

(The longings and the personal awareness and the convenience or not to follow our objectives to build a healthier society.)

THE WELFARE STATE AND THE HUMAN DISSATISFACTION

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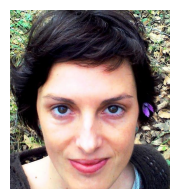
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Sabine Helga Poppe, born October 12th 1958 in Quakenbrueck, Germany. Education: Staatsexamen in Foodchemistry (Hamburg University, Germany), Staatsexamen in Pharmacy (Berlin University, Germany), Postgraduate diploma in Health Management (Auckland University, New Zealand). Family: married, mother of four. Employment: twenty years in practice management of provincial Medical Centres. Currently: international artist.



Nawal Salah Eldin, PhD, born February 1st 1973 in Egypt. Employment: Assistant Dean for Academic Affairs & Research, College of Applied Sciences, Ibri, Sultanate of Oman. Awards: Gold Medal, Photography category, World Art Games, Slovakia 2015; Second prize in El Saquia, photographic contest 2007 (Portrait); Second prize in El Saquia, photographic contest 2007 (Black and White); Third prize in El Saquia, photographic contest (Abstract) 2005. Exhibitions: national and international.



Peter Weisz, born December 2nd 1943 in Siklos Hungary. Has dual citizenship: Republic of Croatia and State of Israel. From 1992 member of the Israeli artists Association. Has over 100 personal and group exhibition all around the world. Elementary and secondary school in Osijek-Croatia (former Yugoslavia), studied law, history of Art and Indology at the University of Zagreb (Croatia), studied painting at Ecole Superiore des Beaux Arts in Paris (France) in the class of professor Clairine, worked as free lance artist in France, Italy, Israel, Switzerland....and partly in many other States. More than 12 years active in

the field of tourism, first as manager in the biggest Yugoslav Travel Agency "Kompas" (from Slovenia - but in Istria, part of Croatia) and later on in The Croatian National Tourist Board - promoting Croatian tourism. For 3 years was running the first Israeli office in Croatia as a manager, promoting cultural, sport, economic and diplomatic relationship between two countries. Produced several, humanitarian and cultural events - like " Adriatic Aid " - concerts with famous singers - for cleaning the Adriatic Sea from pollution, some TV shows - like " Myths and legends", to promote Croatian tourism, organized donations through exhibitions (personal or group) to the Croatian museums, for healing cancer, donations to hospitals and kinder gardens, donations for reconstruction of buildings damaged by the war. The initiator and Author of basics of the project World Art Games, further Co-author, Co- founder and Co-president of the eponymous Association of International Artists - " World Art Games ".



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PROLOGUE

Every human being has own qualities and potentials.

For the development of high-quality society, which will consist of the happy individuals who build a healthy society, are necessary conditions in which an individual will be able to recognize and develop that potentials, and freely achieve own greatest possible extent.

Is it possible a self-actualization, therefore creation of healthy reality within any system (family, city, company, country, worldwide)?

We do believe that it is possible and through this essay we will try to explain and validate it, combining ideas, thoughts, thesis, experiences and stories.

(J.B.Paunović)

Chapter I

WELFARE STATE AND HUMAN DISSATISFACTION

(Laila Sharmeen, Bangladesh)

Most of our misperception about welfare states begins with the name itself. Welfare states are not primarily about ‘welfare’ and certainly not about welfare for the poor. Welfare states are about social insurance, social rights, social provision, and the social regulation about economic action. The chief beneficiaries of which are not the poor but the middle classes and those in employment.

True, welfare state programs are legislated and funded by government and depend on taxation and legal compulsion. The services and benefits these programs provide not always produced, administered, or delivered by state officials. In Canada, health-care is privately provided but medical providers are paid by a government insurance fund. In the USA, a great deal of tax-funded welfare (in the form of high-cost health-care and retirement pensions) is distributed in and through private corporations as compensations to well-paid employees. In Germany and several other European nations the administration of social insurance and the delivery of social services are entrusted to religious and voluntary associations.

Strictly speaking, no modern state is a welfare state. The concept only refers to a specific mode of governing and a specific sector of governmental activity.

The welfare state at best is a damage-limiting, problem-solving device rather than anyone’s ideal social relationship. Welfare state is a poor substitute for equitable distribution of wealth and property.

The inequality has increased in the world. And as Joseph Stiglitz has suggested inequality is a choice—the cumulative result of unjust policies and misguided policies.

Chapter II

STATE AND HUMAN SATISFACTION - POSSIBLE

(Jasminka Blažević Paunović, Croatia)

WELFARE STATE

From the core meaning of the word “welfare” (health, happiness, prosperity and well-being in general) is obvious the complete insufficiency of the concept of the “welfare state”, that is ingrained in some modern democratic societies and countries where such form is in institutional use.

Welfare state is defined as political system based on premise that the government has responsibility for the well being of its citizens by ensuring that a minimum standard of living is within everyone’s reach. Minimum can never produce welfare - health happiness, prosperity and well-being in general.

Very often, state provides a minimum standard, insufficient for the development of the individual in this system and at the same time determines the controllable maximum over the individual, user of state aid, limiting the possibility of leaving the system. Declaratively, in front of you is an abundance of opportunities, but in reality - the system is organized to trap you and keeps you alive, without the possibility to really and freely live, captured by class fittings and social inequality.

Not correcting a conditions that led to social inequality, the state establishes and ensures permanent expansion of the gap between social classes.

SOCIAL STRATIFICATION

Social stratification, structured, stable and enduring inequality groups in society, which are hierarchically arranged in layers (historically: slavery, castes, ranks and classes) makes society unstable and permanently open space for confrontation arising from personal dissatisfaction caused by the lack of freedom of realizing their potential ((legitimate aspiration of the lowest level of the hierarchy).

The term stratification refers to groups, rather than individuals. The amount of wealth, power and prestige of the individual in a stratified society does not depend on personal characteristics, but of membership of a particular social group. Stratification is structured what means that inequality is not accidental, but is regulated, intentionally or

unintentionally by the given basic institutional or ideologies frame, leads of the set of ideas, that this stratification is justified and supported.

In all human societies, there is a kind of social inequality. Inequality between the layers is comprised of several components: material wealth, prestige and power. Stratification is stable and durable, as the result of lengthy processes throughout history, but there are examples of the lowest levels achieved in a different systems (given the size of the system, duration and the level of achieving quality of society), which confirms the theory of anthropologists who take the view that an ideal society can be regulated non-hierarchically.

In order to regulate society, or self-regulate, to lower system of class differences or even to equal society, are necessary prerequisites to create self-regulation or institutional measures to reduce class society to a level of low class differences.

“HOMAGE TO CATALONIA”

An interesting example of the self-regulation of society is a period of total liberation of class differences in 1936, in Catalonia. “...General and soldier, farmer and a policeman, continued to encounter as equals; they all received the same salary, wearing the same clothes, ate the same food and talk to each other “you” and “Comrade”; no classes of bosses, not the servant class, no beggars, no prostitutes, no lawyers, no priests, no licking boots, touching the cap. I breathed the air of equality and I was naive enough to imagine that it exists throughout Spain...” (“Homage to Catalonia”, George Orwell, 1968). What would happen to the system of self-regulation, in the freedom of each individual, set without creating a central decision-making body that leaded to the system of parliamentarianism, for the purpose of short-term effect of strengthening the joint forces during the war (which proved to be the Trojan horse in the case of regulation to a classless society), we can only guess.

EXAMPLE OF YUGOSLAVIA

The unique example in history refers to the country that no longer exists, with the self-regulated socialism and social ownership. The state wore, in a certain part and a long period of time very successfully, the system of workers' self-management and social ownership. All factories, schools, institutions, all the instruments of labor and products, all the infrastructure of transport and communications, all natural resources,... as well as most of the residential units - were social property, the property of all citizens of Yugoslavia. Education was compulsory (8 classes) and free of charge (at all levels), as well as the health care system. Self-governing bodies (as executive authorities) of systems (administrative units, factories, etc.) composed of delegated members of the same system, selected by all members of the system, for a limited period of time, were responsible for management and development of that system, for continuous investment

of profit, for the sake of development and adaptation to the market needs, investments for the development of science and technology, while parliament (as legislative authority) was a well-built proportionally with representatives of all the constitutive nations (Slovenes, Serbs, Croats, Bosnians, Montenegrins, Kosovars) of The Socialist Federative Republic of Yugoslavia. For a certain period (most productive, happy and healthy period), salaries were regulated in the ratio of 1: 4 (the smallest to the largest possible), and from the salary of all workers (all professions were uniquely considered as workers - from manual workers, through professors, doctors to politicians) were allocated for the needs of all systems of society (health, school, housing, pension, etc.). In Yugoslavia there were no homeless. These were all factors that have created a society without class inequalities, thus society of satisfied citizens.

Yugoslavia was the closest to the ideal of creating a classless society with equal conditions and opportunities for all citizens, with the freedom of self-realization according to own personal qualities, with the fairest possible organized distribution of goods and almost without private property, with the exception of personal belongings (car, household appliances, etc.). That was the nearest ever system to the eastern spiritual ideal, the biblical requirement of passing through a needle's eye, or communist utopian society.

Joint ownership, freedom and equality - was not the Yugoslav dream, it was the Yugoslav reality.

AMERICAN DREAM

The concept of the American dream has gone through various stages of transformation, but only in one phase can be considered close to realization of the idea of freedom in which the individual is enabled to actualize its own values, but always is linked to the final target - satisfaction of possession of material abundance, what will bring freedom through detachment from others, from insufficiently successful people.

In its purest part, for the majority of citizens of other states, “American dream, which lured into millions from all nations, was not only material, although largely it was. But far more than that - it was a dream of growth opportunities to the highest level for men and women, unencumbered by the limits of ancient civilizations, not oppressed by social class regimes and adapted for every human being.” (James Truslow Adams, historian).

The American Dream was widely imposed through the new cultural media, in the last century, as one of the most important American product. Already at the time of wide exploitation, that concept moved into its own antithesis. But the delay in the transfer of culture, conditioned by a lower level of media access (historically or geographically), enabled unreasonably long detention of illusion of the concept of the American Dream as still credible.

Antithesis of the American Dream: The neoliberal capitalism destroys core concept of the American dream as the ideal accessible to everyone, but the deep-seated and for the

majority elusive concept ideals, passes nearly into the sphere of the religious orders, not at the level of achieving personal freedom and self-actualization, but only as material abundance. Therefore consumerism simultaneously deepens ties of dependence on the idea, and from society of free people with almost unlimited possibilities in front of them, creates a society of slaves.

“The old American dream was the dream of the Puritans - men and women safe in collecting a modest resources from year to year. The new dream become a dream of rapid enrichment, defined in the happiness and audacity.” (H. W. Brands, historian).

HUMAN RESOURCES

The largest human resources are personal qualities and desire to create, of each individual. How much will be successfully implemented, so much it is successful society.

In any circumstances, in any system, these two points are forces for change. External factors will dictate the scope of the development and realization of the potential, and to a large extent the direction in which to move - thus the well-being, or not, for the society.

For the free and quality development of the individual, therefore progress of society, is required conditions to ensure. For free realization of the top of own potentials is necessary to ensure the availability and development in all segments from which it is conditioned.

Economic capital, as access to material resources, is important for development and a sense of personal security and happiness. Economical capital by itself can not make individual more productive, progressive nor happier, but large inequality in resources makes unsatisfied society. Social capital, as connections with other people and social groups, by new means of communication has reached a level where it is kind of widely available to everyone. Intellectual capital, defined as the collection of skills, education and knowledge that members of society have, implies need for providing good education and also free personal time to enable development of own potentials. Moral capital, a set of core personal values, formed by the internal principles and designed by the influence of external factors from all systems with which a person meets, virtually or in real, is visible as a choice of moral actions which are beneficial to society in the long-term.

To achieve satisfied, successful and progressive society the most important preconditions are the quality of the equality in opportunity to reach to economic capital, develop in social, cultural and moral capital; systems of positive selection and positive regulations to ensure a fair distribution of resources within the system and the ongoing investment in development.

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Chapter III

OGI'S RETURN FROM OZ

(Jasna Ivanović, Montenegro)

I want to tell you a story about a boy that shook the sky above Montenegro in May 2016. And, I am writing to You in first person, because I want You to take this story personally. This is a direct example from the social reality in the small country of Montenegro, not some benign essay to be chewed on by the pages of political theory.

Ognjen Rakočević was a ten year old boy diagnosed with autism. He lived with his mother, brother and sister in their family house in Podgorica. His parents were divorced, so he grew up without his father's presence. He went to school. He was allocated in a class with healthy children, but, as as a child with special needs, he had an expert assistant who accompanied him during classes. He went missing from his home on the night between May 3rd and 4th. According to his mother, it was suspected that he sneaked out of the house and went out to the street. The news quickly spread in the public. The citizens founded a "Let's find Ogi" Facebook group that gathered all the people willing to go searching for the boy. Using this group, the citizens organized themselves, and went searching for Ognjen around the clock for the next twelve days. More than 18000 people joined the group; not a small number for a country with 600000 citizens. The boy's body was ultimately found by a game warden in a place where Morača river flows into Skadar lake on May 15th. The autopsy showed that Ognjen was drowned. There were no signs of abuse.

The media were all over this story. The whole region was shook by this tragic tale of the search for the autistic boy. The word went around about how this unpleasant situation united the otherwise incoherent society of Montenegro, and that the rich and the poor, despite of their religion or nation, went searching side by side.

Citizens' unity was fueled by the bad political situation in the country as paradoxal as it seems. Namely, Montenegro is a country divided between tendencies to join the eastern or western global entity. A land in a post-communist age, struggling to evolve into a new socio-political system, it didn't set a course for further development. A large number of people are protesting against the course of the official state government to join the NATO alliance. Since October, there were many protests against the current government. The country is shaken by many political affairs. Dissatisfaction caused by poverty, social and other instabilities are landmarks of the real state in Montenegro. Politics divided brothers, friends, spouses. The state of fear pleases the corrupt governing politicians, so they profit from this situation, using the well-known strategy: divide and conquer. Politics infiltrated all the social spheres, so it doesn't matter anymore if someone made a good thing, or did a good job, but whether someone belongs to one party or the other, and people get rewarded or punished based on this criteria.

In this state of confusion and lingering, constant dissatisfaction, the citizens just needed to do something good and worthy, something that wouldn't be influenced by the daily political themes. Therefore, brothers, friends and spouses united once again to join the search. The ever-present excitement about this reunion grew during the quest. The citizens have, as we say in Montenegro, gathered around the same hearth. At the individual level, every single citizen felt as an important unit, felt that he or she can give something for the benefit of the situation, and that had a very positive effect to every individual citizen. It seems as though the memory of the age of brotherhood and unity returned to the public for a short period of time, almost immediately after the incident happened. This age was proclaimed as a state utopia during the existence of Social Federative Republic of Yugoslavia. The dream of unity, welfare and fulfillment of the needs of the people in an organized state was broken during the wars in the region in the 90's, after the collapse of Yugoslavia, and all that remained was something that people in this region call „yugo-nostalgia“. Also, the Montenegrins are traditionally loyal to their children, so this case of the quest for Ognjen brought back to the spotlight this almost forgotten, traditional, Montenegrin characteristic, and united the traditional heritage with the contemporary moment in a very interesting way. Tradition was subjugated to the battle for a modern and well-organized state with a distinct level of care for so-called weaker links of the society.

Unfortunately, this story revealed many aspects of the social reality in the state. At first, the public was shocked by the fact that Ognjen didn't receive any social help, considering the poor financial situation in his family and the illness that requires an all-day treatment. How was this possible? Ognjen's parents were the owners of the house they lived in, and that, by law, disqualifies them from application for social help by the state. Furthermore,

the existence of a day-care center for autism patients is only a dead letter on the paper, with families without expert help get around the way they can. Assistants who take care of the children with special needs in schools are mainly unpaid volunteers and insufficiently educated people.

However, this had one positive consequence, if it can be said this way – awareness about this problem made citizens make an enormous pressure on government during the search. Namely, the first three days since Ognjen went missing, overwhelming pressure from citizens unsatisfied by the lack of police agility regarding this case, made the police force engage after all. This kind of popular insurgency, expressed primarily across social network, was provoked by many police deficiencies, among which: the Ministry of Internal Affairs engaged their first search and rescue helicopter only on the third day of the search; only on the third day the first official press conference took place; on the fourth day, the divers started exploring the nearby Morača river trough, even though according to Ognjen's parents, the boy was suspected to be headed towards his beloved river upon leaving the house; a few days later the army joined the action. Many controversies remained, such as that the state denied the help of highly trained divers from the neighboring country, which Montenegro doesn't have good bilateral relations with, so these divers returned from the scene without diving even once. A special confusion was caused by the lack of coordination between the police and the volunteers that made themselves available for the search, which resulted in many citizens with no expert leadership who charged into the search without order or meaning. Lack of coordination and centralization, along with huge delays, created a terrain for speculations, false reports, increased hostility between groups, chaos, dissatisfaction, appearance of fortunetellers and psychics, clashes with Ognjen's parents... And then, the anxious system, transparently and aggressively, raised the propaganda machine. The media, especially those owned by the regime, moved to the extreme, as if tormented by guilty conscience for the first few days of silence, and started neatly reporting about the massive response by all the institutions, an enormous effort, perfect coordination, special headquarters... All of a sudden, everyone in Montenegro who has a TV, saw a helicopter in close-up, while we, at the scene, didn't see one in a wide plan. It was a mascara, that failed to cover such a grand and ever-present incompetence for such a complex matter on the field. Incompetence which can prove to be fatal for a future, living Ognjen. People wandered around Podgorica daily and nightly, left to their instincts and a will to find the child, with the only hope coming from a distant battery light which meant that there was still someone out there who wasn't giving up, that the search was still on. The only remaining source of information that the citizens relied on during the search, was a Facebook page “Let's find Ogi”, but the group administrators, who were mainly activists formerly known to the public, failed to establish the necessary control. Frustration grew, and comment blocking could not stop the quarrels that led to open verbal conflict.

In the meantime, by the principle of the state of war, in which all the best but also the worst emerges in the human nature, the situation was becoming chaotic and started taking shape of a mass hysteria. The number of Facebook announcements unrelated to this

subject rapidly diminished, and, in Montenegro, this social network became a means to collect information about the search. An interesting contribution to the quest was given by the individuals from the field of informatics. They created an array of android applications for the mobile phones, using which a person could mark an investigated area, somewhat reducing the unnecessary waste of time. On the other hand, incompetent use of these applications by the citizens led to even more confusion.

Psychologists were a story for itself! Not one official state institution offered any relevant facts that could help the cause. Appeals about the way of conduct of the lost child as well as that of the people in the quest, came mainly from Ognjen's parents. There were speculations about the child's fear of the dark, so that dark places should be excluded from the search, but on the other side, those dark places could in fact be the spots where he hid himself. There were also speculations about the child's love for the animals, or what his habits were, where he liked to go, what he liked to eat, whether the rescuers should be silent during the quest, or play the music from Ognjen's favourite cartoon soundtrack...

As the options for the search started running out, the people started competing in who would come up with a new way of searching or a new location to explore. I have to mention that civil activism is only in its beginning in Montenegro. A small number of non-government organizations in comparison to the needs of the people is disturbing. However, the more aware the public is to these needs for civil initiative, the more it becomes „hip“. This is not a rare case in so-called countries in transition, where the value and all-around effort of certain institutions from the developed countries are only symbolically translated to the social reality of the country in development. Unfortunately, there are many cases of people who are dissatisfied with what they succeeded in their life, led by an ambition to „become somebody“ this way or another, actually fulfilling this ambition by nominally declaring him or herself as a civil activist, founding some kind of non-government organization which will, if nothing else, at least raise his sense of importance. These people are, as a rule of thumb, semi-educated and interested exclusively in self promotion, not in the welfare of the general society. So, the quest for Ognjen uncontrollably turns into a race for the trophy, and little Ognjen, as you can guess – into the desired trophy. Who will come up with a place to explore? Who will have the most clever plan? Who will get the honors of being Ognjen's rescuer? That was the dream of the false civil activists in the country those days.

Could this approach help find Ognjen, ie. could this help some future Ognjen be found – certainly. But, does that mean that we should exclude altruism and empathy from our humanity, ie. does the goal justify the means? The point of humanism in the age of renaissance was to develop a human in every field of existence, integrally, but in our case there was a bitter taste, or maybe lack of taste behind those who spoke the loudest – self-promoters. They competed in how many miles someone walked, or how much time someone spent, admiring their own „heroism“. The rest of us, who were not participating in the competition, waited in silence for some state official to break the chaos and say:

enough of this farce, this is how we'll do it... Isn't that the point of existence of the state, a system that works competently for the welfare of it's population?

The quest for the missing boy became more and more dramatic and complex, reminding of the one in the tale of The Wizard of Oz. Some lacked the heart, some the brains, some the courage, or even a combination of these flaws, while some (Ognjen) only lacked a road to return home. A sad confusion (ie. confusions) that rumbled the lingering Montenegrin society only led to the fact that the public became mostly interested in naming some street after the late boy. The center for autistic children or a similar institution, then regulation of the law for the purpose of better and more human care of the state system about these children are silently shoved to the side. A few cries from Facebook here and there, but with way less likes and comments. It seems that this is what the countries in transition and those regarded as developed agree in: the public is waiting for the state to legally regulate the question of care, and in the end, even the question of humanity. This gives right to those scientists who claim that philosophy collapsed as a science the moment it was institutionalized, depriving it of the all-pervasive domain it had that far. For, if we came to the moment where the system defines our amount of humanity and our action towards it, there must be something wrong with us, and not with the state itself. I do not think that the system can educate an individual to feel empathy or act altruistically or morally, but it can certainly point to the benefits of acting towards those values. The quest for Ognjen succeeded in pointing out one thing: the struggle to fulfill social needs in a society has to be realized on many fronts simultaneously, with constant supervision of this complex process. One causes the other, and the freedom of a citizen to express his needs in attempt to improve his life standard, or the citizen's freedom to express condolence and help those in need, is realized the same way of struggle. The battle for freedom and individual welfare is a battle for the freedom and welfare of each one of us.

On behalf of us all, forgive us, Ogi.

On behalf of us all: forgive us, Ogi.

Chapter IV
WELFARE STATE AND HUMAN IMPACT
(Carrie Ann Burke, New Zealand)

I recall debating the notion of a global economy in the early 1990s. I had many heated discussions with friends of mine with more ‘market driven’ ideals than I.

I remember fearing the potential long term consequences; the death of a local skilled market, manufacturing industries going offshore to the lowest bidder (creating unemployment), and my worry that the dollar would be valued more than the well being of people and the planet.

Looking at the impacts of 30 years of our seemingly extreme capitalist route that our society has taken- I take no satisfaction in having been right on some of my predictions.

In recent years my ‘idealism’ and I have been travelling. Outside of my full time work role, I am a ‘self funded’ artist. I have spent some time in both Eastern and Western Europe, as well as China. Wherever I travel, I am most interested in getting to know the ‘real people’ as well as the ‘tourist front’, so that I can get a truer perspective of life there.

In my home country of New Zealand (as in many other countries) there is an increasing sense of financial desperation. A large portion of the population- either through low incomes and high costs of living or over zealous credit stretching, is struggling to make ends meet. Just ‘getting by ’ now consumes many peoples every waking moment, and fractures their dreams in sleep. This is more consequential than it seems. Extensive research *shows that creative thinking is at the heart of innovation-yet if the human mind is focused only on surviving, there is no room for ‘imagination’.

I have watched as an industry of ‘carers’ has appeared. Fulfilling the role and influence of parents for an hourly rate-while their patrons work two part time jobs each to finance their landlords ‘investment portfolio’ mortgage. Employment hangs by a thread, and working conditions are created by the same market forces and their balance sheet driven decisions. Sadly those sheets contain no column for measuring employees quality of life. For most there is little or no option other than to accept poor conditions; choosing to be without employment and at the mercy of the welfare state (if even available) offers only a meager existence.

I have experienced both sides of the welfare system. In New Zealand (circa 1997), it took the form of the ‘domestic purposes benefit’- now a defunct ‘category’ of benefit. I qualified for it as I was raising two children (then aged 9 and 11) on my own, as well as caring for their Grandmother who was suffering from vascular dementia. Despite the

stigma of being on welfare support, the reality is that she was unable to care for herself at home-as judged by the hospital Doctors and Psycho Geriatricians.

Without my assistance as her carer, she would have been a much costlier burden on the health system than our weekly benefit was.

Dementia is a scary and isolating thing to experience. At it's heart, my motivation was to help her see out the rest of her days with the security of her 'known environment' around, and with the love of family to support her. The welfare support we received enabled this to happen, though it was an emotionally tough and financially frugal time. A sad representation of current thinking regarding caring for a family member in this way is that that particular benefit is now categorised as a 'job seekers allowance'-surely somewhat of an oxymoron?

After 3.5 years my caring role came to an end with my Mother in laws passing. The mental and emotional strain of 'thinking for two'- coupled with some grossly inappropriate handling of my welfare case at a vulnerable and fraught time, led me to a state of utter exhaustion and a financial distress. Baring ones soul for public review at the social welfare office is not something one does lightly, a common misconception by those who've never found themselves in such dire straits and see no need for safety nets like this to exist.

Over a six month period I recovered. I undertook voluntary work in the community while on the benefit still -to both regain my confidence and learn some new work skills. From this experience, and with the support of my case worker, I embarked on a course of study at the age of 35.

I undertook a Certificate level course in Art and Creativity with The Learning Connexion-an independent tertiary school based in Wellington, NZ. For the first time in my life I had the space to discover how to create and fund the future I wanted. This NZ Qualifications Authority approved organisation actually teaches creative thinking-using Art as a medium to explore problem solving and as a means to generate creative ideas. Unexpectedly I had found my niche. I saw the course through for 2.5 years to graduate at the Diploma (Honours) level. With the aid of a student loan, and at it's completion, I was invited to stay on as a full time employee. My role as Events Co-ordinator pulled on a number of my previous life experiences-from helping my Mother on catering jobs as a child through to supporting and eventually organising 'underground' music events and gigs of friends. The parallel application of my prior experiences is something I know I would not have recognised as marketable without the experience and reflection undertaken at this school.

In conclusion, my point is that without the assistance of the welfare system, none of this would have occurred. I have become a reformed welfare recipient-it not only allowed myself and my family to survive, but to thrive.

Nearly ten years on-I still work for this organisation. In a capacity that enables me to mentor, encourage and steer students in their Diploma (Honours) year to discover their own creative and fulfilling careers.

To stifle and undervalue the human spirit or the importance of 'imagining' a different future, is to doom humanity for all but a chosen few.

Chapter V

WELL-CARE NOT WELFARE. BETTER LIVING FOR ALL

(Sabine Helga Poppe, Germany)

In my opinion the best welfare for a country or community is:

Free school education for all, in a school system that sees children from all socio economic groups being schooled together. Free school lunches of high nutritional value (as in France). Private schools should be abolished.

This would make public schools better, encourage social integration and avoid elitism.

- 2) tertiary education should be free and a living allowance paid to all students (Germany)
- 3) health-care should be free , with a certain responsibilities to individuals to take care of their health as much as possible (avoid smoking, minimal alcohol consumption)
- 4) correction departments should focus on rehabilitation
- 5) free preschool education
- 6) higher taxes to pay for social services

If individual families still need personalized welfare payments above these free services, they should be made aware that their country man do pay for them and they have a social responsibility to not abusing the system. That if at all possible they should " repay" society , by doing volunteer work where possible. In New Zealand, as in most other developed countries, the indigenous Maori population is over represented in the welfare statistics. I always found it very interesting , that Sir Apirana Ngata (senior Maori academic and first Maori MP) , said when welfare was introduced to NZ in the 1930's ,

that the welfare payments would destroy the Maori race.

Welfare is given wrongly will create dependence , unfortunately in NZ there are a number of families that over generations have been trapped in this welfare system .

A well known NZ opera singer , Kiri Te Kanawa , is also commenting on the different achievements of Maoris in Australia , where they don't receive welfare payments.

Maoris in Australia achieve much more in socio economic areas than they do in New Zealand, where often an underdog mentality is a group mentality and Maoris hold each other back , to not be different or better than the rest of the family.

In addition the new Mike Moore movie "Where to invade next" gives some food for thought on how to create better , more livable societies.

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Chapter VI

HEALTHCARE - THE FACT AND FUTURE

(Nawal Salah Eldin, Oman)

Whenever we speak about welfare state in the Middle East the first idea that will come is healthcare, one of the nightmares of any average families is what if someone is sick or suffering from a chronic disease, the scenarios are not very bright. First of all the government health insurance and what it will cover, is there a waiting list that makes medical care worthless, what if the person is not covered by the government program for health care will his work cover the expenses of treatment or simply he will be fired as he cannot work.

Many regimes had set their own system of healthcare which is from their point of view the best that can be offered, taking Egypt as an example; The constitution indicates that

healthcare is every citizen's right without discrimination.. but is it implemented? Egypt is currently spending 42.4 billion Egyptian pound in the health sector which resembles 5.4% out of the government overall expenditure- unfortunately 60% of that amount are salaries which means decreasing the actual expenditure on the medical services . Public & educational hospitals are about 717 with a capacity of 98.3 thousand bed providing medical services to approximately 82 million citizens by the end of 2013 the number of physicians practicing medicine in the government sector was 71.8 thousand doctor . (According to the statistics of "Central Agency for Public Mobilization and Statistics" (CAPMAS))

The new constitution (2014) emphasis on increasing the expenditure on health and education sectors during the following 3 years which is already in action and resemble a challenge to the government in the current economic status.

The Ministry of Health provided free, basic health care at hundreds of public medical facilities. General health centers offered routine medical care, maternal and child care, family planning services, and screening for hospital admittance. These clinics were usually associated with the 1,300 social service units or the 5,000 social care cooperatives that served both urban and rural areas. Currently private sector is taking over 70% of the medical services provided which add more load on the already overloaded middle class citizens budget but they seek the private hospitals because of the quality of services and the speed. The dissatisfaction from governmental hospital comes from many reasons mostly the long waiting list for any procedure and the treatment especially in those totally none paid hospitals also the location and centralizing the services in capitol and central cities.

A new project of including the private sector in healthcare to provide several categories of medical services is in process with shades of fear from the government withdrawing from its obligation leaving the ground to investments and leaving the needed without a proper medical care but the government is insuring that the new system will provide the medical care for all the citizens and will be linked to the civil number of all the Egyptians living in the country. The new system after being approved will be implemented over 3 phases and in 6 years will be in full action. As a citizen I wish to have an affordable professional medical service when needed and an umbrella that covers all the categories of our society.

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Chapter VII

HUMAN DISSATISFACTION - COUSE AND SOLUTION

(Peter Weisz, Croatia)

FREE TIME

The modern people even in the most developed countries, rich countries and countries with in average good social system - are not satisfied with a way they live. The competition in working place, status inside the company or status in society, desire for the goods - occupied them 24 hours. There is no time to read, to talk with the friends and own kids. All (most of) information`s available - it is possible to get them quickly - day by day. Most of them are only sensational without real value- and as such they can not give satisfaction to person who is getting those information`s. Thus, the modern society create semi-intellectuals, on the working place semi-professionals, in private life - semi satisfied people.

This what I am saying here is for developed countries and countries which are not suffering from poverty or war. In those countries the competition is a basic element together with the daily fight to find financial sources to pay the bill, the education of the kids...not mentioning the wish to have a better apartment, house, better car, to go on nicer holiday. Of course, in those societies exists people who have more than enough money not to care about those elementary coasts - but they have to worry all the time to keep their position, to work hard . The rich people and average people have something common - not having time for themselves. For both groups, the biggest luxury would be a free time.

I believe in such countries (developed) the free time will be the goal and desire of the individuals - no matter of their financial status. With free time the relation between people will become better, more human This is what the decision makers should have in mind. With better human relationship even the results of any activity (job, art, science, etc.) will be better, more successful. The effect of this will create better understanding between the people, less xenophobia, nationalism, racism - less conflicts. When people are frustrated because of a lake of free time, they become mean, jealous, aggressive. Lot of negative energy. Giving them the opportunity to talk to each other, to read , to select information`s, which they are getting daily, to find time for small satisfactions, for love, for true friendship - people will become better. Simply, because of the tempo what the State or Companies are asking from people to do, for own profit only - with a constant fried that you can loose your job, to loose your status in the society, to loose some of the goods you have- majority of people are under stress all the time. The human aspect of

leaving, by majority is lost through every day fight to survive. And if its continue like this, the things will become worst and worst.

We are witness that in many non developed countries - you find happy people. Of course they have to have a minimum for living - but the technology from today, the science, could make it possible that everyone on the earth can have a shelter for leaving, food enough, health care and education.

Most of the conflicts in the world are initiated and produced by rich and developed countries. By my opinion, partly it is because of frustration of the people leaving in those so cold developed countries...and frustration come because of lake of free time. If those leading countries in the world would take more care about this basic thing-that their working population have more time for themselves - many conflicts will be eliminated, will be better understanding between the people and the life will become more pleasant for everyone.

Pity is that this can be achieved very easily- without big changes, with some good will and less ego of those who are making the decisions in a states and companies.

One of the other arguments how important is the thesis about free time, and how its can change the character of the people for better is that all what we admire today, on what we are proud - was done from people who had enough time.

We can start with religion. Every religion proclaim only good, love, ethical principles, moral, forgiveness, understanding. Every religion no matter of race or nation from which its come have the common ethical principles. And who are the authors of those believes ? People who had enough time to think, to search inside themselves some values. In the beginning religions had nothing to do with profit, with organizations (many later on unfortunately changed their believes into it), they were looking for understanding between people in their every day life, searching to understand the nature and trying to explain what they could not understand with something unnatural higher power - but always with humanitarian mission. Basic was always to explain the relationship between people and between people and nature, and at the end to find explanation for what they don` t understand into something holy - but the approaches were always positive, ethical and proclaim good.

The other group who had free time enough are the philosopher. Ancient Greek philosophers are those on whose reflections and thinking was created the modern Europe. They also searched to explain the cosmos, many natural facts in the nature - but again, basically the most important issue for them was human ethical behavior and thinking. Through the centuries, other philosophers were occupied with the same relations between humans, they found different explanations - but for us, in this discussion the most important fact is - that they were people who had time enough for those researches.- and result of their thinking was again positive in relationship to the humanity. Even if they was so cold "black " philosophers, destructive in the way, depressive. This feeling was just a reaction on some actual situation in their time, kind of criticism. But again ,they

was dealing with humans and trying to explain their ethical and moral dilemmas- with good intention on their successors. Had enough free time for that.

The third group are the artists. To be creative artist, means to have to be free, to have time to find in himself the impulse to do something creative, time to make mistakes and finally find his own way how to express this what he (her) hold inside himself. Of course to have knowledge about the past, to have time enough to learn - and finally time enough to produce art different from others, art with own mark which can be recognized everywhere as his (hers). When we talk about national pride, in most cases we name artists from this nation - painters, sculptors, writers, poets, musicians, architects, etc.

Forth group are the scientists. Same as previous three - they had not only to have a knowledge, but had to have curiosity and time enough to find new inventions

Analyzing what moves the humanity forward, we can come to conclusion that this were people who had curiosity, creativity, courage to be different - and HAD ENOUGH FREE TIME.

With technology of today, the science of today - society should make a next step. It is - to give everyone possibility for basic existence - and to stimulate talented people to have FREE TIME for CREATIVITY. Giving chance to such people slowly maybe the character of people will change to into positive ...when the average people (majority of the human race) will be aware that those creative people are the real heroes (not politicians, managers, wealthy people ...).- and will liaison on their ideas and follows their human ethical advice`s Ethical principles in every culture are similar and easily the people can adopt them as a common value.

EGO AND COMMUNICATION

Ego is an illness of the modern world.It always existed by the people, but in the past period was not so obvious.The people was a shame to show it so openly.They was hiding behind some moral scruples.

Today in the world of quick communication when the informatics era allow you to be informed almost about everything if you have interest for it - to present your ego to the public is not a shame. The young generation shows their ego not trusting the older ones. For them they are not educated enough, they are not familiar with the technology achievements, don`t know how to use it - for them they are ignoramuses. From the other side the older generation feels that they have life experience and they are looking on younger generation as not human enough. For them they have no time for communication, they are occupied only with new technology, with their own carrier and position in the society. Both attitude is egoistic approach to this problem - because both of them exclude a compromise. When it is not possible to establish communication and understanding for the position of other one - the its only ego who speak.

This lack of communication we see today in relationship between the rich and poor. The rich want to become more richer without taking care or worrying about others (ego) - and the poor people losing patience can not understand the irresponsibility of the riches- they are looking only their own position (ego again). If it will continue like this - only revolution is the solution. When there is no communication based on ethical and moral basis nothing else remains. And there is no communication, because of egoistic approach to the common problem.

Never in the past we have had so many divorces. Again we come to the same problem - no communication. No communication is because of the tempo of the modern time, building own career and position in society but in the family, as well. And building such positions you come to the same problem...and it is an ego. If the ego is too strong and big there is no place for understanding the other side. If the ego, on the other side, does not exist, you will be for others a loser.

In political parties day by day the confrontation is bigger and bigger and the differences more extreme. Specially in new democracies. Only few politicians went to the politics because of common good and concern about others. Most of them went into it because of their huge ego, believing that they are the only ones who have solution for the problems from one side, and for own private material interests from other side. So, they can not communicate between themselves - their egos will not allow that.

Humanity can not exist without communication - and we see that in every field of our life we are facing the ego of others. How to fight against that? Showing our ego as a cons part is not a solution. That thing can just become worse. To step back is also not a solution, because your life will be miserable and will be on the margins of everything, and personally you will be unhappy, unsatisfied.

One of solutions is education. Education which strongly have to include ethical principles. Give a chance to humanitarian sciences - art, history (learn from it), philosophy, logic, human rights, civil society, etc.....and how to use the technology progress for a common interest, instead of private or corporation one. Hopefully, before huge catastrophe, people will come to it.

CONFLICTS

If we turn around us we can see enormous number of conflicts....and despite the fact that they exist, the human race find a way to survive.

We have political parties from extreme left to extreme right, and between them there is no chance for compromise. Only Hitler's Nazi Germany and Stalin's communism found for a short time a common interest - but not for long. And that common interest harmed many people in Europe, even their own citizens, at the end.

All the time the workers Unions trying to find how to compromise with real capitalist. Their interests are in direct confrontation - but despite that, as I told before - both exist in constant confrontation.... For how long? Because as the things are going today, the richer become more rich, and the workers more and more poor - as result of the global liberal capitalism....and their voice become weaker and weaker. With globalism, all the world is one big market - and if the workers are not satisfied with theirs statuses or work - it is always possible for capitalist to find some workers anywhere in the world who will be happy to work for even less salary.

Today we have a problem with refugees - immigrants. Many people are leaving their countries because of wars, corruption in their states, or their political system can not give them a chance for so called "normal life". The only way is to leave the own country - and when they arrive in big number to some other country - reaction of domestic people will be xenophobia. The immigrants are welcomed only in small numbers - because developed countries need simple workers or educated ones from those countries - but in a limited number. If their number is to big, the immigrants will not integrate so easily in new society, not adapt to new customs, culture etc. They will establish ghettos, children born in those ghettos will grow up frustrated because even if they were born in a new country - they will feel themselves as a strangers. Mostly because of their color of skin. If they will become aggressive, because of frustrations, aggression will immediately start from the other side, the domestic one - because, they will be scared

Confrontation is visible between hetero and gay population. The gay population, with public demonstration and fight for their freedom of sexual orientation, will provoke the other population to react sometime with aggression. Good thing is that today we have less of such behavior as before. But still, in some countries, the law put gay population even in prison.

Constantly exist kind of confrontation between women and men. No matter if it is at a working place, because of careers, or at home, who will do the work at home, who will take more care about children etc.etc. From one side still exist men`s chauvinism and from the other side, more actual women`s feminism

Not laud, but all the time it is a confrontation between creative people and so called "hard workers". The intellectual and creative people mostly ignores the workers, and the workers are looking on them at lazy ones, because they are not working hard.

Competition normally exists in sports and in arts. But again - how much violence have we saw by sport team fans, when one club`s fans are fighting against the other club` fans. Even bigger problem is between national Teams.

Racism still exist but today from all sides. There is no more only white racism against black people, or Asian people - but there is a opposite way also, they are racist as well. Only, today is not nice to express such feeling openly, but who knows whats goes in the head of millions of people, from each race. To become like that, there are historic reasons,

cultural differences, differences in educations, differences in wealth or living standards... and many, many other small reasons why it is so.

The old people are in conflict with young`s. The generation difference is more visible by the progress of technology. The younger pick it up very easily - and for older ones this is something with what they are not familiar. Their stories about past, history, moral or religion for younger ones is not interesting. Once, in families lived together, in one house, even 3 generations. Today, the young`s if they have a chance, leave their home with 18 years (or before), and by the time, they care less and less about their parents. And this is normal..

Conclusion is - every day, every one of us is in some conflict, even not knowing it that he (she) is in conflict. So - it is a miracle that we still live in "peace", side by side. The big question is: why, how can we making progress despite so many conflicts around us. Maybe philosopher can explain it.

ART AS HEALING

How someone decide to become artist ?

It is a desire to express own thoughts and feelings, to find own way in the circle where live, be curious and overcome what border him (her). So, starting point is some kind of dissatisfaction - personal communication using own language. Every time it is a reaction on something what is around us. This can be familiar problem, general problem in the society or in the State. In any case, through Art the person want to be healed from that with what he (she) is not satisfied.

Such artists are the real one. They are real because they are honest, have no calculation - just have a need to express what is in their inside. They don`t care about reaction of others. They feel relaxed after they do what they need to do. That relaxation is part of healing - otherwise, they would be frustrated, aggressive or close themselves toward other people, become unsocial.

This is a difference from masters. Masters have the same characteristics - but working hard on their education they add something plus to their art- this is professionalism. This is an ideal situation, if they later become popular or well-known not keep only the master touch in their work - and when their work will lose the goal of healing themselves. Or even worst, when they continue to produce their art with a goal of commercialism. Then it is the end of Art. Without sincerity, the art is just a work for material good.

Decision to be sincere in doing your art - is difficult. First of all, it is a question of surviving in the material world. Be sincere in your art does not mean that other people will like your sincerity. Only art lovers can recognize this value - but unfortunately there are not so many. Majority of people watching, listening or reading, will be satisfied only

with a simple expression: " I like it " or " I don't like it " - what, in the last, means " I don't understand it.

Be an artist - it is not important to be musician, painter, writer, sculptor or doing any other art discipline, every human been can be artist and it art to do what he likes to do. Question is how and what he (she) feel while doing it. If this what they are doing help them to feel better - they are healed from bad thoughts, frustration , and based on it, they become better people in relationship with others around them. To be better it means to be more human, more tolerant. This is why the artists are the nobility between the human race - but only if they approach art from their heart and stay sincere and honest while doing it.

Chepter VIII

THE WELFARE STATE AND HUMAN DISSATISFACTION: GET BeTTER AND NOT BiTTER THROUGH THE S.T.E.P. DNA (Dr. Chief Mansour Olawale Jumaa, United Kingdom)

KEYWORDS

S.T.E.P. DNA; Learning; Facilitation; Evidence Based Management and Leadership; Welfare state; Human satisfaction

ABSTRACT

The particular focus of this paper, is on a reflection on the processes of learning, unlearning, and relearning, through the use of facilitation skills to create, 'actionable knowledge' (Argyris,1993) to promote human satisfaction within the welfare state. The current state of the V.U.C.A. world (V.U.C.A. - Volatile; Uncertain; Complex; Ambiguous) is all around us (massive political unrests and devastating impact of terrorism on a global scale). This paper is rooted on the on-going development and outcomes of an - Evidence-Based Leadership Action Research, using Grundy's (1994) software for strategic learning. The initial project led to the development of the

LEADLAP Model (LEADLAP - Leadership Learning and Action Process) (Jasper and Jumaa 2008, 2005). The model was validated through a doctorate research study in Strategic Leadership and Learning (Jumaa 2001) and it was used as the theoretical basis for the award of a Doctorate in Clinical Leadership (Alleyne 2002). On-going development and feedback from successful presentations to critical research communities in Africa, Canada, Europe, South America and USA have led to the emergence of the S.T.E.P. D.N.A approach (Jumaa 2015).

The philosophical basis and assumption of this paper is that you take the leadership role for your own growth with support from those who likes to see you grow positively. With this support, you allow your self to become a better person. To be bitter is an unproductive stance to take. The psychological point of view is based on the Humanistic Psychology perspective. The conclusion of this paper is that, at the end of the day, despite perceived obstacles within the welfare state, human satisfaction is contingent on developing and sustaining an appropriate level of EI - Emotional Intelligence. Future human satisfaction is possible through the development of EI. The S.T.E.P. D.N.A approach is strongly recommended as a tool to achieve this difficult and elusive, but achievable human satisfaction.

INTRODUCTION

“Most leaders instigating change are like gardeners standing over their plants imploring them: “Grow! Try harder! You can do it!” But if a seedling has no room to grow, no soil, and no water, it will never become a tree. Similarly, if organisations don’t foresee the obstacles that arise naturally whenever growth and learning take place, their change initiatives will fail. All effective organisations take part in this “dance of Change”, a balance between growth and the limits to growth, whose impact can be anticipated and mastered, (Senge, 1999) These statements, by Peter Senge, captured the content, context and processes involved within a welfare state that is perceived as not meeting your needs - a welfare state in which you are experiencing human dissatisfaction. But if Albert Einstein is right in his assertion that “Success is 80% attitude and 20% skill” - then the evidence-based S.T.E.P. D.N.A approach proposed in this paper is assured to bring and help to sustain human satisfaction in a welfare state.

A significant part of the welfare system in the United Kingdom (UK) is the National Health Service (NHS). This is the aspect of a welfare system that is the attention of this essay. In the UK National Health Service (NHS), as well as other European countries, developments and growth have led to the need to focus emphasis on funding healthcare through public sources, and that reform efforts should target, particularly, the processes involved in the delivery of care. In addition, new policy initiatives that are surfacing reflect the urgent need for evidence based primary care, public health and other alternatives to hospital-based care.

The growing need for evidence-based health care practice has not come as a surprise to staff in the NHS. As far back as 1996, Sackett, defined evidence based practice as “The conscientious, explicit and judicious use of current best evidence in making decisions about the care of individual patients. The practice of evidence based medicine means integrating individual clinical expertise with the best available external evidence from systematic research”. In this paper, evidence based management and leadership (EBML) is defined as a “process whereby managers and leaders critically appraise, and incorporate tried and tested management and leadership frameworks and concepts into their practice, and decision-making, in order to improve the quality of management and leadership interventions.

This essay based on evidence; a brief background literature on human satisfaction; the rationale for this approach and what the essay hopes to achieve and get across to readers. A recent Education Project conducted by WAG International, Croatia. (WAG - World Art Games - www.wagames.org). serves as a very recent successful application of the S.T.E.P. D.N.A approach with a particular focus on the Arts and Culture industry. Greater emphasis, however, is on a systematic reflection of the processes of learning, unlearning, and relearning, through the use of facilitation skills to create, actionable knowledge’ (Argyris,1993) to promote human satisfaction within the welfare state in the UK. The current state of the V.U.C.A. world (V.U.C.A. - Volatile; Uncertain; Complex; Ambiguous) is all around us (massive political unrests and devastating impact of terrorism on a global scale). Actionable knowledge is the knowledge that people use to create the world. It focuses on two domains of actions – actions around difficult problems, which are likely to be embarrassing or threatening, and secondly, its production by researchers so that it represents a valid test of the theory of action that informed the production of the knowledge. Action knowledge, must, therefore, be produced in the form of if-then propositions that can be stored in and retrieved from the actor’s mind under conditions of everyday life (Argyris, 1993, pp2-3). The Actionable knowledge discussed in this essay is the knowledge that people use to create a world that will promote, enhance and sustain for them a state of human satisfaction. This essay advocates the development of EI - Emotional Intelligence through the use of the S.T.E.P. D.N.A approach as used in the WAG Education Global Project (2016)

What is S.T.E.P.DNA ? It is a unique way about managing change efficiently and leading people effectively through: Stakeholder management, the application of Technologies and innovation in a reflective Experiential professional practice based on on-going Personal, professional and ethical development in a V.U.C.A. world (Jumaa 2014, 2013, 2011, 2010, 2005, 2001, 1997).

Why is the S.T.E.P.DNA unique? It is evidence based. The S.T.E.P. approach is comprehensive - Stakeholder; Technologies and innovation; Experiential learning; Professional, personal and ethical development. Every DNA is unique - it is NOT a one-fits-all approach. It is on-going and, therefore, it is sustainable through adapting to the Changing Workplace.

S.T.E.P. DNA. embraces the five basic principles of humanistic psychology, which are: Human beings, as human, supersede the sum of their parts. They cannot be reduced to components. Human beings have their existence in a uniquely human context, as well as in a cosmic ecology. Human beings are aware and are aware of being aware - i.e., they are conscious. Human consciousness always includes an awareness of oneself in the context of other people. Human beings have the ability to make choices and therefore have responsibility. Human beings are intentional, aim at goals, are aware that they cause future events, and seek meaning, value, and creativity.

It is for these statements, principles and evidence that S.T.E.P.DNA is advocated as a significant medium to develop, enhance and sustain EI - Emotional Intelligence - an essential precursor to human satisfaction. Prior to examining how this approach was successfully applied during the WAG Education Project, the next section - Section 2 will consider, briefly, what is a welfare state and a brief psychological perspective on human satisfaction. This will be followed by establishing the relationship between S.T.E.P.DNA Interventions and the 4Ds of Quality Performance, the key aspects and methodology engaged for the Education Project?

THE WELFARE STATE AND HUMAN SATISFACTION?

What is a welfare state? It is “A system whereby the state undertakes to protect the health and well-being of its citizens, especially those in financial or social need, by means of grants, pensions, and other benefits. The foundations for the modern welfare state in the UK were laid by the Beveridge Report of 1942; proposals such as the establishment of a National Health Service and the National Insurance Scheme were implemented by the Labour administration in 1948. Despite the fact that the welfare state undertakes to protect the health and well-being of its citizens, especially those in financial or social need, experience of human dissatisfaction is common. There are numerous literature on Motivation and Human Satisfaction far too much to include in this paper. What is presented here is a very brief information of key and established theories of motivation. Herzberg's theory of motivation and Maslow's hierarchy of needs, for example. Despite the global popularity of these two and related theories, critique and reviews confirmed that they are not to tally relevant in the 21st Century and not applicable to all industries. These texts will provide detailed information about these two global theories of motivation for satisfaction - Herzberg, F., Mausner, B., & Snyderman, B. B. (1959). *The Motivation to Work* (2nd ed.). New York: John Wiley & Sons. and Maslow, A. H. (1970). *Motivation and Personality* (2nd ed.). New York: Harper and Row. The next section - Section 3 provides S.T.E.P.DNA Interventions and the 4Ds of Quality Performance.

S.T.E.P.DNA Interventions and the 4Ds of Quality Performance,

Doctor MOJ's EQPF - OBSERVABLE, and SUSTAINED QUALITY PERFORMANCE within Art & Culture

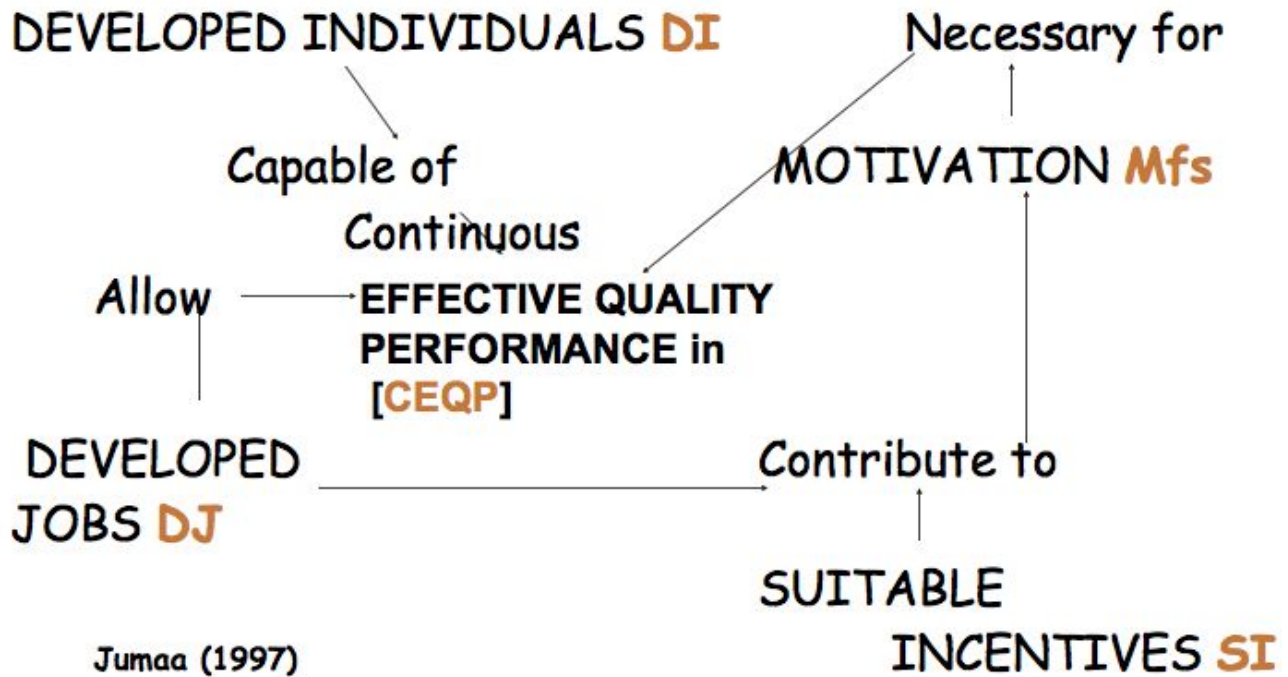


Fig 1, below, the 4Ds of Quality Performance

nce, is a key aspect of the S.T.E.P.DNA Interventions. This was used for the WAG Education Global Project (2016). Only a brief information is provided here. The purpose of the Collaborative Inquiry Action Research Global Project was: to explore and discover, through the CG - Consulting Group, the relationship between MLD - Management and Leadership Development and the Artist and to identify how MLD is adding value to an Artist's performance or and the Art organisation.

This Global Project achieved the following objectives: Provide answer to the Question 'what is the relationship between MLD - Management and Leadership Development and the Artist's Quality Performance? The answer is that the relationship is positive

Fig 1 - CEQP - Continuous Effective Quality Performance for Human Satisfaction

Demonstrate examples of these relationships via 2 Live Case Studies from Netherlands & Norway. These two Case studies demonstrated to a global audience in Montenegro (May 2016) how MLD has promoted CEQP - Continuous Effective Quality Performance in their Art Practice

Propose to WAG International how you (the Artists) could benefit from these relationships, if they are positive. The positive outcomes from the 2 Case Studies was the background of a workshop at the WAGAMES 2016. It showed how managing the prevailing cultural paradigm via the S.T.E.P. DNA approach to develop EI could contribute to the development, enhancement and sustaining human satisfaction. Artists from 10 countries - Netherlands, Norway, Oman, Mexico, New Zealand, India, Argentina, Burkina Faso and Austria- were part of this project.

Table 1, below, is the outline of the application of the S.T.E.P.DNA during this project. It also features the development of EQ - Emotional Quotient (See Section 4, below) for the development of human satisfaction.

S.T.E.P. DNA Questions* Implementation	S.T.E.P. Way	The 4 Ds of S.T.E.P. DNA
<i>What do I/we need/want to do</i> about human satisfaction? direction	TOUGH 13 BEHAVIOUS STAKEHOLDER Focus Holistic vision; Giving purpose and	DESIRE Phase
<i>What can I/we do NOW about</i> and innovation influence and Determination	TECHNOLOGIES Distinctive inter-related skills; about human satisfaction?	DISCIPLINE Phase Creative solutions; Resilience
<i>What might I/we do about</i> human satisfaction? working; Flexibility; Strategic thinking	EXPERIENTIAL learning Networking; Innovative ways of	DOING now Phase
<i>What should I/we do about?</i> Implementation focus; human satisfaction? Presentation of self; Getting the best from people; Use of diverse talents	PERSONAL development (ON-GOING)	DOING always Phase

*Doctor MOJ's :S.T.E.P. DNA Implementation Software (Short version) (c) (2015) Copyrights. CKW
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TABLE 1 - S.T.E.P. D.N.A Approach to achieving human satisfaction

DEVELOPING EQ

Emotional Quotient during the Global Project

EQ is that “something” in each of us that is a bit intangible. S.T.E.P. D.N.A helps make it ‘more’ tangible and easier to develop. EQ - Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence. Personal competence include: (1) Self-Awareness which is your ability to accurately perceive your emotions and stay aware of them as they happen. this is about what you like to achieve, where you would like to be (your DESIRE) - S. M.A.R.T & A.S.T.R.E.A.M. Objectives (DI) and (2) Self-Management, which is your ability to use awareness of your emotions to stay flexible and positively direct your behavior. You need FAITH to be able to do this most of the time (your DISCIPLINE) - T.H.I.M.M.E.L Resources, your STRENGTHS & WEAKNESSES (DJ). On the other hand Social competence is made up of: (1) Social Awareness, which is your ability to accurately pick up on emotions in other people and understand what is really going on NOW. You need on-going reflective competence to make sense of this experience (your DOING it now) (SI) - T.H.I.M.M.E.L Resources; OPPORTUNITIES & THREATS facing you and (2) Relationship Management, which is your ability to use awareness of your emotions and the others’ emotions to manage interactions successfully on an on-going basis. Success here demands on-going professional & personal development (your DOING it always) (Mfs). Fig1, above shows how the concept of human satisfaction due to the achievement of CEQP - Continuous Effective Quality Performance in their Art Practice happened concurrently with EQ - that is $DI \times DJ \times SI = Mfs$ which leads to CEQP.

CONCLUSION

The S.T.E.P. D.N.A approach as an evidence based management and leadership interventions which satisfies the indicators of evidence based quality in organisational behaviour research in health care (Ferlie, et.al. 2001). The approach is V.A.C.T.S. - Valid; Authentic; Current; Transparent and Sufficient. They: Gets beyond pure empiricism and shows a relationship with a body of generic organisational theory (Current); There is an explicit treatment of methodology and research design (Transparent) The empirical data has strong internal validity - that is it tells it as it is (Validity); The project moved beyond purely local studies and uncovered underlying patterns and tendencies across sites (Sufficiency) and It demonstrated relevance to practice as well as to theory, creating new knowledge (Authentic).

The philosophical basis and assumption of this paper that you take the leadership role for your own growth with support from those who likes to see you grow positively. has been upheld by this project With this support, Artists in the project were facilitated to become a better person. To be bitter is an unproductive stance to take. The psychological point of view based on the Humanistic Psychology perspective is very powerful and is the basis for the birth of EI - Emotional Intelligence. The conclusion of

this paper is that, at the end of the day, despite perceived obstacles within the welfare state, human satisfaction is contingent on developing and sustaining an appropriate level of EI - Emotional Intelligence. Future human satisfaction is possible through the development of EI. The S.T.E.P. D.N.A approach is strongly recommended as a tool to achieve this difficult and elusive, but achievable human satisfaction.

Chapter IX

PROSPERITY VERSUS LUCK

(Andries de Haan, Netherlands)

Author do not want his part to be publicly visible.

WORD FOR THE END - CONCURRENTLY, FOR THE BEGINNING

The mosaic of our reflections is composed into a single unit. It has its value and beauty, although our colors and shapes vary in style and focus point, as much as differences in our roots, our education and occupation, our life paths and experiences...

How many colors are born in nature, so is a human ideas.

Our imperfection is permanent, as well the pursuit of the perfect.

(J.B.Paunović)