

MANAGEMENT OF DIVERSITY IN THE DELIVERY OF PUBLIC SERVICES. A REFLECTION FROM THE POLICIES OF HOUSING IN ANDALUSIA

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ABSTRACT

Based on the management of diversity's implications on the provision of public services, this work reflects on the perception that groups with ethnic differentiation have over housing policies in Andalusia. Specifically, we present the results obtained through a questionnaire elaborated ad hoc from a project based on modeling socio-spatial social intervention in social housing in Andalusia. The most significant differences found in relation to the Andalusians who benefit from these politics are exposed, with differentiation of the Gypsy collective as well as the Group of Moroccan immigrants who have access to this type of housing. Despite the differences, the needs for action in the field of social housing are equal for everyone in the neighborhood, despite ethnic diversity, although their perceptions, valuations and satisfaction can influence actions that are developed and must be considered. Finally, we believe that the politics of public housing in Andalusia expires with the social function of the housing. The problems reside in improving the management of this public park to achieve a major implication of the tenants in the maintenance of the communities and to promote new public housings that they could answer to the situations supervened in this context of crisis.

Keywords: Public Policy, Housing, Diversity, Ethnicity

JEL Classification: J18

1. INTRODUCTION

This article is the result of the research on public housing project carried out by the research team, whose general objective is modelling of the process of management of these public houses. This comprehensive model contemplated the access to housing and associated integration options and citizenship, as well as the participation and involvement of citizens and public services. This project works on different dimensions, incorporating the perception and satisfaction of the people living in this type of housing.

1.1. Andalucía, Diverse Society

The presence of foreign population in residential areas in Andalusian areas has teamed up with multi-ethnic diversity already existing in many territories, derived from the presence of non-gypsy and gypsy population.

Elements such as geographical proximity, living conditions in other countries, hopes for better life conditions in Spain, opportunities for employment, resulted in the arrival of foreign population, mainly Moroccan. The Moroccan population represents a high number of foreigners in several Spanish regions and they are now the second largest group of foreigners, after the Romanian population, although they are the immigration collective with more tradition in Spain (Colectivo IOE, 2012).

This presence of diversity in current contexts causes changes in interactions, institutions and entails bidirectional accommodations in basic social structures and different dimensions. This growing diversity should be managed as public culture, by limiting patterns of institutional performance and conduct citizen oriented to the achievement of social cohesion (Zapata-Barrero and Pinyol, 2010). Interventions in contexts of cultural diversity must recognize the different realities, subjective and intersubjective, configuring methodological empowering strategies and supported in theoretical elements.

There is a greater tradition of the approach to the cultural diversity in some public services than in others, like education or health, which traditionally have been developed more elements of care and intervention with diversity. The public housing sector, despite having worked from issues of ethnic diversity, it has not have tradition develop this policies and interventions. Therefore, it is interesting to carry out a first approximation with the available data of this project in which we based this paper.

1.2. Managing Diversity in the Public Services. Ethnic Diversity and Housing

Access to decent and adequate housing is enshrined as law in article 47 of the Spanish Constitution (1978), contemplating this access as a principle of social and economic policy. This standard rests at higher policy levels, and article 25 of the Universal Declaration of human rights and article 11 of the International Covenant of economic, social and cultural rights, also established this right.

In the housing policies of the Mediterranean welfare, traditionally the State has acquired the role of public promoter to produce social housing aimed at people with greater difficulty of access. In Andalusia, housing is a key element of welfare, and there is the law of the social function of the housing (Law 4/2013, 1 October). Among the measures set out, the conversion to affordable rental of all the sheltered housing in public ownership without awards, strengthen the social function of the Agency's housing and rehabilitation of Andalusia (AVRA).

The housing is related to the social structure where is framed, being a unifying element between the social and physical dimensions. According to Arbaci (2008), in the cities of southern Europe, housing is an element of great importance in the processes of settlement and inclusion of the population, both national and foreign. Therefore, the housing problems are one of the main elements involved in the creation and maintenance of social exclusion processes (Hernandez, 2010).

The habitat is a complex system that needs to be addressed in interdisciplinary way (Jerez, 2010), contemplating different dimensions such as physics, social and customs, values, ways of life, organizational, administrative and political issues (González & Panagopoulos, 2010). This author defends the existence of the term Social Management of Habitat, understood as the set of processes for the production or transformation of the habitat, in which the social initiative has an active role in decision-making, and where they interact (at least) three types of actors, politicians or public administration, technicians and citizens.

Issues relating to residential space has been a constant to consider in the process of urban configuration (Timms, 1976). Traditionally, social housing has been positioned in segregated areas, inhabited by individuals and families with risk of social exclusion. Sometimes, the multiculturalism or diversity has been addressed with segregationist practices, of physical

and social isolation, and linked with higher levels of vulnerability and exclusion, something that it has already highlighted the sociological theory of the *concentric zones*.

In the configuration of the urban landscape and the residential segregation it is necessary to consider different dimensions (Cabaço, 2009; Santos, 2011). One of them are the residential preferences of the individuals, who stem from questions like feelings, the symbolism and the culture and that determine the locations. This type of influences is identified by the most psychological component and by certain premeditation. Along with this explanation, there must be considered the economic questions and social and institutional policies, especially in housings of public promotion.

In addition, they must not only be considered as aspects of the shelter, but the community level, and the neighborhood, plays a key role in the processes of well-being and integration. As pointed out Leal and Cortés (1995, p84), the equipment reflects aspects of habitability and levels of services and resources. The social dimension reflects the dynamics of relationships, as the immigrant population residing in a neighborhood tends to confine their networks of primary socialization to the neighborhood. When these agents are limited to damaged socio-economically areas, appears the risk of relational problems and integration (Echazarra, 2010, p.167).

In the current situation, we are facing different challenges that need comprehensive and effective actions. Social and economic transitions issues related to access to services, new patterns of social behaviour, need for modifications in the collective imagination, among other issues. In this context, housing is also among the elements on which reflect and act from different approaches. One of these approaches is related to the management of diversity (cultural, ethnic, social, economic,...) from the complexity and multidimensionality of welfare and exclusion processes.

Traditionally these housing developments have been associated with peripheral areas, where the presence of social and economic issues was above average, and with people in social exclusion. But in the last decade these conceptions (real in most situations) have been questioned with changes of stereotypes and prejudices, and analysis that linked these issues with aspects of a structural nature and public housing policies. Today, the complexity is a fundamental characteristic of the societies and communities, and the population that resides in these social housing is very heterogeneous, with different perceptions about the meaning of home, standards of living, sense of community, neighbourhood cohesion, etc.

The cultural and ethnic diversity of this study focuses on the gypsy and Moroccan population. The policies of public housing in Spain have influenced the location of many gypsy families in residential standardized environments, facilitating the overcoming of exclusion processes.

According to Hernández (2013) from the sociological theory, are often attributed certain characteristics, dimensions and axes to the process of social exclusion of people culturally different, being particularly important of the housing dimension in the gypsy population. Despite of this, we must insist on the multidimensionality of the concept of exclusion and the link with other dimensions where there are deficits or difficulties. Highlights that the ethnicity is most associated factor to the process of social exclusion. According to the report of the FOESSA Foundation (2008, p.203), only 6% of its population is fully integrated, compared with 34% affected most severe exclusion form (which is 3.5% of the whole of Spanish society).

In the Inclusion Gypsy Strategy: operating plan 2014-2016 poses as one of them aims the eradication of the infrahouse and improve of its quality. Some of the measures are the development of comprehensive programs, with the involvement of the people affected in all phases of the process and coordination with community and educational services. Support to youth access to housing for rental and social housing; boost aid for housing rehabilitation,

setting the costs of rental of public housing according to the situations of need; search for adapted forms to the gypsy population in access and tracking in housing.

In regard to the immigrant population, this study specifically contemplates the presence of Moroccan population, identified as one of the nationalities of greater weight in Spain and Andalusia, and that is the present in the social housing of this project.

In the framework of this project on social housing developed by the research team, have been approaching the reality of social housing in Andalusia from different dimensions (urban planning, architecture, public administration, opinion of tenants). In this article we focus the analysis of satisfaction and perceptions of these tenants, contemplating the existence of cultural and ethnic diversity with Moroccan and Gypsies. Specifically the aim is to characterize this diverse population and comparisons of the major variables.

2. METHOD

2.1. Participants

Participants include 404 tenants of social housing in Andalusia. The sample was obtained with a confidence level of 95.5%, and 4, 47% margin of error, distributed proportionately to the number of areas of social housing (a total of 21 areas).

2.2. Instrument

The instrument used is a questionnaire created by the research team which includes the following information: socio-demographic characteristics, satisfaction with housing and the environment, perception of social problems in the neighborhood, perception of the relationships with the neighborhood and satisfaction and appraisal over the public administration's role.

Socio-demographic characteristics included two parts of questions. First part includes information about housing characteristics like type of house, functionality, province, size of the municipality and tenancy. Second part collects information about tenants, and allows knowing aspects like gender, age, civil status, academic level and economic and professional situation.

In order to assess satisfaction with housing and the environment, a Likert scale with 16 items (0 to 10) was used. With the purpose to study the social problems in the neighborhood, are asked to tenants that value, from 0 to 10, 16 issues.

Furthermore, perception of the relationships with the neighborhood was assess with Buckner scale (1988) about neighborhood cohesion, which evaluates 18 aspects with a Likert scale from 0 to 5. Finally, the questionnaire also includes 20 questions that measure satisfaction and appraisal of the role of public administration and knowledge about different services (Andalucía Government).

The results obtained with the exploration of the psychometric properties carried out with our sample support the validity and reliability of the measures used in the study.

2.3. Analysis Strategy

We conducted a basic characterization of tenants in the different scales, with descriptive analysis (mean, standard deviation and moda) for hole sample and for the different groups that we have compared, that is, moroccans, gypsy and rest of the sample.

We analyze comparisons of means (Student t test and ANOVA) and explored the relationships existing between some ítems. We also show the effect sizes calculated with Cohen's *d* (Cohen, 1988), which allows to determine the value of the standardized mean difference between the groups compared, where values of *d* up to 0.20 are considered small

effect sizes, up 0.50 medium effects, and 0.80 or more as high sizes. We used the statistical software package SPSS 20.0.

3. RESULTS

3.1. Characterization of Diverse Population in the Social Housing

Tenants of social housing are distributed in the following promotions by provinces, also identifying if each promotion is located in area with need of Social Transformation (ZNTS) or not. Whereas that of 404 persons who have taken part, 61.1% their homes are located in ZNTS. Other variables that are displayed is the type of houses that make up the promotion (single-family or multi-family), where 85.1% of those tenants living in homes of multi-family type. In regards to tenure, 65.1% of dwellings are in lease, 20.8% are rent with option to buy, and a 14.1% are ownership.

The results of the variables of characterization (table 1), have brought a stronger male presence to female in the Moroccan population, contrary to what happens with Spanish population, both gypsy and non-Gypsy. The Moroccan population has greater presence of married people than the average, and the Gypsy population stands out in pairs in fact, also having higher percentage of single people than the non-gypsy population. The gypsy population, followed by the Moroccan, have the highest levels of illiterate and without studies. The Moroccan population has more secondary school level.

The highest level of unemployment is for the gypsy population, on the other hand, the levels of employment (full-time full- and part-time together) are high in Moroccan population, which may be related to a better general perception of their economic situation. Consideration of bad economic situation is higher in Spanish population non-gypsy, surpassing even the sample mean. The level of income in all groups is mostly less than 1,000 euros, but the Moroccan population is mainly located in the Strip that has between 500 to 999 euros, while the Spanish population (Gypsy and non-Gypsy) in the Strip up to 499 euros.

Table 1. Characterization

		Total	Gypsy	No gypsy	Moroccan
Gender	Female	56,4	67,1	54,2	28,6
	Male	43,6	32,9	45,8	71,4
Marital status	Stag	18,8	20,3	18,5	20
	Married	60,1	53,6	61,4	76
	Widowed	8,5	5,8	9,1	0
	Divorced	6,0	4,3	4,4	0
	Couple	6,5	15,9	4,6	4
Educational level	Illiterate	6,8	15,9	4,9	16,7
	Without studies	29,9	37,7	28,3	25
	Primary	38,7	33,3	39,8	12,5
	Secondary (13-14 years)	11,6	8,7	12,2	8,3
	Secondary (15-16 years)	9,5	4,3	10,6	29,2
	Professional	,8	,0	,9	4,2
	University or equivalent	2,8	,0	3,3	4,2

Occupation	Full-time	9,1	7,4	9,5	25
	Part-time	12,2	16,2	11,3	20
	Unemployed	47,3	60,3	44,6	40
	Student	2,0	,0		10
	Retired	17,0	1,5	20,2	0
	Stay at home	7,1	10,3	6,4	0
	Inactivity	2,3	2,9	2,1	5
Economic situation	Very bad	21,8	30,0	20,0	4,8
	Bad	23,3	12,9	25,5	14,3
	Regular	40,5	40,0	40,6	42,9
	Good	14,0	17,1	13,3	38,1
	Very good	,5	,0	,6	0,0
Income	Until 499 euros	41,8	54,4	39,5	10
	500 - 999 euros	43,1	33,3	44,9	70
	1000 - 1499 euros	12,4	12,3	12,4	15
	1500 - 1999 euros	2,4	,0	2,9	0
	2000 - 2499 euros	,3	,0	,3	5

The overall results of satisfaction have revealed the presence of statistically significant differences in the global satisfaction with the housing ($F(2, 399) = 3.81$, $p = 0.023$, $d = .32$, 95% [.03, 2.0]), but only from Spanish between gypsy and non-ethnic gypsy, with a small effect size (Table 2).

In the assessment of services and aspects of the neighborhood, stresses the positive valuation of religious services, schools and the health center. The lower valuation occurs for issues of cleaning, the worse rated for Moroccans and population of Gypsy ethnic group, and security (although for Moroccan population the second worst rating for green spaces). These issues should be noted the existence of differences in the assessment of cleaning between the three compared groups, the assessment by the Moroccans still worse ($F(2, 402) = 14.35$, $p \leq .001$, $d = .23$, 95% CI [.02, .77]). Population subsets to the non-gypsy atop a subset that is different from the other groups, with a better rating. In the assessment of green spaces are also differences, becoming an independent subset of the Moroccan population with a very negative assessment in comparison with the rest of the population (Table 3).

Table 2. Global satisfaction

	Total			Gypsy			Non-gypsy			Moroccan		
	n	Mean	d	n	Mean	d	n	Mean	d	n	Mean	d
Global house satisfaction	400	7,82	3,006	68	7,03	3,228	332	7,98	2,938	20	7,85	2,681
Location satisfaction	403	7,06	3,216	70	6,21	3,180	333	7,24	3,199	20	8,00	3,009
Construction qualities	399	7,02	3,231	69	6,23	3,477	330	7,18	3,158	20	7,40	3,409

Table 3. Services and aspects of the neighborhood

NEIGHBORHOOD	Total			Gypsy			Non-gypsy			Moroccan		
	n	Mean	d	n	Mean	d	n	Mean	d	n	Mean	d
Public Spaces	401	6,65	3,566	69	6,38	3,738	332	6,70	3,533	20	8,60	2,521
Security	402	5,52	3,822	70	4,86	3,921	332	5,67	3,791	21	5,76	3,897
Cleaning	403	4,61	3,677	70	3,10	3,456	333	4,92	3,648	21	2,33	3,411
Public transport	382	6,43	3,540	65	5,74	3,747	317	6,57	3,486	21	8,10	2,809
Schools	386	8,24	2,766	66	7,32	3,301	320	8,43	2,608	21	8,14	3,135
Health center	397	7,19	3,514	68	7,75	3,019	329	7,07	3,601	20	8,15	3,233
Religious services	363	8,40	2,746	67	8,45	2,698	296	8,39	2,761	21	9,43	2,204
Sport services	356	6,48	3,843	58	6,40	3,529	298	6,50	3,907	20	3,90	4,4
Social Services	369	6,92	3,522	67	6,25	3,698	302	7,07	3,471	16	6,44	4,487
Water and sanitation	394	7,59	3,299	67	6,64	3,617	327	7,78	3,202	20	6,95	3,426
Green areas	400	5,55	4,053	69	5,00	4,109	331	5,66	4,038	21	2,71	4,002
Lighting	399	6,13	3,916	70	5,33	4,106	329	6,30	3,859	20	3,10	3,684
Much worse (0) or much better (10) than the rest of the city	399	3,71	3,366	68	3,60	3,324	331	3,73	3,379	20	2,2	2,84

The problems in the areas where these social housing were, have also been valued. Unemployment is the problem that more concerned in all groups, with greater mean for the gypsy population. The second problem highlights the total population and non-Gypsy population is drug abuse, while for gypsies and Moroccans are the problems of care and cleaning. There are statistically significant differences in consideration of drug abuse among gypsy and non-gypsy ($F(2, 313) = 3.02, p = .050, d = .33, 95\% CI [.03, 3.26]$). Also there are differences between these same groups in the aspects of cleaning, more relevant for the gypsy population ($F(2, 396) = 5.11, p = .006, d = .34, 95\% CI [.20, 2.79]$). In both cases, effect size is small.

Issues that least concern are prostitution to Spaniards and the problems of local coexistence for Moroccans. In this last issue exists significant differences among Moroccans with gypsy population, ($F(2, 389) = 5.90, p \leq .001, d = .74, 95\% CI [.88, 3.22]$), and with non-gypsy ($F(2, 389) = 5.90, p \leq .001, d = .73, 95\% CI [1.84, 3.27]$), with high effects size.

There are other aspects that are produced significant differences, as consideration of the unhealthy environment where there are differences between the three groups, with a greater concern of the Moroccan group ($F(2, 389) = 8.94, p \leq .001$). (Table 4).

Table 4. Problems

	Total			Gypsy			Non gypsy			Moroccan		
	n	Mean	d	n	Mean	d	n	Mean	d	n	Mean	d
Theft	374	3,54	3,858	62	3,21	3,833	312	3,61	3,866	19	2,632	3,059
Prostitution	341	,78	2,314	62	,68	2,156	279	,81	2,350	16	0,813	2,073
Drugs use	348	5,55	4,022	54	4,43	4,267	294	5,76	3,948	13	6,308	4,25
Alcoholism	360	4,68	4,148	57	4,02	4,194	303	4,80	4,134	16	6,25	4,091
Sale of drugs	314	4,92	4,415	52	3,56	4,461	262	5,19	4,365	11	5,727	4,777

Unhealthy environment	390	3,16	3,985	66	4,44	4,304	324	2,90	3,872	19	5,789	4,467
Conflicts within their neighborhood community	394	2,44	3,405	69	2,03	3,185	325	2,53	3,448	21	1,619	3,612
Conflicts within its neighborhood	393	3,45	3,839	69	3,33	3,988	324	3,48	3,812	21	2,048	2,974
Unemployment	396	8,82	2,568	68	9,04	2,269	328	8,78	2,627	20	8,6	1,847
Absenteeism and drop	358	3,08	3,949	59	3,36	4,413	299	3,02	3,856	21	3	3,873
Noise	399	4,61	4,111	68	4,63	4,512	331	4,60	4,031	21	5,429	4,032
Problems of cleaning and maintenance of sidewalks and streets	397	5,17	4,051	68	6,31	3,956	329	4,93	4,036	21	6,762	3,807
Architectural barriers	392	4,29	4,302	68	5,03	4,298	324	4,14	4,293	18	5,167	4,768
Environmental Risks (high voltage lines, nuisance, pollution, etc.)	377	3,12	4,094	65	3,92	4,295	312	2,95	4,038	15	1,867	3,248
Problems of coexistence	390	2,60	3,623	68	2,34	3,627	322	2,66	3,625	20	0,15	0,671
Gender violence	345	,99	2,449	61	,85	2,212	284	1,02	2,499	18	0,333	1,188

Another analyzed block refers to issues of neighborhood cohesion. The intention of permanence in the neighborhood and respect between neighbors get higher scores in the total sample. This respect, the desire to do things together in order to improve the neighborhood and desire to remain in it stand out in gypsy population. Interestingly, in non-gypsy population desire of permanence and move out of the neighborhood are very close, although it then highlights the sense of belonging. Finally, the Moroccan population speaks with neighbors and feel members of the neighborhood, probably the high presence in the area of population of the same nationality affects these scores.

The highest total score of this neighbourhood cohesion scale is for Moroccan population, and the lowest for non-Gypsy population (below the average). There are significant differences between these two populations ($F(2, 402) = 4.98, p = .008, d = .76, 95\% \text{ CI } [0.13, 1.48]$). (Table 5).

Table 5. Neighborhood cohesion

Neighborhood Cohesion (Muy mal 0 – 5 Muy bien)	Total			Gypsy			Non gypsy			Moroccan		
	n	Mean	d	n	Mean	d	n	Mean	d	n	Mean	d
7.1. Me gusta mucho vivir en este barrio	402	3,30	1,938	70	3,23	1,994	332	3,31	1,929	21	4,09	1,7
7.2. Siento que pertenezco a este barrio.	398	3,38	1,997	69	3,55	2,011	329	3,34	1,995	19	4	1,886
7.3. Suelo visitar a mis vecinos.	402	2,56	2,088	70	2,84	2,158	332	2,51	2,072	21	3,71	1,978
7.4. La amistad y las relaciones que mantengo con los vecinos de mi barrio significan mucho para mi	400	2,76	2,067	68	3,03	2,123	332	2,71	2,054	21	3,76	1,895
7.5. Si tuviera la oportunidad, me gustaría mudarme a otro barrio.	403	3,56	2,053	70	3,34	2,166	333	3,61	2,029	21	2,57	2,461
7.6. Si mis vecinos estuvieran planeando algo para realizar en el barrio, yo me sentiría implicada e incluida en el proyecto.	394	3,34	1,926	68	3,62	1,787	326	3,28	1,951	20	4,55	1,234

7.7. Si yo necesitara un consejo sobre algo, podría contar con alguien de mi barrio.	385	2,97	1,972	66	3,44	1,849	319	2,87	1,985	20	3,2	2,215
7.8. Pienso que estoy de acuerdo con la mayoría de mis vecinos sobre lo que pensamos que es importante en la vida.	379	2,71	1,989	63	3,13	1,955	316	2,63	1,989	17	2,65	2,206
7.9. Creo que mis vecinos me ayudarían con un problema o necesidad urgente.	392	3,20	1,941	69	3,58	1,866	323	3,12	1,951	18	3,89	1,937
7.10. Siento respeto y fidelidad hacia mis vecinos.	395	3,62	1,718	68	3,99	1,634	327	3,55	1,728	19	3,95	1,81
7.11. En mi barrio estamos dispuestos a ayudar, prestar cosas y hacer favores a los vecinos.	391	3,01	1,950	67	3,09	2,006	324	2,99	1,941	21	3,67	1,77
7.12. Estaría dispuesta a trabajar junto con mis vecinos en algo que sirviera para mejorar mi barrio.	397	3,31	1,880	68	3,81	1,677	329	3,21	1,905	21	3,86	1,852
7.13. Tengo la intención de seguir viviendo en este barrio bastantes años.	390	3,66	1,836	69	3,71	1,864	321	3,64	1,833	21	4,14	1,852
7.14. Me gusta pensar que soy parecida a la gente que vive en este barrio.	382	2,58	2,024	66	2,91	2,088	316	2,51	2,007	20	3,6	2,113
7.15. Rara vez recibo visitas de mis vecinos.	399	2,19	2,060	69	2,09	2,147	330	2,21	2,044	21	3,29	2,194
7.16. Entre mis vecinos y yo existe una relación estrecha de amistad y compañerismo.	395	2,63	2,028	66	2,92	2,025	329	2,57	2,026	21	4,14	1,711
7.17. En mi barrio, normalmente me paro a hablar y charlar con la gente.	398	3,25	1,884	68	3,18	1,977	330	3,26	1,868	21	4,24	1,7
7.18. Vivir en este barrio me hace sentirme miembro de un grupo de personas que comparten	389	2,70	2,055	67	2,87	2,081	322	2,66	2,051	20	4,2	1,824
Total cohesión vecinal	403	3,05	1,318	70	3,22	1,299	308	2,95	1,313	25	3,73	1,217

Finally, we have analyzed issues related to the assessment of the role of public administration as a lessor, because it is the majority choice in this social housing tenure (Table 6). Best ratings, except for Moroccan population, occur with price, followed by the clarity in the process in relation to possible questions and lower valuations are for maintenance. For the Moroccans, the best score is to this clarity, followed by information and communication with the public administration, and the worst also for maintenance, with statistically significant differences among the three population groups ($F(2, 279) = 3.46, p = .00833$). (Table 7).

Table 6. Tenure

	Total	Gypsy	Non-gypsy	Moroccan
Rent	65,1	72,9	63,5	64,0
Rent with option to buy	20,8	22,9	20,4	24,0
Ownership	14,1	4,3	16,2	12,0

Table 7. Valuation

Valuation (0-10)	Total			Gypsy			Non-gypsy			Moroccan		
	n	Mean	d	n	Mean	d	n	Mean	d	n	Mean	d
Rol public administration	272	5,80	4,145	46	5,30	4,071	226	5,90	4,161	15	5,93	4,301
Information/communication	274	5,97	4,297	46	5,30	4,263	228	6,10	4,301	15	7,53	4,121
Maintenance	277	4,51	4,275	49	3,82	4,106	228	4,66	4,304	15	7,07	3,555
Clearly process	280	6,22	4,335	47	5,53	4,452	233	6,36	4,308	15	8,87	2,800
Rental Price satisfaction	280	6,87	4,151	44	6,39	4,596	236	6,96	4,067	15	7,33	3,716

4. CONCLUSIONS

The characteristics of the Moroccan population are better and more positive than the Spanish population, whereas gypsy and non-gypsy. They have higher educational level and more active population, while the gypsies have higher level of unemployment. Although the level of income of the Moroccans is not very high, it is slightly higher than the Spanish population, and their perception of their economic situation is much better.

The Moroccan population is more satisfied with their neighborhood, they feel more ownership, they have friends there and like to live in that place. Satisfaction with housing is not gypsy populations against the Gypsy having lower than satisfaction.

The Spanish non-Gypsy population feels less like the rest of neighbors that populations with ethnic difference or nationality, perhaps because promotions where there is this diversity there are more people of the same ethnicity or nationality with which to create links and union.

The neighborhood problems are perceived in different ways, although unemployment is what most concerns all groups, above all the gypsy population where unemployment is higher than in the other groups. Drug consumption is the second problem for non-gypsy, but not for gypsies or Moroccans, that identify cleaning as a second problem. The problems of lower incidence are similar (gender violence, prostitution...).

In relation to the valuation of the Junta de Andalucía as lessor of dwellings, the aspect that is most valued has communications and informations, and worst is the maintenance of houses.

Despite the differences, the needs for action in the field of social housing are equal for everyone in the neighborhood, despite ethnic diversity, although their perceptions, valuations and satisfaction can influence actions that are developed and must be considered.

Finally, we believe that the politics of public housing in Andalusia expires with the social function of the housing. The problems reside in improving the management of this public park to achieve a major implication of the tenants in the maintenance of the communities and to promote new public housings that they could answer to the situations supervened in this context of crisis.

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