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Social Policy and the Global Crisis: Consequences and Responses.

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Abstract

Flexicurity and new governance in Spain: *Assumptions around the Public Employment Services modernization.*

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Since the eighties, a broad range of transformations have been taking place on a large number of European Welfare systems at both organizational and institutional levels. The reason has been the need to cope with the crisis related to the management of the so-called “social question” within the EU limits. Administrative reforms have been based on theoretical tools such as New Public Management (NPM), Management by Objectives (MBO) or contractualism, which entail semantic (with the use of expressions such as *sharing of responsibilities*, *cost effective* or the substitution of the notion *administrated citizen* by others as *client* or *customer*) and political (dispersion of power and individualization of responsibilities) changes that operate in the frameworks of action and civic relation between State and individual.

This project of modernization is contained in the activation and flexicurity paradigms. When EU Institutions make an allusion to *effective active labour market policies* and *modern social security systems* as some of the cornerstones of the European strategy of flexicurity, they outline important consequences for the moral and political foundations of social cohesion.

This paper aims to explore the representations about modernization that have been raised in the debates and negotiation processes related to the restructuration of the employment services in Spain. An overview of the reforms will be also discussed as well as the implementation of late policies. To do so, the paper will deal with the discourse of several social actors that play a key role in the reform.

Key words: employment service, modernization, contractualism, felxicurity and governance.