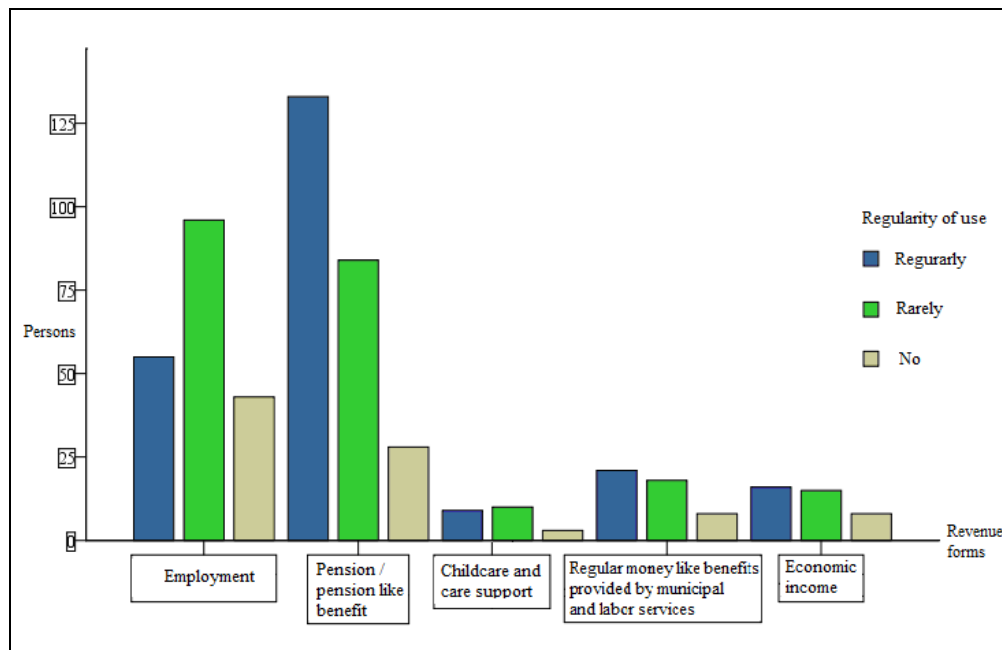


Figure 2.: Number of the homestead inhabitants using the service involved in the research by type of household income

Source: Own editing, 2020

Considering the 5 levels of Maslow’s motivational pyramid (MASLOW, 1968) I asked it on a 10-point Likert scale what are the needs and to what extent the homestead caretakers help the inhabitants, where the lowest value (1) was *not* at all, and the highest (10) was the *highest aid* rating. I also asked this question unchanged to the inhabitants and to the caretakers.

The homestead caretakers overestimated their activities in relation to the overall average, however, the question arose which I have already stated in the introduction that can the degree of customer satisfaction also be measured for each type of the maintainers. This is how the second

hypothesis was formulated (H₂): “There is no correlation between the degree of some needs’ satisfaction and the type of the maintainer”.

In connection with the analysis of the variables I performed a Kruskal-Wallis test. During the comparison of the maintainers I found that there is a significant correlation between the variables, for all five cases $p < 0,05$, that is, the type of maintainer providing the service influences the extent to which the caretaker helps to meet the needs, so the hypothesis was not confirmed. The averages calculated showed that the foundation maintainer’s rating was the highest so it can be stated that this foundational form satisfies the needs of the homestead inhabitants the most, followed by the church, than the non-profit and finally the municipal maintainer type (Table 2.).

Type of the maintainer	Values	The extent to which physiological needs are met	The extent to which security needs are met	The extent to which social needs are met	The extent to which recognition needs are met	The extent to which self-fulfillment needs are met
Nonprofit maintainer	Number of responses (pcs)	43	39	38	39	35
	Average	7,91	7,49	5,97	5,87	6,09
	Median	9,00	8,00	6,00	6,00	6,00
Church maintainer	Number of responses (pcs)	108	107	105	107	105
	Average	7,12	6,66	6,87	6,48	6,18
	Median	8,00	7,00	7,00	7,00	7,00
Foundational maintainer	Number of responses (pcs)	40	40	40	40	39
	Average	9,03	8,88	8,78	8,98	8,62
	Median	10,00	10,00	9,00	9,50	9,00
Municipal maintainer	Number of responses (pcs)	302	299	289	290	290
	Average	7,28	6,70	6,26	6,28	6,18
	Median	8,00	7,00	6,00	6,00	6,00
Significance level		0,001	0,000	0,000	0,000	0,000

Table 2.: Relationships between the types of caretaker services involved in the research and the satisfaction of the Maslow’s needs

Source: Own editing, 2019

Thinking further, because the question was asked from both groups, from the caretakers and from the inhabitants, too, it was interesting to know how the service providers and the users evaluate the achieved results, and whether is there a correlation between them? Based on it I set up the third hypothesis (H₃), saying: *“There is no correlation regarding the judgement of meeting of peculiar needs, independently from opinions of the homestead caretakers or the homestead inhabitants (Both groups see similarly the satisfaction of some needs)”*.

In connection to the analysis of the variables I have performed a Kruskal-Wallis test. Comparing the answers of the homestead inhabitants and the caretakers to the same question I found that there is no significant correlation between the variables because in all five cases the $p > 0,05$. The hypothesis was confirmed. The homestead caretakers and the homestead inhabitants see in the same way the extent to which the caretaker work was helpful for the individual needs, with the exception of the security needs, caretakers everywhere overestimate the level of assistance compared to the inhabitants.

According to the available data I surveyed four types of maintainers nationwide, they are also represented in Hajdú-Bihar county in different proportions, so it was very important to know how inhabitants are satisfied with the managed services. One of the most important hypotheses of the research is the fourth in a row (H₄), approaching from the opposite side, assumes that: *“The degree of overall satisfaction with the service is not related to the form of the maintainer”*.

To analyze the variables I performed a Kruskal-Wallis test. Comparing the overall satisfaction and the maintainers I have found a significant correlation between the variables, namely $p < 0,05$, that is, the form of the maintenance organization influences overall the satisfactions. This is why I rejected the hypothesis because it was not substantiated. The averages obtained also show that satisfaction with the foundation maintainer is the highest, if we take into account the distribution of the received proportion of ratings received, and we can state that the church is followed by the nonprofit business and finally the municipality follows it (Table 3.).

	The degree of satisfaction with the service in the case of the Nonprofit maintainer	The degree of satisfaction with service in the case of the Church maintainer	The degree of satisfaction with the service in the case of the Foundation maintainer	The degree of satisfaction with the service in the case of the Municipal maintainer
Number of responses (pcs)	46	104	40	309

Average	8,3913	8,4135	9,4250	7,5606
Significance level	0,000			

Table 3.: Some proportions of the general satisfaction with the caretaker service per maintainer by the homestead inhabitants involved in the research

Source: Own editing, 2019

In terms of satisfaction I got a general picture of the impressions of the inhabitants but beyond that it had to turn out - because they are not maximally satisfied -, that in their opinion the service could be more appropriate. According to the general opinion of the inhabitants if the entire infrastructure of the services were developed, the caretakers would be able to perform their work in a better quality. The general judgment is also telling, but the opinions of the experts were even more interesting according to the forms of maintainers, so came the fifth hypothesis (H₅), which says: *“Regardless of the nature of the maintainers, there is no difference in how the caretaker services could be developed (representatives of all organizational forms articulate similar development needs)”*.

It was not possible to perform a statistical calculation on the available variables, because the number of the respondents was low in the case of caretaker services (31 respondents), thus only individual conclusions could be only drawn from the aggregated data. The homestead careakers could answer with “yes” if they considered it necessary, if they considered it satisfied they could answer with “no”.

Excluding church maintainer related caretakers, the homestead caretakers agreed that more money would be needed to make the provision of services more appropriate, and only those belonging to the nonprofit maintainer and municipal maintainers indicated that it would be better if more services were provided. It should be noted, referring back to the previous ones, it has already been established that the municipal services still provide most of the services. The hypothesis was not confirmed, despite the fact that there was complete agreement among the representatives of the service providers in several dimensions, however, there was no consensus on the amount of money spent on the service and the sort of services provided.

I rated the trust in caretakers on a Likert scale of 10, where the lowest value (1) is *“I don’t trust it*

at all”, while the highest (10) corresponded to a rating of “*I trust it completely*”. I also surveyed the composition of the caretakers by education, in connection with which the question arose, whether it is possibly related to how they are treated, how much the inhabitants trust them. The sixth hypothesis (H₆), based on the above, was that: “*There is no correlation between the education level of the caretaker and the trust of the homestead inhabitants*”.

In connection with the analysis of the variables I performed a Kruskal-Wallis test. With regard to the education level of the caretakers and the depth of trust in them it was ascertainable that there is a significant correlation between the variables because the significance level is $p < 0,05$. It has been stated that the homestead caretakers with higher education bear more trust of the inhabitants, so the hypothesis was not confirmed.

Staying on, or moving out of the homesteads is an important part of the future of the homesteads and thus of the sustainability of the countryside. Homestead inhabitants are deprived of a lot of things on the homesteads, and caretakers try to improve this situation, encouraging them to stay in place but it is unknown whether it qualifies the purpose of the caretaker services as being able to complete the comfort of the inhabitants. In connection with this line of reasoning the seventh hypothesis (H₇) emerged, which states that: “*There is no correlation between staying in place and satisfaction with the caretaker service*”.

In connection with the analysis of the variables I performed a Kruskal-Wallis test. Due to the low number of the items it was not possible to compare the maintainers separately but from the aggregated satisfaction indicators it can be stated that there is a significant correlation between the variables, namely $p < 0,05$, so the satisfaction of the inhabitants has an influence on the stay, the higher values go together with the higher satisfaction, that is, the more satisfied they are, the more they want to stay on the homestead, thus, the hypothesis was not confirmed. Taking the average of the data it can also be stated that those homestead inhabitants are most motivated to stay in place, who live in the field of foundation-maintained service providers - in terms of service satisfaction -, followed by non-profit business service providers, followed by municipal and church (Table 4.).

	Municipal maintainer	Church maintainer	Foundation maintainer	Nonprofit maintainer
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On this homestead (average)	7,98	8,71	9,41	8,91
On an other homestead (average)	7,67	8,00	0,0	0,0
In a city (average)	6,45	7,56	9,40	8,50
In a village (average)	7,61	7,71	0,0	8,08
Other (average)	7,17	5,00	0,0	8,00
Altogether (average)	7,62	7,39	9,40	8,37
Significance level for all maintainers	0,010			

Table 4.: Correlation between the general satisfaction of the homestead inhabitants involved in the research with the caretaker service and their stay in place

Source: Own editing, 2019

The preference of the homestead lifestyle to young people and newer generations and the extent to which they want to stay on the homestead are also indicators of the work of the caretakers. For young people on the homestead life is not attractive, there are only a few who envision their further life in that environment. Their everyday needs are now much more modern, which shapes their short-term relocation and long-term settlement intentions. Based on this, the ninth hypothesis was formulated, which is based on the opinion of the homemakers (H₈): *“There is no correlation between the stay of young people on the homesteads and the development level of the homesteads”*.

In connection with the comparison of the variables I performed a cross-tabulation analysis and a chi-square test, based on them it was established that there is a significant correlation between the variables, because the significance level is $p < 0,05$. According to them, based on the experience of the homestead inhabitants the higher the level of the homestead built –up and the higher level of comfort guarantees more that the younger generations growing up there will remain in place. The hypothesis was not confirmed on the obtained result.

3.6. The isolation indicator

In the course of my work I found that the one-person households are represented in the largest proportion of those ones living on the homesteads in the research sample, where in addition various social and societal disadvantages accumulate.

The social life and human relations of the homestead inhabitants are also narrowing down, in connection with we can experience a kind of isolation in their case. The nature of how exactly it appears and what sociographic factors shape it have not been studied in Hungary yet.

During the analysis of the data I came to the conclusion that it is possible to measure the isolation of the homestead inhabitants if we compare their age, the number of people living in their household, the distance from the closed settlement closest to their homestead, the frequency of getting to the nearest closed settlement and the nearest neighbors. I assigned numerical values to each of the answers to the questions so I created a complex index to show their importance. The value achieved after adding the numerical values, then illustrated on a scale, all show the degree of the isolation of the inhabitants. From the analysis carried out on the available data for Hajdú-Bihar county I have learnt that 21.5% of the responding homestead inhabitants are isolated at some level, while 34% cannot be considered isolated at any level at all (Figure 3.).

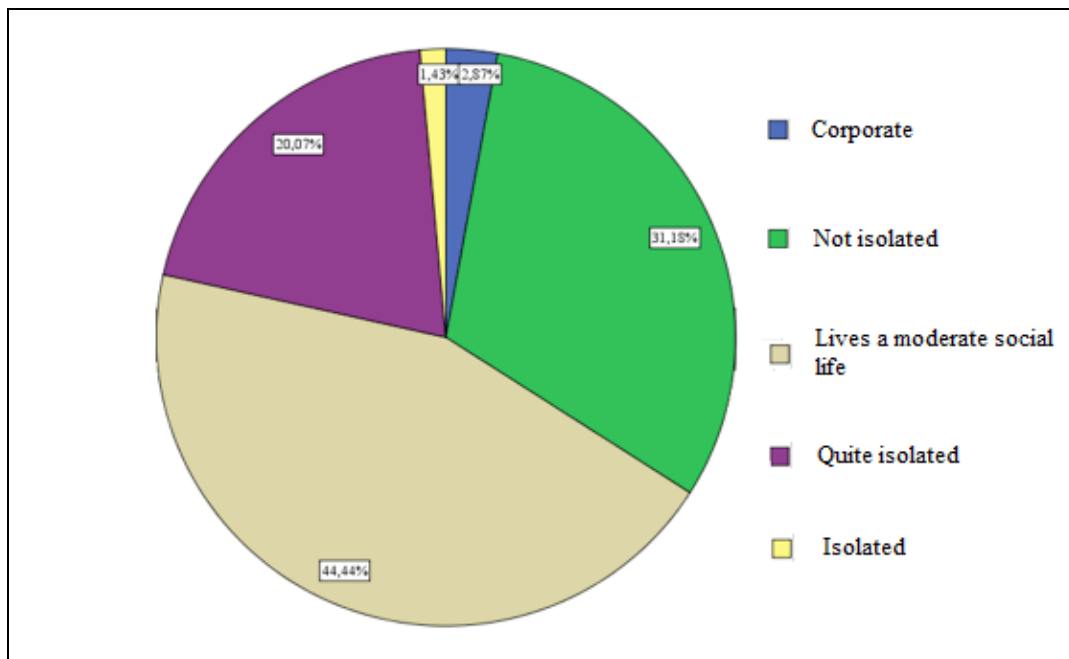


Figure 3.: The degree of the isolation of the homestead inhabitants involved in the research in Hajdú-Bihar county

Source: Own editing, 2020

4. CONCLUSIONS AND SUGGESTIONS

4.1. Suggestions and recommendations

The standard of the operation of the homestead caretaker services is influenced by several factors, which also affect each other. There would be a need for certain changes everywhere for which I have made the following suggestions and recommendations (Table 5.):

Nationwide	In county terms	Locally
Development of the caretakers	Caretakers should only perform activities that fall within their area of responsibility	Striving to meet individual needs to the highest degree
Greater emphasis should be placed on practical training	Strengthening networks	Spend more time on each recipient
Higher-skilled caretakers should be placed at a higher wage category	The activity of caretakers' associations needs to be increased	Services should strive to preserve liquidity
Simplify administration, even with mobile office equipment	Coordinating the work of individual service providers at the county and district levels	Local leaders should motivate caretakers to enrich and improve their knowledge
Creating a uniformly developed theme		Local leaders involve the caretakers in the operation of the services
Normative raising		Build relationships based on mutual trust with as many state and civil aid organizations as possible
The striving of organizations to be effective, so they can reduce the emigration of the habitants		
Legislative extension for the vehicles of the caretakers		
Involvement of other civilian maintainers		

Table 5.: Suggestions and recommendations made at territorial levels

Source: Own editing, 2020

4.2. Directions and limitations of the future research

In the course of my work the assessment of the activities of the homestead caretaker services was mapped in Hajdú-Bihar county, from the point of view of the residents who living in their territories on the one hand, and the caretakers serving there from the other. As a continuation of the research it may be interesting to conduct a nationwide survey, providing access to a range of church, foundation and non-profit services, so it would be possible to compare them, which would go much deeper into revealing how they work. The extension of the work could also reveal other factors related to similar settlement forms and homestead forms.

In the course of my work only inhabitants of the homesteads in the areas covered by the caretaker service were interviewed. There are also homesteads in other areas in Hajdú-Bihar county, although not in such large numbers where it would be possible to start a caretaker service, on the other hand, the opinion of the residents about the needs may be as important in a possible investigation as that of those otherwise affected by this research. Mapping other areas there would make it possible to aggregate the homesteads there, and more accurate and generalizable data could be obtained from the opinions of the residents.

Based on the aggregated data I have found 2 church, 1 foundation and 1 non-profit homestead caretaker services in Hajdú-Bihar county, so on the basis of the data obtained no generalizations can be drawn nationwide on the specifics, by the forms of the maintainers. It's also part of the overall picture that the number of such reserved services at national level is already low, moreover this is the first study attempt in this theme, so it can be seen as a kind of guideline for future research on the topic.

The questionnaires of the homestead inhabitants were systematically sampled, but not all distributed questionnaires were returned complete, which may undermine the representativeness. In the course of the research, it was no longer possible to complete additional questionnaires in order to compile the originally set 665 item number of the studied population. In that case the 23 caretaker service of all 10 districts of the county would have been involved, so the same procedure should have been carried out as in the first round of the questionnaire. A 100% response rate would not have been guaranteed in that case either, but a longer-term research might have achieved the full sample.

4.3. Most important findings of the dissertation, new and novel results

- Based on the literature reviews, the performed studies and the gained experience I defined the areas of the management of the basic social services. In my interpretation they are not significantly different from the business spheres' term because the marketing, human resources, public relations, organizational communication, financial management and fundraising are also presented here.

- With regard to Hajdú-Bihar county I was the first to carry out an extensive survey of homesteads since the change of regime, which, beyond the sociological aspect, also examined the work and management of the homestead services.

- I consider one of the main results of the study that I was able to examine the underlying problems from several perspectives and after identifying the individual subjects, perceptions, beliefs and value judgments of the respondents, I made deduction to improve the performance of the homestead caretaker services.

- In Hajdú-Bihar county we can find all the nationally typical forms of maintenance of organizations providing homestead caretaker services. In the course of my work I visited each form of maintainer and I assessed their characteristics from an internal and external point of view, thus providing an opportunity for comparisons and the search for analogies.

- From the results of the study the questioned legitimacy of the homestead caretaker service was confirmed as I found that the positive satisfaction with the homestead caretaker service has an impact on the stay of the inhabitants, which may mean the future of the countryside.

During the research I also defined a new area:

- For the measure of the isolation of the inhabitants of the homesteads I created the isolation index. During the processing of the data I came to the conclusion that by combining the age of the inhabitants, the number of people living in their household, the distance to the closest closed settlement, the frequency of going to the nearest closed settlement and the distance of their nearest neighbors there is a kind of opportunity for the measurement, so I created a new measurement method.



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List of publications related to the dissertation

Articles, studies (4)

1. **Orbán, S. G.:** A Hajdú-Bihar megyei tanyák jövőképe a tanyagondnokok szemszögéből.
Debreceni Szemle. 4 (4), 431-439, 2020. ISSN: 1218-022X.
2. **Orbán, S. G.:** A szociális elszigeteltség jelenléte Hajdú-Bihar megye tanyáin.
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4. **Orbán, S. G.:** A Hajdú-Bihar megyei tanyagondnoki szolgálatokról.
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List of other publications

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