Examining the Role of Social Workers in Supporting Job Seeker Work Inclusion in the Labour Market.

Thesis submitted in partial fulfilment for the requirement of the nordic master's degree in social work and Welfare

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Abstract

Current investment in human labour is viewed as a success for a country's future economic growth. Investing on human labour can contribute significantly to the UN vison 2030 of Sustainable Development Goals. Problems associated with unemployment include more expenditure on welfare benefits especially in the Nordic countries. Several studies have focused on the role of social enterprise in integrating job seekers with special needs into the labour market with limited information regarding the role of social workers in supporting regular job who has the required qualifications and skills with no special needs and is not in employment. This study focused to fill this gap with an inclusive approach of examining the role of social workers in supporting all categories of job seekers work inclusion in the labour market, with an aim to contribute to the existing knowledge on work inclusion through social enterprise.

This study opted for qualitative approach with data collection through open ended question from five social workers involved in the work inclusion process through Fretex as asocial enterprise. Reflective thematic analysis was used to analyse data with findings indicating that social workers roles included, networking and collaborating with other stake holders to employment opportunity for the job seekers, career guidance and counselling in addition to skills development and training.

Considering that this current study was cross sectional in nature, there is need to conduct a longitudinal study concerning the role that social workers play in social enterprises in job seeker inclusion. Comparative studies may also be undertaken so as to document best practices between countries so as to allow policy transferability among countries concerning the role of social workers in integrating job seekers into the workforce through social enterprises.

Key words: Job seekers, social workers, Work inclusion, Supported Employment, Social enterprise

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Chapter 1: Introduction

1.1 Background information

Current investment in human labour is viewed as a success for a country's future economic growth. Human labour can contribute significantly to the UN Vision 2030 Sustainable Development Goals if people are given the opportunity to develop their skills, and gain access to decent employment opportunities (Chams & Blandon 2019; Bansal et al., 2019).When active citizens who are supposed to be working are not employed, it is considered a massive waste of human labour. This is due to the fact that being unemployed for an individual who is capable of working, can lead to social problems such as substance abuse, increased criminal behaviour, family separation, stress, suicide, depression, or mental illness, as well as other psychological diseases (Lehti & Karhula, 2019).

Global studies show that unemployment has social and negative impact on a countries economy including high borrowing costs, increased imports, poor security, high rate of poverty, high mortality rate, a short life expectancy with poor economic status. From a European perspective especially in the Nordic welfare states such as Norway, unemployment increases the cost of social benefits, with heavy dependency on the state for an induvial survival (Slettebak, 2021; Johansen et al., 2022). The negative effects of unemployment have an impact both on the individual, the society, and the government as well. According to a recent study among unemployed adults in Sweden, unemployment poses a public health issue that needs to be addressed (Norstrom et al., 2019). Other studies conducted on unemployment on the Nordic countries among adults and young people indicate several reasons that contribute to unemployment with possible strategies to increase active participation in the labour market (Kluve et al., 2017).

Over 70 million people worldwide are currently unemployed, according to previous studies, young people are more likely to be unemployed than adults. This gap may be caused by unique circumstances, an institutional setting, or structural practices (Kluve at al., 2017).Other researchers relate this gap to inability to make choices on many career opportunities or lack of the required skills to fill the available job positions. Additional reasons could be as a result of lack of employment opportunities especially in the developing countries (Moe et al., 2021; Sanchita et al.,2019, Sveinsdottir et al.,2016).

Studies carried out in recent years show that challenges related to unemployment are present in almost every country(Nyssen & Gaiger 2019; Lorcher & Schomann 2016). The only

distinction might be variation of a high or low unemployment rate. When compared to developed countries, undeveloped nations are thought to have a higher rate of unemployment because of their subpar infrastructure, unstable political systems, debt loads, high borrowing costs, underdeveloped industries, high import levels, and below average marketing tactics. The majority of underdeveloped nations are believed to be in the early stages of development, despite the availability of raw materials and labour (Mansi et al., 2020; Evan & Kelikume, 2019).

When focusing on European nations, Scandinavian nations are renowned for their solid economic performance and political stability. Their all-encompassing philosophy and welfare system, has received praise for promoting a work-life balance that advances gender equity in the direction of economic growth (Leitner & Wroblewski,2006).A recent study on the unemployment rate among young adults in Denmark, Sweden, and Finland who are not in education or training revealed that a sizable portion of young adults are unemployed for a variety of social and economic reasons (Berlin et al., 2021).

More people in developing nations believe that everyone who is active in developed nations like Norway are employed. This may be explained by the fact that people move from underdeveloped to developed nations in search of better opportunities (Van, 2014). Reality sets in when one realizes that even Nordic nations like Norway, which are praised for their Nordic welfare system and have high economic stability, have a sizable unemployed population.

1.2 Problem statement
The Nordic labour market model's primary concerns are employment and unemployment. High employment levels are necessary for the welfare system to run smoothly. One advantage is the decrease in spending on social benefits. Active labour market programs aid in increasing earnings, enhancing human potential, and generating employment. Unemployment-related issues include an increase in criminal activity, drug abuse, mental illness, and family dissolution (Berlin et al., 2021). Recent statistics show that a sizeable portion of 3.2 % of the population in Norway remains unemployed despite the country's strong infrastructure, robust economy, and political stability (Frøyland et al., 2022; Statistics Research Department, 2023, McGrath, 2021). According to current studies, there has been a large influx of migrants as a result of the current conflict in Ukraine, as well as other refugees seeking to enter Norway from other countries Furthermore, the strong economic stability in Norway has not only

attracted migration from other European countries to Norway, but skilled workers from both developing and developed countries have sought to enter Norway in search of job opportunities (Przybyszewska, 2021; Rye & Slettebak 2020).

Despite the fact that there are job opportunities in the Norwegian labour market, according to McGrath's (2021),the available skillset from the unemployed population does not match the required qualifications.

Based on migration, skill set requirements, and other social and economic issues that affect the labour market, this study assumed that these factors increased pressure on the labour market and, to a certain extent, required job seekers with skills and training for significant portions of the available job opportunities (McGrath, 2021). This study aims to clarify what social workers specifically do, to integrate job seekers into the remaining employment opportunities.

More research has focused on what the Norwegian government has done to combat unemployment through work inclusion. Other studies have focused on the role of social enterprise as a bottom-up approach to integrating job seekers into the labour market, with limited attention paid to the specific role of social workers in addressing unemployment through social enterprise (Enjolras et al 2022;Alecu et al 2022;Frøyland et al 2022).Limited attention to non-governmental organizations involvement in the work inclusion, could have been associated with an assumption, that work inclusion or labour market integration is the role of the government. Hence this study was conducted, to add knowledge by examining the role of social workers in integrating job seekers into the labour market through social enterprise. Work inclusion and integration will be used interchangeably but with the same meaning in this paper as a process of linking the job seekers with the available job opportunities.

1.3 Research questions
The primary goal of this research is to examine the role of social and welfare workers in supporting job seekers' inclusion into the labour market, as well as what can be done to promote job seekers' inclusion into the labour market.

Specific research questions are;

a) What do social workers do specifically to integrate the job seekers into the labour market?

b) What challenges do social workers experience while integrating the job seekers into the labour market?

c) How can job seekers' integration into the labour market be promoted?

1.4 Design and Context

There are several social enterprises in Norway that are involved in work inclusion processes, but the focus of this study was on examining the role of social workers at Fretex. This is associated with an assumption that Fretex, as a social enterprise, has a long history with several branches in Norway. As a result, getting information from long-term social workers was thought to provide more in-depth information about work inclusion. Based on the arguments of Creswell (2020), new ideas can be generated in qualitative research, when a study is conducted on a specific group of people, who have had similar experiences, over a long period of time. New ideas are also acquired through social interaction among people who share common values and spend the more time together (Creswell, 2020). The study will be limited to Norway.

1.5 Significance of the Study

Several studies have been conducted in Norway concerning government organizations such as the Norwegian Labour and Welfare Administration (NAV) and other Norwegian government bodies associated with the state on Norwegian labour market integration the strategies they employ to integrate job seekers into the labour market, as well as their role in the work inclusion process (Moe et al 2021;Froyland 2022; Sveinsdottir et al 2016, Sanchita et al, 2019). However, limited information is available on how non-governmental or voluntary organizations like Fretex address unemployment and what role social workers play in the work inclusion process via social enterprises like Fretex (Enjolras et al., 2021). The study was necessary because it is possible to assume, that the government is solely in charge of promoting work inclusion while ignoring other organizations that may be crucial in addressing unemployment. Therefore, the study's findings may add to the body of knowledge about social enterprise's role in work inclusion.

1.6 Study outline

In this chapter, the following paragraphs provide a historical background of social enterprise, a presentation of Fretex as a social enterprise, and strategies used by social enterprise in the work inclusion process. Despite the fact that Fretex has several branches in Norway, this

study will focus on data collected from one of the Fretex branches in Norway. The second chapter will discuss literature review and the theoretical framework. The third chapter presents the methodology used in this study, with the fourth chapter presenting data, analysis, and the discussion. The fifth chapter will present study reflection, conclusion and recommendations .

1.7 Historical Background of Social enterprises

Studies on sustainable development have received more attention. According to current research, researchers have been investigating sustainable development using various approaches, and social enterprise has been identified as one of the approaches in achieving sustainable development goals. Furthermore, social enterprises have been recognized in many countries as agents with innovative ideas for achieving long-term goals. Not only has it received praise for its innovative ideas, but it has also been accepted as a bridge for present and future sustainable economies (Garg& Sharma, 2019; Lorcher & Schomann, 2016; Defourny &Nyssen 2021).

In reference to Van and Hennessy (2020), there is no universally accepted definition of social enterprise in academia or practice. This statement is also supported by Defourny and Nyssen's (2021), in their study of International Social Enterprise Models in Western Europe, where they assume, that there is no globally accepted definition of social enterprise in the recent literature. This is because, there are no theoretical studies based on global empirical evidence regarding social enterprise. More studies on social enterprise have been based on case studies in various given contexts, with different forms of governance, and types of various activities performed by each social enterprise. This has been cited as one of the major factors preventing the development of a universal definition. Furthermore, the heterogeneity of social enterprises in terms of their legal identity, type of governance and the sector in which social enterprise falls, has made it difficult to come up with a single, universal definition (Defourny & Nyssen, 2021).

According to Van & Hennessy (2020), social enterprises are organizations that are formed with the goal of addressing social and environmental problems. In addition, they define social enterprise as organizations formed with innovative, ideas to initiate socially sustainable change. Referring to Defourny and Nyssen (2021), social enterprise is defined as organizations formed to address social problems, without the goal of profit for the owners. In their arguments, they refer to three schools of thought to elaborate on the definition of social

enterprise which include, Social Innovative School, Social Enterprise School, and European EMES Network. The social innovative school of thought posit that, social enterprises are created and managed by social entrepreneurs, with the goal of realizing innovative ideas to bring social change. They argue that these entrepreneurs, are motivated by a desire to contribute to society. They hope to effect social change by expanding on existing opportunities and exploring new ones. Their financial stability is dependent on charitable work. The Social Enterprise School of thought contends that, social enterprise depends on business tactics, used by non-profit organizations to make money, so they can address social issues. In their arguments, profits gained from the business is used to initiate and maintain social change within the society. Schools of thought within the European Research Network define social enterprise as,

Collective organizational forms that operate in the social economy, integrate the social and economic spheres, and have democratic governance systems (p. 124).

The European EMES Research Network defines social enterprise, as being based on economic entrepreneurship, social aspect, and participatory governance (Defourny & Nyssen, 2021). The only distinction between social enterprises and other organizations, according to European EMES network research, is the use of creative ideas and resource repurposing to effect social change.

In addition to the definition provided above, Gaiger et al.,(2019), suggest that social enterprises are formed around a common specific goal that benefits the community. They define social enterprise, as organizations formed by members of a community with the goal of improving people's lives. Their definition is based on the concepts and arguments of Defourny& Nyssen(2021), who believe that social enterprises, are built on three pillars: economic, social, and governance. Both authors presented in this paragraph, agree that the financial stability of social enterprises, is dependent on continuous production and sales, as well as the capability of their members, under economic pillars. That majority of social enterprise work is supported by voluntary contributions, and they do not rely on government funds to achieve their goals. On the social dimension, the primary goal is to foster or strengthen community members' self-sufficiency. It is about building the capacity of community members or a specific target group of people.

Additionally, the two authors in the above paragraph agree that social enterprise are designed to maintain and achieve the goal for a long time, because they are formed by a group of

people who share the same goal. In terms of governance, social enterprise organizations have some autonomy because they are led by their own members. They are not under the government's control. Even if they get backing from the government in form of finance, that doesn't change their position of leadership. The organization's members are the ones who make the decisions (Gaire et al., 2019; Defourny &Nyssen,2021).

In this study opted for the definition social enterprise by current European Commission , which reads as follows:

"An operator in the social economy whose main objective is to have social impact rather than make profit for their owners or shareholders. It operates by providing goods and services for the market in an entrepreneurial and innovative fashion and uses its profits primarily to achieve social objectives. "It is managed in an open and responsible manner and, in particular, involves employers, consumers, and stakeholders affected by its commercial activities" (European Commission 2012.p. 2).

In this study, the role of social workers in the social enterprise-based work inclusion process is being examined. One of the Fretex organization branches in Norway, has been selected for this study, where data will be collected. The following paragraph provides historical background of Fretex, its vision, goal, and how it is involved in addressing work inclusion through social workers.

1.8 Fretex as a Social Enterprise.
The Salvation Army founded Fretex as a social enterprise in Oslo in 1905, according to its historical background, it was started with the intention of "helping people help themselves." Since then, the main reason for its establishment has been "to give people a reason to believe in the future." Fretex's mission is to help job seekers find work through training and recruitment, as well as by searching for job opportunities and connecting employers with job seekers. Fretex believes that everyone can work, when given the right assistance. They work with all categories of job seekers irrespective of their skills and social background (Sveinsdottir 2020; Persson &Hinton, 2020).

Furthermore, in order to achieve its mission, Fretex collaborates with government bodies and professionals from a variety of backgrounds, including pedagogues, anthropologists, social workers, and employers. In addition to Norwegian Labour and Welfare Administration(NAV), donors, and private organizations, Fretex also collaborates with

governmental and non-governmental organizations. To Fretex, what matters in work inclusion, is securing one's future by strengthening individuals social and economic capacity (Persson& Hinton, 2020; Moe at al 2021)**.**

In order to accomplish its goals, Fretex has three departments namely, Fretex Job og Oppfolging AS, which focuses on job opportunities, Fretex Milj AS, which deals with environmental sustainability by promoting reuse and recycling, and Fretex International, which deals with the export of used clothing(Persson& Hinton, 2020)This thesis will concentrate on Fretex Job og Oppfolgigg since the intention of this study is concerned with the labour market integration.

In explaining the department of Fretex job og Oppfolgigg, it is the department that largely involve collaboration with employers, and other stake holders with an aim of finding a job match. The job consultants, who have been referred to as social workers in this study, assist job seekers in recognizing their potential, boosting their self-esteem, and connect job seekers to employment through teamwork. In order to provide everyone who enters Fretex with an equal opportunity to find employment, Fretex social workers embrace intersectionality, transparency, and commitment (Person& Hinton2020; Sveinsdottir et al., 2016).

1.9 Strategies used by Social Enterprise

The following discussion presents different strategies used by social enterprise to achieve their goals. This includes Three Cups of Tea, Supported Employment (SE), and Individual Placement Support (IPS). Supported Employment is an evidence-based strategy in which a job seeker, is connected to an employer to develop career-related skills. It is involves on-the-job training, whereby the job seekers is linked up with his or her choice of work and carries out the expected job duties with subsidized salary. This approach involves discussion and reviews after a given period of agreed time, so as to get the feedback or the perception of the job seeker on their experience regarding their training period. Quite often, it an approach the leads to immediate job match if the job seekers and the employer agree and, in a few cases, the job seekers try other options depending on the review after the training period. It is an inclusive approach that is used to link different categories of job seekers with the employers.

The same principles that underpin supported employment apply to individual placement support, but individual placement approach, is specifically designed to help job seekers who are struggling with serious social issues like drug addiction, or severe disabilities (Maciver et

al., 2020;Kluve et al, 2017; Bjønshagen & Ugreninor, 2021).Both strategies include training, close follow-up over time, and financial support.

The philosophy behind Three Cups of Tea was developed by Greg Mortenson as a means of influencing people's lives. It is an approach that involves moral principles like empathy, friendliness, helpfulness, bravery, hard work, and optimism (Cahyawati, 2021). It is strategy that calls for need identification, meeting, and discussion with the person in need like in this study the job seekers who needs to find job opportunity, with a determined focus to fulfil the desired need. Three stages of this approach include ,meeting with the service user to talk about their past and future goals, holding discussion with stakeholders or collaborators to discuss potential solutions, that can satisfy the service user's with the last stage involving the three parties for instance in this study , the job seekers, the employers and the social workers , with an aim of finding an amicable solution which in this case is job opportunity. In connection with this study, the first meeting involves the social worker and the job seeker, discussing the challenges and the possibilities. The second meeting explores the possibility of a job match between the employers and other collaborators, with the final step involving discussions of possible job match. This approaches together with skills obtained in different professions related to social, have been used widely by social enterprises(Sanchita et al.,2019;Moe et al 2021;Van et al., 2020; Borzaga et al, 2020).

Chapter 2: Literature Review

2.1 Introduction

This chapter present past and present literature on the role of social workers, in supporting job seekers work inclusion through social enterprise, and identifies gaps that led to the reason for conducting this study. The literature review has been done is subtopics in line with the research questions. The first part present on overview of the labour market in Norway, followed by literature review on the research questions, with the final part of this chapter presenting the theoretical framework that will be used for analysing data in the fourth chapter.

2.2 The labour market in Norway

Norway is one of the world's top ten richest countries, with stable economic stability and social benefits. Norway has been praised among other Nordic countries for adopting the welfare system, that ensures social security for its residents. However, statistics show that there are a sizable number of people who are unemployed. This is based on a report provided by two Norwegian government entities in charge of tracking employment and the unemployment rate. These organizations include Statistics Norway (SSB) and the Norwegian Labour and Welfare Authority (NAV). Norway had a total population of 5,425,270 as of the first quarter of 2022, and 69.3% of that population, who ranged in age from 17 to 74, were employed (European Commission, 2022; McGrath, 2021).

Recent statistics show that the labour in market in Norway has been trending positively, but there is still room for improvement. According to analysis, unemployment rates in Norway's northern and western regions range from 2% to 2.5%, with a surplus of job openings and no realistic chance of filling the vacant positions, due to inability to find qualified workers. Similar regions like Oslo, Vestfold, and Fjordane, have experienced more or less the same percentage indicating a need for skilled workers. Additional research has shown a mismatch between supply and demand representing more jobs opportunities with inadequate trained personnel. Statistics have also shown that industries like health, engineering, ICT, building and construction, tourism, and transportation all need skilled workers. The future of the labour market is grim not only locally within the regions, but also nationally due to one of the factors being the aging population and inability to find trained personnel. With the future plan to establish more industries, there could be need to address the existing employment gap with the skilled personnel(employed (European Commission, 2022; McGrath, 2021)

2.3 The role of social workers

This section elaborates on the roles of social workers, in supporting work inclusion in relevance to literature. To give an understanding of work inclusion and labour market integration, as used in this study, the concept of job integration and work inclusion have been elaborated in the first part in the first paragraph of this presentation.

Job integration, according to (Defourny & Gregoire 2019), entails actions undertaken to build an individual capacity to enter the job market. It involves different approaches initiated by specific entities to create room for individuals' easy access, to the competitive labour market. Work integration involves ideas like training, skills development among other factors that builds an individual capacity to find employment opportunities. On the other hand, work inclusion entails exploring past and present innovative approaches, to integrating job seekers into the labour market. Given scenario would involve a job seeker who had been in employment but due to lay off from work or social problems, finds himself or herself out of employment. Initiatives such as retraining to build on the individual capacity or change of new career, with an aim of finding job opportunity, is viewed as the work inclusion process. The innovative ideas used to re-employ people who have been out of work is what connects work inclusion and job integration. In this study, the terms job integration and work inclusion will be used interchangeably, but with the same meaning of supporting job seekers to enter the job market (Kluve et al., 2017).

In explaining the role of social workers in assisting job seekers to find employment, studies indicate that job seekers who have been trained through supported employment, have better chances of finding long-term employment (Kluve et al., 2017; Sveinsdottir et al., 2016; Nyssens &Gaiger ,2019). Leaf (2015) in his study while focusing on Norway and Texas, he examined the role of social enterprise in restoring ex-offenders back into the labour market after their term in prison. He considered the rehabilitation process through social workers as an approach or recovering treasures that were hidden in the ex-offenders. His findings indicates that supported employment through mentors (social workers), was efficient in finding sustainable employment opportunities, for the ex-offenders when they finished their prison term. Moe et al., (2021), while exploring the experiences of employment specialist in implementation of supported employment, through a qualitative study with focus group discussions as a method of data collection, their findings indicated that social workers, had many role to play in supported employment including linking the community members with the employers, in addition to creating awareness of supported employment. Similar to this

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study, a qualitative approach will be used, but with an emphasis on semi-structured interviews, with the social workers involved in job integration, in order to obtain more detailed information, about their roles in ensuring job integration. Additionally, while Moe et al. (2021) concentrated on job implementers, this study specifically focuses on social workers because, they are essential for integrating job seekers into the Norwegian labour market, particularly through social enterprises.

Furthermore, Defourny & Nyssen (2021), indicates that, depending on the social or physical condition of the job seekers, through strength and motivation interview , social workers are able to identify the needs of the job seekers, prior to finding a match of the expected job opportunity. While Lorcher and Schomann (2016), in their review of Supported Employment as a European pillar for social rights, identify collaboration and guidance as major roles, played by social workers in work inclusion, Kluve et al. (2016) reported that social workers were able to provide training and facilitate subsidized employment opportunities. Prior et al., (2020) emphasize the role of social workers in counselling and career guidance, as strategy for increasing job opportunities, for job seekers who require complex intervention. Banks, (2020) while examining challenges and principles associated with social work, she elaborates principles like service user autonomy and self-determination. That while handling clients' issues in this case job seekers, it is key to let the service users to make their own decisions based on their cases, and that social workers have to obtain consent from the service user, while handling service users' issues. It is sometimes challenging for the social workers to balance between the interest of the state, the company they work for, and the interest of the service user. In examining the interventions of social enterprise in rural parts of Norway, Van et al., (2020) discovered, that social workers were regarded as mediators and agents, of social change, for economic stability to job seekers. Similar ideas regarding mentorship and motivation by social workers to the job seekers, are shared   by Alecu et al., (2022) while they were reviewing work inclusion of young people in the Nordic countries. Their analysis emphasized the key role played by social workers in motivating the young people, to either be in school or at work.

 The literature presented above provide, different studies which has been carried out   in different geographical locations, using different approaches of research methods. They also present   positive   and significant   findings, by analysing   different populations   while examining the role of the social workers, in the work inclusion process. However, this study will give focus to examine specific role played by the social workers in supporting job

seekers, to enter the labour market using a specific social enterprise, with focus on collecting data from social workers, who are in daily interactions with the job seekers. This has been done with the aim of gaining in depth information from a small sample size of the social workers .

2.4 The role of social enterprises in promoting job seekers' integration.

According to McKinnon et al., 2020, social enterprises in Australia improved the wellbeing of job seekers through supported work environments. Their study found that social enterprises, were taking on the social responsibilities that were previously the responsibility of the state, with a focus on disabled and disadvantaged members of society. This was done through a qualitative approach using semi-structured interviews, as the method of data collection. Supported employment is additionally viewed as a way to help job seekers find meaningful work, improve their lives, and strengthen their sense of self (McKinnon et al., 2020).

In a related development, a study by Villotti, et al.,(2018) on the function of Italian social enterprise, in reducing perceived stigma through the work integration of people with severe mental disorders, discovered that social enterprises help people with mental disorders integrate into the labour market. This longitudinal study also claimed that working in a social enterprise improves social skills, lessened discrimination against people with mental illnesses in society, and increases productivity and self-esteem.

Additionally, a case study revealed that social enterprises, are seen as ways to improve community integration and employment skills. This is accomplished by actively creating employment opportunities and providing people with mental health disabilities with training in employability skills (Lysaght et al., 2012).

The studies mentioned above demonstrate the value of social enterprises in fostering job seekers' integration into the workforce, which is the focus of the current study. However, they ignore the other regular job seekers in favour of those who have mental illnesses or other related health problems. Therefore, this study looks at all job seekers regardless of their mental diagnoses or physical disability, in an effort to close this gap. Additionally, it looks into the role social workers play in helping all categories of job seekers to successfully integrate into the labour market.

Furthermore, Van-Twuijver (2020) discovered through a systematic review of 66 studies that social enterprises promote rural development and social workers, collaborate to assist job seekers in meeting their unmet needs. Additionally, in another systematic review on social entrepreneurship, social enterprises are seen as a means of promoting sustainable development and social change (Bansal et al., 2019).

The Campbell systematic review on the impact of youth employment interventions on labour market outcomes for young people and business performance, discovered that youth employment interventions, increase youth employment and earnings. This was a comparative review of quantitative studies conducted in 31 countries (Kluve et al., 2017). However, there is a gap in that it only focused on youth employment interventions, whereas the current study aims to focus on all job seekers, with a particular emphasis on the role of social workers, through social enterprises in assisting job seekers to integrate into the labour market.

2.5 Challenges in the labour market

This section discusses the obstacles that social workers face, when assisting job seekers in finding employment, as supported by literature.

According to studies, a significant number of job seekers who received training through supported employment under the supervision of social workers, have found long-term employment(Sveinsdottir et al., 2016; Van et al., 2020; Nyssen & Gaiger 2019). This outcome has not been without its challenges. Unemployment may be caused by a layoff from previous employment, lack of information on where to look for work, or the need or desire to change jobs, among other factors. In their study on work inclusion for people with disabilities, Ruhindwa et al., (2016) discovered that the major challenges were marginalization, stigma, and prejudice. Some employers assumed that job seekers with physical disabilities were unable to achieve expected workplace goals, but they suggest that if given the opportunity, job seekers could be more efficient and effective, through supported employment. In a study of employers' attitudes toward hiring young people with mental health problems in Norway, their study discovered that employers were hesitant to hire young adults with mental illnesses, even if they had the qualifications (Bjønshagen &Ugreninor 2021).

While examining the role of social enterprise in Norway and Texas, Leaf (2015), explains that job seekers with a criminal record did not have an easy time integrating into the labour market. This is because either the ex-offenders were well-known to the public or it was difficult for employers to believe ex-offenders had changed their past behaviour. To avoid

stereotyping and discrimination, he explained that during the prison training, they avoided using nicknames that the offenders were known by in the community. They supported any activity that would give ex-offenders a new image, which would enhance easier integration once they were released from the prisons. Additionally, in their study on rolling supported individual placement by , Moe et al., (2021), their findings indicated that if the job seeker was living in a small community, and his behaviour was known by the community members, for example, as drug abuser or with a criminal history, it became difficult to find work for such job seekers. They contended that people in a small community knew each other, and if a person abused drugs or engaged in criminal behaviour, it was well known by both employers and other community members. In such cases, employers were hesitant to accept such a job seeker for the available opportunity if he or she wanted to be hired. They also discovered that other major challenges in implementing individual placement support (IPS) included a lack of consistent funding, prejudice and stereotyping, societal attitudes, limited supervision, organizational barriers, and the participation of various stakeholders.

While researching workplace inclusion for people with health issues, immigrants, and unemployed youths, Johnsen et al., (2022) suggested that barriers to work inclusion included job seekers' perceptions or lack of motivation, insufficient funds to support work inclusion, and job seekers' inability to openly share challenges they face during the inclusion process. They also agreed that the work inclusion process is a two-way street, that requires both the employer and the job seeker to be committed. That even though employers and other collaborating partners play an important role in the work inclusion process, the burden to find sustainable employment lies with the job seekers commitment in the work inclusion process.

Job specifications and skill recognition, particularly for immigrants, were other issues with work inclusion. According to Johnsen et al.,(2022), some immigrants needed to complete additional training, in order for employers to recognize their skills. This to some extent caused a delay in finding a job match, particularly if the job seekers desired a specific job, on the basis of what they had previously trained on. Similarly such findings have been discussed with Moe et al., (2021), were they stated that staying unemployed for a long time what they called "holes in the CV", caused a delay in finding a job match because some employers assumed that this group of job seekers, lacked the necessary work experience. This meant that even if the job seekers had the qualification, they could be lacking skills required for the current labour market which is a concern for many employers. When comparing social enterprises and their roles in European nations, Borzaga et al. (2020)

identified challenges such as insufficient funding and delays caused by partner collaboration. In their comparison study between traditional employment and supported employment, Sveinsdottir et al. (2016) found that there were financial difficulties and a lack of community awareness.

Although there are difficulties with work inclusion, (Ruhindwa et al., 2016; Sveinsdottir et al., 2016; Moe et al., 2021) suggested ideas like boosting collaboration with more partners, raising community awareness, and providing additional financial support for supported employment.

2.5.1 Existing gaps in the knowledge base regarding Challenges

Studies discussed in the above paragraphs under the subtopic of challenges experienced in the work inclusion, elaborate on findings of challenges experienced in work inclusion, through social enterprise. However, the above studies focused on different context and used different approaches to collect data to analyse their findings. The following discussion explain why this study focused on examining the challenges experienced by social workers in the work inclusion process through the social enterprise.

While examining the early implementation of supported employment and challenges associated in work inclusion, Moe et al., (2021) confirms efficacy of supported employment, with challenges including some employers negative attitude towards job seekers linked with NAV in addition to financial constraints . Their study involves qualitative approach with the focus on Northern part of Norway as their geographical location. Similar to this study, qualitative approach has been used, with the aim of focusing on the social workers not as implementors but as actors in the implementation process, through already existing social enterprise, in the western part of Norway.

Additionally, Ruhindwa et al., (2016), examined challenges in the work inclusion in Australia for people with disability, with their focus on challenges experienced by the job seekers while seeking employment. Their study was based on the findings from two different development community project. Their finding indicated that employers were reluctant to employ job seekers with physical disability even if they had the qualification. They also found that sometimes the job seekers were not free to openly share their experience with the employers while on training or how much the job seekers could work. They proposed that to ensure efficient and sustainable work inclusion, there is need for job seekers to be actively involved in the work inclusion process. However, this study shifts its focus from the

challenges of the job seekers to the challenges of the social workers, in supporting the job seekers to find jobs. This is due to the assumption that learning from the experiences of the social workers, would result in generating more information, since the social workers are in daily contact with the job seekers, and by using the social work skills , the social workers may gain more information from the job seekers, which the job seekers cannot openly share with the employers. By getting the perspective of the social workers, collaboration could be made easier so as to promote more employment opportunities for the job seekers.

 Bjønshagen & Ugreninor (2021), focused on the perspective and the willingness of the employers in integrating young people with mental health related problems in the job market in Norway. Their findings shown that only few employers would give job opportunities to young people with mental issues even if they were qualified. Their findings also support the idea that some employer's attitudes of being reluctant to employ people with disability, has sizably contributed to labour market segregation. However, this current study viewed employers as collaborating partners, in the work inclusion process, with an aim of learning employers' contribution in the labour market through the social workers.

Leaf (2015), while studying the relevance of supported employment through social enterprise in Norway and Texas, he viewed ex-offenders as treasures after undergoing rehabilitation process through the assistance of social workers. His study focused on how supported employment played acritical role in rehabilitation with his findings showing that there was more value and treasure in changing ex-offenders' life. That supported employment was not just an activity or a route to employment, but rather a wholistic approach that successfully incorporate ex-offenders back to the community and the labour market. With a different view, this study chooses social enterprise as the context of study, but with an inclusive approach on the role of social workers in supporting all categories of job seekers to enter the job market. Through the inclusive approach, it is likely that data collected may give a broader suggestion on possible mechanisms and strategies, to handle proceeding challenges in the work inclusion process.

Borzaga et al., (2020), compared how social enterprise in different European nations were formed, how they operated and possible challenges. Their studies indicated financial constraints and delayed collaboration between the stakeholders. However, they support the ideas of work inclusion, through supported employment with a view on forming policies, that support social enterprise and supported employment. Similarly, this study contextualizes social enterprise in Norway, with a different perspective on its contribution to labour market

integration, through social workers. Narrowing this study to a specific country, with a specific social enterprise, could give an in-depth analysis on the challenges in the work inclusion process, and the fundamental contributions of social workers in supporting labour market integration, through social enterprise.

Sveinsdottir et al., (2016), did a comparison study between traditional approach of training a job seeker before employment, and the approach of training the job seeker while in employment. Their findings indicated a significant number of sustainable jobs for the job seekers who took the approach of training while on job as compared to the option of employment after training. Their findings also shown that challenges associated with work inclusion involved financial constraints, job seeker's attitude and delayed processes due to collaboration. However, this study focused to learn the strategies used by social workers, through their roles in the work inclusion and the associated challenges, that could arise during their work.

Based on the literature presented above, there is limited information that specifically narrows down to social workers role with an aim of work inclusion, for all category of the job seekers. Presented literature show that social workers, were mainly involved in studies with job seekers with special needs, without considering regular job seekers who do not require special attention but do not have jobs. This study seekers to fill this gap, by examining the challenges the social workers face, while supporting all categories of job seekers into the labour market, through a specific social enterprise which is Fretex organization.

2.6 Promotion of work inclusion

Since Norway has a welfare system, sizable number of unemployed people could be receiving social benefits from Norwegian Labour and Welfare Administration (NAV). Government expenditure on social benefits received by unemployed individuals, who can be integrated to work, would decrease, especially in Nordic nations that support the welfare system (Johansen et al., 2022). In the past, supported employment programs have been implemented to promote work inclusion in many regions in Norway (Sveinsdottir et al 2016; Kluve et al .,2017;Lorcher & Schomann, 2016).However, it is still necessary to encourage job seekers' integration into the labour market, due to the sizeable rate of unemployment as shown in the labour market in Norway (McGrath, 2020).While examining the difficulties in integrating people with disabilities into the workforce in Norway, Bjønshagen & Ugreninor (2021), proposed the creation of community awareness through campaigns and advertising,

the formation of organizations in the community that support integrating people with disabilities into the workforce, and the creation of laws that would allow for job seekers to engage in voluntary work in order to gain experience and contacts. They also made a proposal that prospective employers, could look into the accessibility of workplaces for people with disabilities, such as job seekers in wheelchairs. Similar arguments are supported by (Kluve et al., 2017; Johansen et al. 2022).

Making various adjustments to partners involved in the work inclusion, process is one of the potential strategies put forth by Moet al., (2021) to promote work inclusion. For instance, this might involve the healthcare sector, rehab facilities, financial institutions, and employing companies. They contend that collaboration between the supporting partner, could reduce the delays that job seekers and social workers encounter, during the work inclusion process. In order to promote work inclusion for job seekers with special needs, Sanchita et al. (2019) suggested that sheltered employment, might be the best mechanism. For instance, sheltered employment would imply, that certain positions are only open to a particular group of job applicants, and are not accessible to members of the general public, who do not have special needs. According to Johnsen et al. (2022), increasing financial support for supported employment is a good idea, in terms of job specifications and skill upgrades.

As a final point, (Defourny & Nyssen 2021; Sveinsdottir 2016; Ruhindwa et al .,2015), add that encouraging work inclusion necessitates, that job seekers focus on pursuing the necessary training and education to improve their chances of being accepted into the labour market. Work inclusion is an inclusive strategy, that calls for active involvement from all parties.

Presented literature show significant ways of promoting work inclusion, additionally, this study aims to contribute to this knowledge by analysing the data from the perspective of the social workers.

2.7 Theoretical framework of the Study

The theory employed in this study is Strengths Based Perspective. This theory will be used in the fourth chapter, to analyse the findings of this study. The following paragraph gives the theoretical argument of Healy,(2005:2014) on Strength based perspective.

Strengths-based Perspective Theory.

Originally developed in mental health practice and founded on social work values with a focus on respect and service user self-determination. In response to defensive and risk-averse

practices, the strengths-based perspective is founded on the principles of optimism, hope, and creativity. It recognizes that all people have strengths, capacities, and resources, and that in the face of adversity, people usually demonstrate resilience rather than pathology. This is due to the natural tendency for healing and recovery present in all human organisms (Healy, 2005:2014).

As a result, it aims to decolonize service user problems by emphasizing that the problem, in this case unemployment, is the problem and not the person. This theory relies on collaborative partnerships between workers and service users, to reflect and build the capacities of service users. Furthermore, clients can make a difference in their lives, only when they focus on their strengths rather than their weaknesses, and supportive communities help service users, develop their capacities and abilities (Healy, 2005:2014).

Practice principles of the strengths-based perspective.

According to Healy (2005:2014), social workers should demonstrate the following values in their day-to-day work to engage in practical application of the strengths-based perspective.

Adopting a hopeful and optimistic attitude.

When working with unemployed service users, social workers must maintain a positive and optimistic attitude toward them. Optimism allows social workers to capitalize on the strengths and resourcefulness of service users. This allows social workers to see beyond labels that label service users as incompetent, and instead recognize their capacities, resources, and hopes and dreams for the future. The emphasis should thus be on the language used by social workers when interacting with service users.

Focusing on the service users' assets

The emphasis should be on the service user's assets rather than the problem. These include personal capacities and resources within their social networks, as well as the larger social environment around them. The proponent argues, that instead of focusing on the problem of service user for example on their heath condition, drug addiction or past criminal behaviour, that might have led to unemployment, the social workers should solely focus on the strength that motivates the service user, such as identifying their hobbies, their future aspiration and what they would like to work with. Building on service users' network would also play a role in motivating the service users, since social interaction provides an opportunity for learning from each other.

Collaboration with the service user

The strengths-based approach relies heavily on collaboration between the social worker and the service user. This is because collaboratively developed solutions, are more likely to be implemented by the service user. It also encourages the empowerment of the service user. Promoting a collaborative physical environment and interpersonal relationships, can help to foster collaboration.

Working towards the long-term empowerment of service users.

Social workers are mandated by the strengths-based perspective, to support service users' empowerment through dialogue and action in collaboration with service users and communities. It focuses on the resilience and capacity of service users in the face of adversity. This encourages the achievement of practical outcomes that improve the quality of life of service users.

Creation of community

Social support is essential for building resilience and improving wellbeing. As a result, social support from service users' social networks is critical to promoting change in the service user's life. This is because as humans, we all recognize the need to belong and to be recognized as valuable members of the community. As a result, social workers must identify the strengths and assets of the service user's environment and build on them to ensure their well-being.

This theory will be used in the next chapter to analyse the findings of this study.

Chapter 3: Methodology

3.1 Introduction

This is the methodology chapter. It presents the philosophical assumption and the interpretive framework that guided this study. The study design, study setting, the choice of my participants, data collection method, and data analysis method has also been presented.

3.2 Philosophical Assumption and Interpretive Framework

Philosophy means the use of an idea and belief that inform our research. It is an overview of an idea, that a researcher has on the research he or she wants to carry. As argued by Creswell (2016), philosophical assumptions help the researcher to come up with the research problems and how to form research questions. There are different approaches in qualitative research, such as, narratives, phenomenology, grounded theory and ethnography. This study focused on phenomenology approach and Social Constructivism as the interpretive framework.

As explained by Creswell (2016), the historical background of phenomenology dates back from the argument of (Moustakes1994). It is an approach used to gain new knowledge, by studying a group of participants, with common daily experience regarding a particular phenomenon. This approach seeks to generate new knowledge from the analysed data collected from informants, within the same context and lived experience. It's about what the participant experience and how they perceive it. This study seeks to examine the role of the social workers in integrating job seekers into the labour market. A study conducted through Fretex as asocial enterprise. Using this approach through open ended questions, assumption was made that findings from this study, may contribute to the existing knowledge on work inclusion through social workers.

In reference to Creswell (2016), there are two types of phenomenology which include, hermeneutical and psychological phenomenology This study focused on psychological phenomenology, so as to gain knowledge through data analysis based on the views of the participants daily experiences. The interpretations were guided by the voice of the respondents. Another reason for using psychological phenomenology was that, it had simplified laid procedures in data analysis, and the procedure for assembling the textual and structural description. Textual analysis means analysing the lived experiences shared by the informants through data collection, and the structural description means analysing the context in which the phenomenon was being studied. In this study, analysis of the daily

experience of the social workers, was done based on their response regarding their daily interaction with the job seekers   within the context of Fretex as asocial enterprise.

In addition to this, Lincoln et al., (2018), elaborated that, to get fresh knowledge through phenomenology, the researcher must bracket himself or herself by explaining what she or he already know about the phenomenon under the study. At the end of this chapter, an explanation   has been given, on what the researcher knew regarding   the role of social workers in integrating job seekers into the labour market before this study.

Regarding the   interpretive framework on Social Constructivism, new ideas are gained through daily interaction with other people around us. Different people give meanings to phenomenon's based on how they experience it and by interacting with individuals around them. To examine the role of the social workers regarding job seeker work inclusion into the labour market, this framework guided so as to understand the role of social welfare workers through their daily interaction with the job seekers. Led by this framework, each informant was assumed to have a different hidden meaning based on how they interacted with the job seekers (Braun& Clarke, 2019)

3.3 Study Design

There are two approaches that can be used to conduct research. This includes qualitative or quantitative research.   In defining qualitative approach, Creswell (2016), referred to qualitative research as,

Qualitative research begins with assumptions and the use of interpretive/theoretical frameworks that inform the study of research problems addressing the meaning individuals or groups ascribe to a social or human problem. To study this problem, qualitative researchers use an emerging qualitative approach to inquiry, the collection of data in a natural setting sensitive to the people and places under study, and data analysis that is both inductive and deductive and establishes patterns or themes. The final written report or presentation includes the voices of participants, the reflexivity of the researcher, a complex description and interpretation of the problem, and its contribution to the literature or a call for change(Creswell 2016.p.44).

Guided by these   Creswell (2016), definition , this study chose   qualitative approach. Creswell   explains that qualitative design is an approach that begins with an assumption, through a theoretical framework that helps the researchers to formulate the research problem.

Assumption was made that social workers involvement in the work inclusion , could be significant in to increase employment rate through social enterprise. Additional reason for choosing this approach was due to the fact that, it provided room to conduct research in a natural setting, where data was collected from the participants with daily experience. Qualitative approach provided multiple options for data collection. It also gave the researcher, a complex reasoning through inductive and deductive approach, by forming categories and themes to analyse data that represented the voice of the participants. It was a flexible approach that led the data to control the research process (Creswell& Poth 2016).

3.4 Study site and participant selection

Data collection was done in one of the branches of Fretex organization . Even though Fretex has several branches all over Norway, the reason for choosing this site was due to easy access in terms of logistics as a student. Data was collected from job consultants, who were referred to in this study as social workers . The age category during data collection ranged between 18 to 60 years, with work experience of at least two years and above. Reason for choosing for work experience of at least two year and above, was based on as assumption, that the respondents, the longer the period of work experience , the more likelihood of getting in-depth information from the social workers regarding their roles, possible challenges and suggestions on ways of promoting job seekers inclusion into the labour market. The participants were selected, after consulting the gate keeper at Fretex, who later shared the information with other job consultant through their meeting. After receiving an email from the gate keeper, indicating the participants who voluntarily accepted to participated in the study, appointments were booked via email, to meet with the participants at their own convenient time.

The table below present the background information of the participants who were involved in this study.

3.5 Background information of the participants

Five informants were used to gather the data. Before joining Fretex, the five informants had previously worked in other occupations related to social work. All the participants had background study and had worked for a period of more than two years. Each of the five informants worked as a job consultant, which involved primarily assisting job seekers in finding employment. When gathering the data for the presentation, the respondents were

made anonymous for confidentiality reasons, and the letters P1, P2, P3, P4, and P5 were used to represent the names of the informants. The table below shows this information.

Participant	Education Background	Job Position
P1	Social work	Job consultant
P2	Social work	Job consultant
P3	Social work	Job consultant
P4	Social work	Job consultant
P5	Social work	Job consultant

3.6 Sampling strategy , Sample Size and Data Collection

In qualitative research, there are several sampling strategies. In this study, purposive sapling strategy was used. Based on Creswell & Poth (2016), factors such as the decision on when to   select the informants, the specific type   of sampling strategy and the sample size to be collected, were to be considered when using purposive sampling. Under purposive sampling, there are other methods, but this study focused on criterion purposive sampling. Criterion sampling specifically targets the respondents with practical experience   who have daily interaction with the phenomenon under study. This meant, that the social workers were categorically selected as the respondents due to their daily interaction with the job seekers over a long period of time.

The underlying reason for conducting qualitative research,   was not to   generalize information, but to   give specific information based on the findings. Guided by this argument, a sample size of 5 participants were voluntarily selected. Data collection was done through open ended questions with face-to-face interview, at Fretex office, apart from one participant who came to Stavanger University ,since the participant was busy and only had time to participate after work. The participants involved four ladies and one man of whom were all job consultants. After discussing the objective of the study, all the participants voluntarily, signed a consent form. Each interview lasted for approximately 40 minutes and through the consent of the participants, the interview was recorded, and field notes were taken. The information recorded were stored, using different codes which could not identify the informants in personal computers locked with a password. Transcription was done

manually by listening several times to the audio data set (Braun & Clarke, 2019;Crerwell& Porth 2016).

3.7 Data analysis

Data was analysis through thematic analysis. According to Braun & Clarke (2019), this type of analysis goes beyond just reading through the data, but it requires critical overview and finding similar words from the entire data set that represent the voice of the participant. There are different types of thematic analysis, this study choose reflexive thematic analysis, which involved different processes such as Familiarization, Coding, Generating initial themes, Developing and Reviewing themes, Refining, defining and Naming Themes, Writing up. Reflexive analysis was preferred in this study since it involves intensive engagement with the data set to produce a credible analysis. The process of reflexive thematic analysis is explained in the following paragraph as explained by Braun & Clarke (2019).

3.7.1 Familiarization

This is the first phase of analysis which involved reading and re-reding field notes and the transcribed audio data. It involved memorizing and giving keen attention to the data while noting relationships in between the data set. It also meant getting to understand what each participant said with an aim of representing the voice of the participants.

3.7.2 Coding

This second phase was concerned with viewing and reviewing the data set to come up with a meaningful set condensed from similar words spoken by the respondents. It involved developing codes that depict the important features from the data that responds to each research question by giving codes with an aim to develop common themes that represent the actual data.

3.7.3 Generating Initial Themes

The third phase involved re-reading the codes to generate familiar words (themes), that summarised the data set. It provided a clear picture which reflected actual representation of the data set.

3.7.4 Developing and Reviewing Themes

It is the phase combining the codes into broader categories in relation to the whole data set to determine that the themes gave a true and a clear picture of the data with clear focus on the themes that answer the research question.

3.7.5 Refining , Defining and Naming Themes

This second last phase involved creating scrutinized and detailed analysis of each theme with a clear focus on what each theme contained and the points it represented in relation to the response from the data set. It is the stage of naming the themes.

3.7.6 Writing Up

This is the last phase of analysing the data set through reflexive approach guided by the literature and the theory used in the study. The whole process involved revolving back and forth between the data set with final focus to present the true findings from the study.

3.8 Ethical consideration

While referring to Braun & Clarke (2019), ethical considerations are measures taken care of during the whole research process. They are stipulated rules that ensures the safety of the participants throughout the research process which means, they are cautions to be observed prior to and after the research process. In this study, prior to data collection, approval was received from the Norwegian Centre for Research Data (NSD), participants signed informed consent which explained the objective of the study and the rights of the participants to withdraw at any time the participants wanted to. Each participants signed a consent form before data collection. Anonymous names were used for confidentiality purposes and the recorded data was stored into personal computers with locked password.

3.9 My position in this study

Lincoln et al., (2018), elaborate that, to get fresh knowledge through phenomenology, the researcher must bracket himself or herself by explaining what she or he already know about the phenomenon under the study. As an outsider in Norway, prior to conducting this study, I was aware of the work inclusion process through voluntary work in an organization but not supported employment. My perception regarding labour market in Norway, was that everyone ought to have been in employment and if individual was unemployed, this was due to illness or retirement. I was not aware, that an individual would be out of employment as a result of lack of skills or inability to choose which career to work with.

After living in Norway for some time, I became aware that language was a barrier to find employment. As an insider, my training as a social workers could have led to sharing similar experiences and challenges but since I have not worked in the work inclusion through social enterprise both in Norway and my home country, I relied on the response given by the social workers and drawn the analysis based on the voice of the social workers.

3.10 Validity and reliability

According to Creswell& Poth (2016), the researcher should ensure that at the end of the study, findings should indicate the true picture from the respondents. This study chose to clarify the position of the researcher on what was known about work inclusion and unemployment in Norway before coming to and after living in Norway. Findings presented were the views of the respondents. Data presented were transcribed after repeated listening to the audio that was recorded during the interview process in addition the field notes that were taken during the interview process.

3.11 Limitations of the study Design

Phenomenology was the approach used in this study. Though it gave open room for choosing the method of data collection, the use of open-ended questions through face-to-face interview was time consuming and most of the interview elapsed for about forty minutes, as opposed to the thirty minutes the interview was planned to take. Using open ended questions led to answering other questions which were not related to the aim of this study. Additionally since the researcher was not native speaker of Norwegian language, data had to be collected from the respondents who could only speak in English. To give a broader perspective of the labour market in different regions in Norway, it would have been I deal to collect data from different regions with Fretex organization. Since time was limited, focus was only given to one branch in one of the cities in Norway.

Chapter 4: Data Presentation, Analysis and Discussion

4.1 Introduction

The data gathered from the informants through interviews is presented in this chapter with an interactive perspective of analysis, supported by the theory and the body of prior research. The background information of the respondents has been presented in the third chapter. The following presentation is about data findings, analysis and discussion in line with each research question which were written in chapter one as: What specifically do social workers do to help job seekers integrate into the labour market? What challenges do social workers run into as they do this? And how can job seekers' integration into the labour market be promoted? Data analysis has included an interactive discussion of the entire dataset.

The discussion that follows provides data analysis guided by the research questions.

4.2 Role of Social workers in integrating job seekers into the labour market

The primary goal of this study was to investigate the roles of social workers in integrating job seekers into the labour market. Data gathered revealed specific roles that social workers play in integrating job seekers into the labour market. The data was presented in a way that focused on themes that emerged from the responses of the social workers. Themes for the first research question, as determined by the reflexive thematic analysis procedure, included career guidance and counselling, skills development, and training, facilitating collaboration and networking. These themes are covered in the paragraph that follows, and they provided answers to the first research questions.

4.2.1 Career guidance and counselling

Career guidance and counselling were identified as one of social workers' primary responsibilities in integrating job seekers into the labour market, according to the findings. Social workers said they encountered job seekers with a range of needs, worries about their employment status, varying levels of education, and little knowledge of available career paths. Counselling and guidance were viewed as entry points for integrating job seekers into the labour market, as supported below.

Many young people do not know what they want to do, possibly because they did not qualify
for the careers they wanted to pursue when they finished school, making it difficult to choose
a new career. One of my informants had an opportunity to try one job, but when given the

chance, he did not want it, so he suggested another, but when given the chance, he did not like it either, so he missed all the opportunities. (P1)

Some of the job seekers have been out of work due to illness and are unable to do the same job they had before, making it difficult to choose a new career path, but this depends on each individual case some of the job seekers ask me to decide for them, but I cannot only guide them they are the boss (P3).

Furthermore, if the job seeker had been out of work due to illness or a lack of the necessary qualifications, they needed assistance and guidance in determining their new career path. Counselling for job seekers increased their self-esteem, gave them hope, and motivated them to act, about their unemployment status. Career guidance and counselling support the core element of the strengths-based perspective, which recognizes that all people have the ability to overcome their current situation, in this case, unemployment. Counselling also allows the individual to focus on the problem rather than seeing themselves as the problem, as stated by the strengths-based perspective (Healy, 2005: 2014).As evidenced in this study, the social workers did not focus on the problems of the job seekers, but rather, through counselling , they opted for options that would give the job seekers the opportunity to find work. Guidance also allowed job seekers to have a say in the types of jobs and skill training they wanted, which is consistent with the strength-based perspective theory's advocate for client self-determination.

Regarding a reflection on the ethical considerations in social work pertaining to the role of social workers, some of the respondents said,

I can only guide them, but they have to choose what they want to work with, they are the boss (P3,P2,P1)

According to (Banks, 2020), this emphasizes client autonomy in dealing with client issues. Ethical considerations such as client autonomy must be considered as a principle that guides social work. This was confirmed in this study when the social workers stated that they could only advise, but the final decision was made by the job seekers, who were the boss throughout the integration process. By allowing the job seekers to try many job options so as to identify what kind of job they were comfortable to work with, shown that the social workers observed the principles of social work. As argued in the theory, supportive community which in this case is represented by the social workers, enabled the job seekers to build their capacity and have the ability to do what they could not do before. Through guidance and counselling, the

social workers were able to help the job seekers to make choices in their career path so as to find their ways into the labour market. Based on the findings on the Norwegian labour market of available job opportunities without trained personnel to fill them , by guiding the job seekers on the career choices was considered as a platform that enhanced the job seekers capacity to be integrated in the labour market(McGrath, 2021).

Furthermore, social workers assisted job seekers by mapping their strengths and capacities, but the final decision was always left to the job seekers throughout the entire helping process. The participants listed below agreed.

We give them the opportunity to reflect on their past and future, and we conduct strength and motivation interviews to get to know the job candidates better. We map the social strength, educational background, social relations and network, health related issues, and background information if the job seeker is an immigrant during the initial stage of the meeting. This we only do with the consent of the job seeker (P3,P1,P4).

The above motivational and strength interviews were viewed as approaches that increased job seekers' capacity and added a new dimension to their lives. It also increased job seekers' self-esteem and sense of belonging in society (Alecu et al.,2022). This is also related to the strengths-based perspective theory, which emphasizes the importance of recognizing service users' strengths and assets when assisting them in overcoming their current circumstances (Healy, 2005: 2014). Furthermore, the social workers confirmed that, regardless of the job seeker's situation, they obtained the job seeker's consent on what the job seeker felt free to discuss. This relates to and confirms the need for client consent, as explained by Banks (2020), who stated that while engaging with service users, social workers must obtain consent and maintain service users' confidentiality on issues concerning their lives.

Additional data collection revealed that social workers met a variety of job seekers who had sometimes lost hope in life or had developed low self-esteem. This was confirmed by the participant's statement,

Those I meet occasionally have lost hope and no longer believe in themselves; they have a lot of doubts about themselves, either because of a bad past experience in their previous job and they are afraid of failing again, or because they have gone through depression and stress and have lost hope in believing in themselves again. They have lost their self-esteem and self-worth because they are afraid of not working as expected. They request that I choose or meet with and speak with employers without their presence (P5).

This response confirmed that many job seekers who seek employment through social enterprise had lost hope of finding work on their own and required assistance or guidance from social workers to find work. Based on Fretex's goal as a social enterprise to "give people a reason to believe in the future," as explained in chapter one of this study, this response demonstrated that Fretex, through the social workers, provided job seekers with the opportunity to believe in themselves for the future. This response on the role of social enterprise is supported by Defourny& Nyssen(2021), while explaining objectives of social enterprise such as addressing social problems, (Van & Hennessy, 2020), also agrees that social enterprise are formed to initiate social sustainable change, and Alecu et al., (2020) supports the importance of mentoring as an effective approach in work inclusion.

4.2.2 Skills Developments and Training

The social workers explained about job seekers with different needs while responding to the information about the category of job seekers who went to Fretex to be supported in finding work. Some job seekers required extensive training to find work, while others only required minor skills to find a job match. This was demonstrated when respondents stated,

We also train job seekers on how to write a Curriculum Vitae, how to search for jobs, and how to apply for jobs. Some of them have been out of work for a long time and do not know how to respond to job interviews; we train them. Some of them lack education and require training; we assist them in locating such training. We use approaches such as supported employment to train job seekers and the three cups of tea ideology to connect job seekers with employers.

(P5)

It used to be easy to find work with little experience; however, with the current global development, this is no longer the case. Employers require skilled employees with experience, and we connect them (job seekers) with other sectors that can provide training; sometimes they receive training on the job, and NAV pays their salary (P2).

While researching the role of social enterprise in reintegrating ex-offenders into the labour force Leaf (2015), supports the need for training to equip job seekers with the necessary skills. He also saw training as a means of rehabilitating offenders and returning them to work. (Randal et al., 2016, Moe et al., 2012, Defourny & Gregoire, 2021) advocated for job seekers to receive training in order to enter the competitive job market. Additionally, drawing on the strengths-based perspective, the theory's central practice principle of empowerment is promoted by the job seekers' training. Building the capacity of job seekers through training

enables practical outcomes like acquiring the necessary skill set that are compatible with the labour market. This is accomplished through social workers' dialogue and action with job seekers (Healy, 2005:2014).

The gap in the Norwegian labour market needed to be filled with trained professionals. As a shown in the literature, many regions have more job opportunities since employers cannot find the qualified personnel for such positions. Data presented corresponds with the study of the labour market Norway which is suggesting for more training opportunities that could fill vacant positions such as the health sector, IT, construction among other work sectors(Bansal et al., 2019;Kluve et al., 2016; McGrath 2022; Moe at al., 2021).

4.2.3 Collaboration with partners.

During the interview process, the respondent stated that they worked with various partners to integrate job seekers into the labour market. Professionals from the health sector, NAV, business owners, and other government organizations such as education and law enforcement were among the collaborators. This was noted when the respondent stated.

We collaborate with Nav; every job seeker who comes to Fretex must go through Nav; Nav purchases our services; and I am employed by Nav to assist people in finding work. Every three months, I submit a report to Nav, and Nav pays for their training (P2).

Based on the respondent's response, it was determined that collaboration with other partners was essential for achieving social enterprise goals and integrating into the labour market. When Moe et al., (2021) investigated the perspectives of job consultants during the early implementation phase of Individual Placement, their findings confirmed that Nav was regarded as a government body that acted as a link between the job seeker and the employer by providing financial support when needed. In their systematic review of social enterprise as a path to social change, Sanchita et al., (2019) explained that successful integration of job seekers into the labour market was, highly achievable through collaboration with other stakeholders. In a seed trail comparing traditional work inclusion with supported employment, Sveinsdottir et al., (2016) confirmed that collaboration with other partners was critical to achieving social enterprise goals. The preceding studies are consistent with the strengths-based theory, which emphasizes collaboration and partnership between social workers and service users, in this case job seekers, in addition to other labour market partners. The partnership, however, should be equal, with the social worker or other collaborating partners not using their professional power to dominate, thus the emphasis on mutual

agreement (Healy, 2005: 2014). However, in collaboration with the other service providers, there is need to ensure that professional power is equally shared bearing in mind a suitable environment plays an important role in strengthening the capacities of the job seeker and impacts on their integration in the workforce. Furthermore, as confirmed by Healy (2005:2014), creation of a community is crucial in the helping process as it makes the job seekers to feel recognized and valued members of the community where they live and work.

Additional responses regarding collaboration included,

When determining how much work a job seeker is capable of performing, we occasionally contact their primary care physician or therapist (P1).

When a job seeker has a police case, possibly because of drug use or another issue, the police may be involved. When a job seeker only needs training or wants to launch a business, however, we involve other governmental bodies that can assist. (P2)

According to this response, a job seeker's health condition could occasionally dictate the kind of work they would do. Randal et al., (2016) asserts that through collaboration and increased public awareness, people with different challenges may become economically independent. A policy regarding sheltered jobs that could only be performed by a particular group of job applicants was suggested by (Defourny and Gregoire 2021;Sanchita et al., 2019; Leaf 2015). They explained that shelter job could create room for job seekers with special needs which would in turn build the job seekers economic stability. This idea could also help in creating awareness to the employers who were sometimes reluctant to hire job seekers with special needs. Sheltered jobs could alternatively provide easy access to the labour market since it would enable the job seekers with special needs not to compete for the available opportunities in the job market.

Additionally, Fretex main aim was to build individuals capacity irrespective of their social condition. The social worker also confirmed that it was important to be considerate of service users' lives while dealing with their social issues. This is regarded as a fundamental tenet of social work (Banks, 2020).

4.3 Challenges experienced by social workers while integrating job seekers into the labour market

Social work involves handling service users with different social problems. In examining the challenges that social workers face in integrating job seekers into the labour market, the

following themes emerged from the data. That is prejudice and stereotyping and job specification, financial and resource constraints.

4.3.1 Prejudice and stereotyping of the job seekers

Data collection revealed that some employers were adamant about making job offers to applicants who came to them through Nav, even though, as the findings show, Fretex closely partnered with NAV and the all the job seekers who went to Fretex were referred to Fretex through NAV . This was shown by

Some employers assume that people from Nav are drug users or have health problems, but they do not know that anyone can become ill at any time, and even if they have a criminal record or a drug addiction, it is possible that the job applicant has changed and now prefers a different lifestyle (P5)

According to how the Norwegian labour market is described in the first chapter, one of the Nav office's responsibilities is to offer social benefits to locals in accordance with any current social issues. For instance, a person may be eligible for benefits from the Nav office if they become ill or have a physical or mental condition. Data revealed that many employers link receiving Nav benefits to social issues, which clarified their reasoning for rejecting Fretex job applicants. Ruhindwa et al., (2016), agree that individuals with physical disabilities may have unique needs for employment, but they also point out that, given the chance through supported employment, individuals with such social challenges may contribute to a nation's economic growth. The results are in line with a study by Moe et al., (2021), on the implementation of individual placement support, which found that finding a job match in a small community was difficult because residents generally knew one another. The community and, to some extent, employers were aware if a person had a history of drug abuse or criminal behaviour. Employers would be reluctant to hire applicants with a problematic past, making it challenging for them to find a job match. Additionally, long periods of unemployment contributed to stereotypes and prejudice in the labour market. To address this, (Ruhindwa et al .,2016;Moe et al., 2021) suggested raising community awareness about the importance of work inclusion for all people, encouraging job seekers with various social issues to be open about their abilities, and developing work policies that could take these job seekers into consideration. Leaf (2015) provided additional evidence of refraining from calling people by their previous nicknames which they used while during their past criminal acts.

Stereotyping and prejudice against job seekers confirms the need to view them as people rather than as a problem (unemployed people identified based on their existing social problems such as drug addictions, prison offenders, or disabled). As a result, even as social workers working with job seekers, it is their responsibility to ensure that these mindsets among employers could be changed through sensitive use of language when referring to job seekers. This will also allow employers to focus on the job seekers' capacities and strengths and view them from the present perspective, resulting in them being hired and thus improving their quality of life, as advocated for by the strengths-based perspective theory (Healy, 2005;2014). Furthermore, by raising awareness among employers, social workers may be able to reduce the stigma and stereotyping that currently surrounds job seekers who seek the assistance of social enterprises. The findings of this study were examined, and it was discovered that prejudice and stereotyping were issues that could be resolved by raising community awareness.

4.3.2 Job specification Preference by the job seekers
The data from the interviews revealed that the job seekers wanted specific jobs as part of their effort to integrate into the workforce, making it difficult for the social workers to meet all of their needs. For instance, every job seeker had a different set of preferred employers. Some of the social workers' responses indicated that it might take some time to find a match if a job seeker was looking for a particular position but lacked the required credentials. Companies sometimes preferred not to hire people for a short trial period. In other cases, the job seeker desired to explore a variety of options before settling on a specific position, which made it difficult for employers to accept such arrangements. Two respondents stated,

When a job seeker lacks the qualifications for a position, they desire at a particular company that is looking for highly skilled workers with experience, it can take a while before a match is made. (P3),

Sometimes employers are hesitant to hire candidates with gaps in their Curriculum Vitae (a candidate who has been out of work for a significant amount of time) because the position that is currently open might require recent experience (P4).

The aforementioned statements show that it is challenging for social workers to accommodate all of the job requirements and preferences for the job seekers because, in the end, it is the employers who have the final say. Additionally, some job seekers frequently dropped out of supported employment programs as a result of not being able to meet their preferred job

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seeker preferences, which had an impact on the social workers' work. This also contradicted the self-determination principle advocated for by the strengths-based approach in social work. However, it raises the question of how far client self-determination should be pursued, especially when the desired options as desired by job seekers are not realistic in the labour market. When should social workers use their professional judgment to match job seekers with what they believe is realistic and workable in their circumstances? Because if they decide to make the decisions, they will be violating the strengths-based perspective's advocated principle, of mutual agreement in the partnership between the social worker and the job seekers (Healy, 2005;2014). This implies that when working with people in vulnerable situations, client self-determination should be limited in the best interests of the service user (job seeker), and social workers should first educate job seekers about realistic options so that job seekers can make informed decisions about the desired jobs they seek to be integrated into.

It is also worth noting that every employer works hard to find qualified candidates, who meet market standards. Job seekers who lack the necessary skills may find it difficult to find the desired positions. According to Moe et al. (2021), some employers view a prolonged absence from the workforce as a lack of experience that has hampered their reintegration into the workforce.

4.3.3 Financial and other resource constraints

The social workers who were interviewed disclosed that their ability to do their jobs to some extent was constrained by financial support either from Nav or the employer. Sometimes it took along time for the job seekers to complete the training and the other times it was a short training period. This meant that the duration of training was dependent on each job seekers case and financial approval from NAV. However, because different job seekers needed different kinds of training, the funds available sometimes could not cover all of the job seekers' specific needs. As a result, delays were experienced in relation to training. Even though the social workers wanted to respond to each job seeker with the appropriate skills, as one social worker below confirmed, this was regrettably not possible.

Since we do not have the resources to fulfil all of the job seekers' requests for skill training, we have to wait for approval from Nav or if the employers is willing to pay, which may irritate some people here and there (P1).

The aforementioned statement demonstrates how important financial resources are to the integration of job seekers through social enterprises. Their scarcity forces social enterprises to sometimes set priorities or delay while waiting for approval,which makes it difficult to fully accommodate all of the job seekers' needs. Therefore, if municipalities are to see a reduction in unemployment, they could ought to increase their investment in unemployment programs. This difficulty supports the notion of the strengths-based perspective that assets are crucial to aiding service users in resolving their issues. Because of this, it is necessary in these situations to make use of the social networks and larger social environments of job seekers to identify additional resources that can be helpful to job seekers and bridge the gap left by the financial constraints, faced by the social workers at the social enterprise (Healy, 2005; 2014).

Additionally, this underlines the value of cooperation because, in the face of financial difficulties, social workers can obtain the skill-training from other partners who assist job seekers who possess that skill. Thus, this exemplifies the significance of cooperation in job seeker integration.

Moreover, the response from one of the social workers indicated that sometimes finding a job match was a bit challenging to the social worker as a professional especially when the job seekers had several social problems such as sickness and sometimes the job seeker was not in apposition to meet their economic needs. This was supported by

When I meet a job seeker, we talk together to explore and determine what the job seeker needs. It is a collaborative effort, and the job seekers are in charge. If the match does not occur and the job seekers do not find a job, I feel it, I feel bad about it. As a human being, it is difficult not to care too much and to maintain emotional effects that come with it when the gap is not closed (P3). Sometimes they are sick and unable to pay their rent or do not have food at home. At the end of the time allotted for the job search, I feel that this job seeker should find a job. Maybe we should follow job seekers cases when we are two to support each other.(P4, P5)

Banks (2020), explain that social work is viewed as profession as providing care for those who have sometimes been socially excluded from society. She compares social work with driving a car with defective brakers "*playing the role of social work is like being asked to operate a vehicle with defective brakes.*" (Banks 2020 p. 78).She suggest that when a problem arise for instance missing to find a job match for the job seekers after the expected

period given by NAV has elapsed, the social worker is frequently to blame. Being a social worker is a complex responsibility that sometimes causes issues due to ethical dilemmas and maintaining one's professional integrity. Building relationships while juggling the demands of the state, service user rights, professional boundaries, and other factors are difficult task for social workers. Therefore, it is very beneficial to discuss challenging cases with co-workers and other partners in order to gain new perspectives on handling complex, cases through discussion and reflection (Banks, 2020).The respondents confirmed that they had started having reflexive dialogue in their daily morning meetings and was looking forward for the possibility of building more on reflexive dialogue between their employers and fellow colleagues. The necessity of reflexive dialogue in social work was also supported by Moe et al. (2021) when the job consults met to discuss challenges, they experience during the implementation process of supported employment.

4.4 Promotion of work inclusion for the job seekers

Several suggestions have been made to increase employment opportunities for job seekers with various social problems, despite the difficulties associated with work inclusion through social enterprise. In addition to policy reforms, the respondents' proposals included raising awareness, providing encouragement, and team building.

4.4.1 Creating awareness to aid empowerment of the job seekers.

Research has been conducted on different social enterprises regarding their objectives and roles. Limited information is known to the public regarding the role of Fretex in the work inclusion process(Borzaga et al .,2020; Bjønshagen & Ugreninor 2021;Sveinsdottir 2020;Moe et al., 2021).Fretex has for a long time been known to the public as a social enterprise involved in cleaning the environment through recycling and sales of second-hand clothes. This is referred to as one of the participants said,

Some employers only know Fretex as a company that sells used clothing; they are unaware that we also assist job seekers in finding employment. Businesspeople ought to be aware that Fretex is working to develop the economy through work inclusion (P1).

I believe there is a need to raise awareness of the work we do, and more branding and social media advertising for Fretex could be done (P2).

When analysing this claim, the respondents reported that while Fretex has multiple locations and collection points in all of Norway's major cities, the public is unaware of the Fretex

program's most recent effort to promote workplace inclusion. Social media advertising would be very helpful in educating the public about the social and economic benefits of working with Fretex. Jwain (2020), asserts that social media fosters social engagement, raises awareness, and educates. Additionally, it offers a forum for individuals to express their viewpoints and opinions. Furthermore, more employment opportunities for job seekers with severe social problems can be acquired through creating awareness. According to Defourny and Gregoire 2021;Johnsen et al., 2022; Bjønshagen & Ugreninor 2021; Sanchita et 2019), an ideal approach in the work inclusion process would be to create sheltered jobs that are not open to the public and that such employment opportunities would only be given to job seekers with specific social conditions through financial support from the government. Using this approach would make it easier for employers to accommodate job seekers with various social problems. They went on to say that this act would boost job seekers' self-esteem while also encouraging economic and social responsibility. Lorcher & Schomann (2016) advocates for raising public awareness through campaigns led by job seekers.

Furthermore, the respondent suggested a flexible working hours option, which could provide job seekers with the option of working for a few hours depending on social conditions. This was supported by,

Employers could also allow job seekers to work for as few hours if possible (P3).

Employers are currently accepting job seekers through Fretex, and the trend is changing, but not at the expected rate. Employers may accept the fact that everyone can work, even if not completely. Finding employers who only require employees for a short period of time can be difficult at times, and this varies depending on the individual case (P4).

Some respondents suggested that helping job seekers build their social networks is important for promoting work inclusion.

Some job seekers have a social network, while others do not; if they do not have, they do not have, so we try to negotiate with employers to allow them to have the same break time as other colleagues; during this time, they can build their social network; it is important to have people you can talk to for motivational support, and it is sometimes easy to start looking for a job within their social network, if they have one and if they like what their friends or relatives are doing. Sometimes they only talk to us (social workers) because they have no one at home (P3).

Based the response presented above, the strength approach theory used in this study argued for supportive community to help the service user in developing their capacity and strength. By employers allowing the job seekers to work for a few hours they can manage, in a way this will contribute to developing their capacity in what career the job seekers would wish to work with. Community support to the job seeker was reviewed in this study not only through social worker ,but it also involved building personal network through collaboration with colleagues.

Findings from this study, supported by literature, indicated that increasing awareness and policy reformation would be a viable approach to increasing the integration of more job seekers into the labour market.

4.4.2 Financial Contribution for Supported Employment.

During the interview process, respondents stated that they met a variety of job seekers with varying needs. Some job seekers required more assistance, while others only required minimal assistance in finding work. Depending on the circumstances of each job seeker, it was necessary to apply to NAV for financial assistance with training and skill development. Sometimes the wait was lengthy, and financial approval was delayed or denied. However, social workers confirmed that a significant number of job seekers who were able to train through supported employment found sustainable jobs, so respondents advocated for more financial contributions through Nav to reduce the rate of unemployment. Similar suggestions regarding financial help for supported employment came from (Borzaga et al., 2020; Kluve et al., 2017; Moe et al., 2021; Leaf, 2015).

In conclusion, the findings imply that it is critical for social workers to capitalize on job seekers' strengths and capacities in order to achieve long-term job integration for them. This can be accomplished by being mindful of the language they use when working with job seekers, as well as ensuring that job seekers are aware of realistic options available in the labour force that match their strengths and existing skill sets. It is critical for social workers to use the assets and resources available in the job seeker's wider environment, such as networks, available and willing employers willing to hire the job seekers, and other service providers willing to provide skill training to the job seekers, to improve integration of the job seekers in the labour market. Furthermore, as stated by the strengths-based perspective, collaboration

between organizations is essential for social workers' efforts to integrate job seekers. Collaborations between a social worker and a job seeker, on the other hand, should be distinguished by a division of decision-making power.

Based on the findings presented in this chapter which aimed at answering the research questions as   indicated in chapter one of this study, the specific roles played by social workers in supporting job seekers inclusion into the labour market were, Career guidance and counselling, skills development, and training in addition to facilitating networking and collaboration with other partners involved in the work inclusion process. Challenges experienced by social workers during the work inclusion process included, stereotyping and prejudice from some employers who were associating job seekers from NAV with inability to work due past or existing social problems, job specification   by job seekers who did not have the required skills and financial constrains were also identified as challenges which at times led to delay in deciding on the training time and options. Collaboration was also experienced as a challenge   especially when there was need for approval on financial issues or decision on how long the job seekers could work. The social workers also confirmed that the job seekers sometimes delayed the process of finding a job match especially when the job seekers did not show up for the appointments or picked their calls when the social worker called them. To promote work inclusion, suggestion was made about creating community awareness regarding work inclusion through social enterprise such as Fretex in addition to increasing financial support for supported employment. Building jobseekers social network was also viewed as a positive approach that would not only boost the job seekers economic status , but social status as well.

Chapter 5: Conclusion and Recommendations

5.1 Introduction

This is the final chapter of the thesis. Under this chapter, I present recommendations from the research, future studies that can be undertaken because of this study and finally provide an overall conclusion of the study.

5.2 Recommendations from the study

The aim of this study was to examine the role of social workers in supporting the job seekers integration into the labour market. Findings indicated key roles played by social workers in ensuring possibilities of finding a job match. Based on the findings, there is need for collaboration among partners involved in supporting job seekers if job integration is to be realized. This therefore calls for social workers to work and network with other social enterprises doing the same work such training and education institutions. This will enable Fretex to achieve its role of integration of job seekers into the workforce.

The Norwegian Labour and welfare Administration (NAV), as a government body could be engaged more to support the integration of job seekers into workforce. This can be achieved through NAV working directly and networking with employers and providing financial support to social enterprises so that they can meet the needs of the job seekers especially the training needs.

In terms of policy recommendations, even if the study sample was small to influence policy, it is ideal to suggest that policies regarding work inclusion for the jobs seekers should ensure collaboration, focus on training needs of the jobs and matching the job seekers skillsets with the necessary employers so as to promote labour market integration.

Supported employment should be strengthened in Norway as the findings confirmed that it is a good approach in linking job seekers with the employers. However, to ensure continuous labour market integration for all categories of job seekers, there is need to boost the financial resources for supported employment.

There is need to create awareness of work inclusion through social enterprise. Reasons to unemployment could be attributed to many factors such as lack of information on how or where to find jobs. It would be ideal to reduce this burden of explaining Fretex role in the work inclusion process to the employers, by creating forums and continuous advertisements,

to make the employers and the public at large aware that qualified personnel, can easily be recruited through social enterprise such as Fretex

Regarding social work practice, there is need to develop a strengths-based practice framework for labour integration and employment. This will guide the work of social workers that are involved in supporting all categories of job seekers to integrate into the labour market.

It would be important to involve social workers, into the work inclusion process not only through social enterprise, but in other institutions that are engaged in the labour market. It would also be commendable to promote social work education   to have more trained social workers not only in the work inclusion process but also in other fields related to economic development.

5.3 Future Studies that can be conducted.

Considering that this current study was cross sectional in nature, there is need to conduct a longitudinal study concerning the role that social workers play in social enterprises in job seeker inclusion. Comparative studies may also be undertaken so as to document best practices between countries so as to allow policy transferability among countries concerning the role of social workers in integrating job seekers into the workforce through social enterprises.

5.4 Conclusion of the study

The aim of this study was to examine the role of   social workers in supporting the job seekers integration into the labour market. Findings indicated key roles played by social workers in ensuring possibilities of finding a job match. Based on the findings, collaboration was   identified as a backbone that promotes employment opportunities. This was due to the fact that, as much as social enterprise were identified as organization with legal identity with own governance , achieving their   goal   to a greater extent, was dependent on networking with other institutions such as training sector, financial sector, health department and the education sector. The respondents indicated that job seekers were of different categories with different social problems. This called for the attention of the social workers to find possible ways of addressing the job seekers problems possibly by finding job opportunities. Finding available Job opportunities in the   labour market   required skilled personnel without which , most employers were reluctant to employ.

The Norwegian Labour and welfare Administration (NAV), as a government body, played a key role in supporting   job seekers training   by providing financial   support.Through networking with employers , the social workers were able to find employers who were ready to give the job seekers opportunities to train with financial support from NAV. Similar studies presented in this paper, have supported the role of NAV as a welfare office that ensured economic and social stability of the residents in Norway.

Another aspect of collaboration which enhanced labour market integration was through company owners. Even though data presented shown that some employers were reluctant to employ job seekers who were associated with NAV, most of the employers offered the opportunity for the job seekers to train, while on the job with subsidized salary. To greater extent, this provided the job seekers the opportunity , to gain the required skills in the current labour market in Norway.

As observed by this study in the trend of labour market, there are many vacant unfilled positions due to inadequate skilled labour, therefore, providing the job seekers with the opportunity to train   has been viewed in this study as a strategy by the government to increase skilled human labour. It is worth noting that collaboration was more successful with more field work done by the social workers. Even though this study used small sample size, it would be ideal to suggest that policies regarding work inclusion for the jobs seekers would be geared to enhance collaboration between partners involved in labour market integration.

Additionally, supported employment emerged as the best approach in linking job seekers with the employers. Findings indicated that sometimes the employers were a bit reluctant to employ the job seekers without skills, due to the aspect of the financial constrained involved for training. Since NAV was at hand to provide the financial cost of training, employers were at ease to offer training opportunities for the job seekers. Similar to other findings discussed in this study, supported employment has been embraced, as abridge for many job seekers who are not able to find employment on their own. However, to ensure continuous labour market integration for all categories of job seekers, there is need to boost the financial kitty for supported employment.

Even though collaboration and supported employment has been identified as key factor in labour market integration for the job seekers, there is need to create awareness of work inclusion through social enterprise. This study shown that there is limited information known to the public about the work inclusion process through Fretex. Branding and

advertising through social media would to a significant create public awareness enhance more collaboration with partners involved in the work inclusion process. Additionally, reasons that led to unemployment could be attributed to many factors, such as lack of information on how or where to find jobs. There is likelihood that a job seeker could have the qualification but doesn't know how to find his or her way to the labour market especially the immigrants. For this reason, advertisement would still play an important role in creating public awareness. Furthermore, some employer's attitudes towards associating job seekers with Nav could be changed when they have the relevant information regarding the job seekers. Past bad life behaviour of the job seeker could hinder finding employment but through community awareness, there would be more possibilities of giving job opportunities to job seekers associated with Nav.

Social workers are seen in this study having meetings with the employers to introduce Fretex and its role in the work inclusion process. It would be ideal to reduce this burden of explaining Fretex role in the work inclusion to the employers, by creating forums where companies could be invited to share about what they work with as Fretex also share their role in the labour market. Holding such forums will not only create awareness but will strengthen the work relationship between employers and social enterprise organizations.

In relation to promoting social work, this study has shown that social workers do not only link the job seekers to the employers, but in reality, the social workers are engaged from the onset of the first meeting with the job seeker, to the closing period of finding or not finding a job match. Data shown that process of work inclusion in this study, involved exploring on strength and weakness of the job seekers. For instance, if the job seeker was sick and not strong enough to work , then what actions would be expected from the social workers, if training was needed and the job seekers was not responding positively, what was the way forward. This meant that challenges associated with work inclusion could have been many, but due to the skills and past work experience as social workers, it was possible for the social workers to find a job match to majority of the job seekers. Conclusion can be drawn that training in social work equip social workers with skills and knowledge that can enable them to handle service user cases. Counselling and career guidance were significantly important to build jobs seekers self esteem in addition to enhancing job seekers economic stability. Therefore, there is need to train more social workers   with an aim of incorporating them in all sectors of the economy.

Drawing a general conclusion regarding the whole study process, qualitative approach was ideal by providing room for easy data collection and analysis, through interaction with the social workers, data collected gave a wider perspective of the labour market with a representation of the skilled and the unskilled job seekers appearing to Fretex in similar figures. Skills development and training was of great importance for the job seekers to enter the labour market. As observed from the statistics in the labour market , providing more opportunities for training would enhance in building the human labour ,which is of great need in the Norwegian labour market as at now. It s important to note that training more job seekers in the field of Health, ICT, Engineering , Construction and Tourism , would be ideal since there are more job opportunities in this sectors which have not been filled. Another approach would be to increase the subsidized during the on-job training period so as to motivate more job seekers to get training in these most needed skills. Investing on skills development and training will be an advantage not only for the present time but for the future as well.

On job specification, majority of the affected category were job seekers with immigrant's background, who sometimes had to do additional courses to upgrade their qualifications. To attend training with this category of job seekers, there was need for the financial support from Nav. Since there is a need of human labour with a compromise of the aging population, investing on the immigrants in terms of training, could be view as supportive capital to enhance human labour. The Financial support offered by NAV was adequately enough to support this action but there could be need to increase this approach.

Furthermore, there were suggestions to do advertisement through social media and branding in the public places to create more awareness of the social work inclusion through social enterprise. In addition to this, advocacy for more funds for supported employment was considered to be ideal in promoting work inclusion process. Since the current labour market to larger extent requires job seekers with skills, more training institution could consider providing additional room for training more job seekers. Additionally, there is need for the employers to also provide additional space for training for the job seekers   was considered as a promotion aspect in the work inclusion process. In general, including social worker in the work inclusion process through social enterprise is fundamental in finding more job opportunities.

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Appendix : Interview Guide

INTERVIEW GUIDE

Research question: what do social /welfare workers do to specifically help integrate the youths and other people into the labour market?

Theme 1: Background and general work content

1.What is your work position at Fretex and how long have you worked with Fretex?

2. How would you describe your ideal day at work?

3.What is your educational background in relations to your work and have you worked in other places before you came to Fretex ?

Theme 2: User group

4.Who are the service users you are working with in the work inclusion processes?

5) Can you describe their "Route" or process through the helping system or not, when they

come to Fretex to ask for help?

6) Do they ask for help themselves or have they been transferred from other helping

institutions?

Theme 3: Process of work inclusion

7.What is the process of integrating the youths into employment through Fretex?

8. How do the youths perceive this process?

9.What form of methods ,measures or approaches do Fretex use in integrating youths into

the labour markets

10.Of the strategies that you have mentioned, is there any that is most preferred by youths

and why?

Theme 4: Collaborative partners

11.Who are the cooperating partners with Fretex in youth employment and what roles do they

play?

12.Of the partners you have mentioned , what strategies do they use while collaborating with Fretex in youth employment?

13. Based on your experience what has been the impact of partners who collaborate with Fretex in youth employment?

Theme 5: Challenges for users

14. Based on your experience, what challenges do youths and other people share in relation to finding jobs through Fretex?

Theme 6: Welfare workers reflection on their work

15.In your opinion, what has been the impact of the strategies used by Fretex in integrating youths into employment?

(16)What would you prefer to be done differently in integrating youths into the labour market?

17. What challenges do you experience as social /welfare workers working with youths to integrate them into the labour market?

18.Is there any additional information you would like to dd regarding what we have talked about?

Are you interested in taking part in the research project?

Title

Examining the Role of Social workers in Supporting the Job Seekers Work Inclusion in the Labour Market.

This is an inquiry about participation in a research project where the main purpose is to examine the role of Social Workers at Fretex in Supporting the job seekers inclusion in the Labour Market.

In this letter, we will give you information about the purpose of the project and what your participation will involve.

Purpose of the project

Present investment human labour is viewed as an achievement in a country's economic growth form the future. If individuals are given the opportunity to build their skills with access to decent employment opportunities, then human labour will be perceived as an asset to attain Sustainable Development goals of the UN vision 2030. Past and recent studies indicate that, there has been an increase of unemployment internationally. Several initiatives and research have been put in place to reduce unemployment both internationally and within individual countries, but recent studies still show a significant number of increasing unemployment in the global and international perspective.

Narrowing down to European countries, several studies have focused governmental organisations on their role in reducing unemployment. However, little is known on how non-governmental or voluntary organisations address such strategies if this is done at all. Assumptions could be made that this is more a responsibility of the state and therefore one could not look into other organisations that could be crucial in addressing unemployment among the youth, hence this study.

Considering the relevance of supporting job seekers into the labour market, this study will focus on the role of the social workers in supporting the job seekers in the work inclusion process , examine possible challenges experienced during job seekers inclusion process and strategic ways of promoting job seekers inclusion in the labour market.

There are currently many social/welfare workers working on this theme, but the study will be narrowed down to the perception of social/welfare workers at Fretex organization as asocial enterprise in Norwegian society.

The main objective of this study is to examine the role of social workers in supporting the job seekers work inclusion in the labour market with the research questions as, what do social workers specifically to integrate the job seekers into the labour market, what challenges do social workers face while integrating the job seekers into the labour market and how can job seekers integration into the labour market be promoted .

This will be a master's thesis research project. Data collected will only be used for master's thesis project.

Who is responsible for the research project?
The responsible person for this project is a student at University of Stavanger

Why are you being asked to participate?
Since this project has been narrowed to find information from social /welfare workers at Fretex organization, the participants are purposefully selected for the vital information they will provide as social /welfare workers at Fretex organization. 5 participants will be interviewed irrespective of their gender.

What does participation involve for you?

The data will be collected through interview and if needed through recording .The information required will be general information regarding youths and others service users work inclusion or integration into the labour market. If you choose to take part in this project, the interview will take approximately 30 minutes.

Participation is voluntary

Participation in the project is voluntary. If you chose to participate, you can withdraw your consent at any time without giving a reason. All information about you will then be made anonymous. There will be no negative consequences for you if you chose not to participate or later decide to withdraw.

Your personal privacy – how we will store and use your personal data
We will only use your personal data for the purpose(s) specified in this information letter. We will process your personal data confidentially and in accordance with data protection legislation (the General Data Protection Regulation and Personal Data Act).

The researcher who is the student at Stavanger university and the supervisor will be responsible for the project . For confidentiality purposes, the student will replace your name with codes which will be stored differently from the rest of the collected data locked away / encrypted. Findings of this study will not be used for publication.

What will happen to your personal data at the end of the research project?

The project is scheduled to end 12 June 2013. The collected data will be anonymised at the end of the study.

Your rights

So long as you can be identified in the collected data, you have the right to:

- access the personal data that is being processed about you
- request that your personal data is deleted
- request that incorrect personal data about you is corrected/rectified.
- receive a copy of your personal data (data portability), and
- send a complaint to the Data Protection Officer or The Norwegian Data Protection Authority regarding the processing of your personal data

What gives us the right to process your personal data?

We will process your personal data based on your consent.

Based on an agreement with *[University of Stavanger]*, Data Protection Services has assessed that the processing of personal data in this project is in accordance with data protection legislation.

Where can I find out more?

If you have questions about the project, or want to exercise your rights, contact:

Getrude Otieno (student)

Email. g.otieno@stud.uis.no

Stavanger University

Siv Oltedal (Supervisor)

Stavanger University

Email. Siv.oltedal@uis.no

- Our Data Protection Officer: *[personvernjenester@sikt.no)*
- Data Protection Services, by email: (personverntjenester@sikt.no) or by telephone: +47 53 21 15 00.

Yours sincerely,

Siv Oltedal   Getrude Otieno
Project Leader   (Student)
(Supervisor

Consent form

Consent can be given in writing (including electronically) or orally. NB! You must be able to document/demonstrate that you have given information and gained consent from project participants i.e. from the people whose personal data you will be processing (data subjects). As a rule, we recommend written information and written consent.

- For written consent on paper you can use this template.

I have received and understood information about the project (An Exploration of Social **/Welfare** Workers at Fretex view about their work with Integrating unemployed and especially Youths into the Labour market *)* and have been given the opportunity to ask questions. I give consent:

☐ to participate in *(interview)*

☐ to participate in *(an online survey) – if applicable*

☐ *for my/my child's teacher to give information about me/my child to this project (include the type of information)– if applicable*

☐ *for my personal data to be processed outside the EU – if applicable*

☐ *for information about me/myself to be published in a way that I can be recognised – if applicable*

☐ *for my personal data to be stored after the end of the project for (e.g. follow-up studies) – if applicable*

I give consent for my personal data to be processed until the end date of the project, approx. *[12.06.2023]*

(Signed by participant, date)

Appendix 3: NSD Approval

Reference number	Assessment type	Date
425195	Standard	26.01.2023

Sikt

Assessment of processing of personal data

Project **title Data controller (institution responsible for the project)** Project **leader Student Project period Legal basis Comment**
Why Youth unemployment, Explore The Perception of Social/welfare Workers at Fretex in Integrating Youths into the Labour market

University of Stavanger / Faculty of Social Sciences / Department of Media and Social Sciences

Siv Oltedal

Getrude Anyango Otieno

01-02-2023 - 12-06-2023

Categories of personal data
General

Consent (General Data Protection Regulation art. 6 no. 1 a)

The processing of personal data is lawful, so long as it is carried out as stated in the notification form. The legal basis is valid until 12.06.2023.

Notification Form 🔗

ABOUT OUR ASSESSMENT
> Data Protection Services has an agreement with the institution where you are a student or a researcher. As part of this agreement, we provide guidance so that the processing of personal data in your project is lawful and complies with data protection legislation.

FOLLOW YOUR INSTITUTION'S GUIDELINES
> We have assessed that you have legal grounds to process the personal data, but remember that you must store, send and secure the collected data in accordance with your institution's guidelines. This means that you must use data processors (and the like) that your institution has an agreement with (i.e. cloud storage, online survey, and video conferencing providers).

Our assessment presupposes that the project will meet the requirements of accuracy (art. 5.1 d), integrity and confidentiality (art. 5.1 f) and security (art. 32) when processing personal data.

NOTIFY CHANGES
> If you intend to make changes to the processing of personal data in this project, it may be necessary to notify us. This is done by updating the information registered in the Notification Form. On our website we explain which changes must be notified. Wait until you receive an answer from us before you carry out the changes: https://sikt.no/en/notify-changes-notification-form

FOLLOW-UP OF THE PROJECT

We will follow up the progress of the project at the planned end date in order to determine whether the processing of personal data has been concluded.

Good luck with the project!