

Resilience Uncovered: A review of professional resilience measurement methodologies

Which types of professional organisations have implemented a resilience measurement methodology and for what purposes? Are professional resilience measurement methodologies cohesive in their resilience definitions and operationalisations? How are professional resilience measures designed and used?

Those who have faced and discussed resilience in their work in academics or elsewhere know that the concept is difficult to penetrate and apply. Many have noted that resilience's multi-faceted nature is largely impacting its practical use. To provide contextual understanding about this issue, the thesis focused on identifying professional resilience measurement methodologies, deriving and analysing their organisational purposes, conceptualisations of resilience and measurement practicalities. The idea was that discussing resilience and implementing resilience are fundamentally two different approaches, the latter of which provides pragmatic knowledge about resilience's organisational relevance. Overall, 55 methodologies were identified from 52 organisations. Interestingly, the most prominent organisational purposes were related to project programming (65.5%) and their monitoring and evaluation (25.5%), both mutually non-exclusive. When it comes to the sectors that utilise resilience measurements, the derived organisational sectors were development/humanitarian (43.6%), safety/disaster risk management (21.8%), critical infrastructure/utilities (14.5%), social welfare (7.3%), economic (7.3%) and environmental (5.5%) sectors. Overall, qualitative and quantitative measurements were both present at 52.8% and 43.8% prevalence, respectively.

In practical terms, several observations with critical value were made. It was noted that resilience definitions were largely ignored in the resilience measurement operationalisations. Hence, collaborative negotiations for projects involving resilience should always include discussions determining how the concept is operationalised and measured in the project. Furthermore, the thesis determined that resilience seems to be used in a somewhat isolated manner between the identified organisational sectors. Each sector utilised 'sector-specific' resilience outcome goals and conceptual operationalisations of resilience, which establish in-sector conceptual cohesion, but at the same differentiate each sector from another.

For future research, the thesis suggests that studying how resilience is used inside organisations, and more specifically determining what type of information roles it fulfils, can help to link the research of resilience to the research of organisational change. Moreover, studying how the implementation of resilience affects network dynamics, especially in knowledge networks such the humanitarian cluster system, can help to record lessons learned to support the future implementation of resilience frameworks elsewhere.

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