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What is this a case of? Methodological lessons from a reanalysis of conflicts within the Swedish Juvenile Care

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Curiosity and Serendipity

A conference on qualitative methods in the social sciences

ESA RN20 MIDTERM CONFERENCE IN LUND 2012

ABSTRACTS

1. Comparative Qualitative Research

Session organizer: Shalva Weil

ORAL PRESENTATIONS

Researching same-sex sexualities in India and Vietnam *Tonini, Maria; Rydstrom, Helle; Horton, Paul Lund University, Lund, Sweden*

In this paper we wish to present some reflections about researching same-sex sexualities in India and Vietnam in a comparative perspective. The project aims at exploring different ways in which the status of homosexual men and women is framed through legal, educational and spatial discourses. India and Vietnam are particularly apt cases to compare, and contrast, as both countries hold increasingly strong positions in a region which is undergoing almost frantic socio-economic, political, and cultural changes. Shared experiences of Western colonialism, processes of de-colonialization, and the implementation of socialist ideas also invite comparative studies of India and Vietnam. In the fields, data was collected through interviews with both individuals and relevant organizations, and through collecting relevant documentation. As we begin to approach our field data for analysis, while the fieldwork experience is still fresh, we realize that although the data collection method has been devised to provide a compatible and comparable framework, differences are obviously present and we are confronted with issues of interpretation, contextualization, representation; moreover, as the project involves more than one person, a dynamic process of reflexive engagement takes place, as our position and perspective as researchers are called into question.

Life in limbo – nation state regulations, strategies of resistance and personal costs *Liversage, Anika; Vitus, Kathrine SFI, Copenhagen, Denmark*

In a globalizing world, nation states are changing their entry regimes, in a quest to separate more, from less, desired entrants. Fully keeping 'undesirable' individuals away from state territory may, however, in reality be both impossible and produce unintended consequences. The paper draws on qualitative data with two groups of individuals who – due to strict entry regulations – in recent years have become 'strung across the barbed wire' of the nation state of Denmark. The data consists, first, of observation studies and interviews with rejected asylum seekers. Such non-citizens may nevertheless remain for considerable durations if Denmark is unable to expulse them. Living in a state of limbo in asylum camps, the life circumstances of them and their children may be strongly at odds with the values of a welfare state. Second, the data consists of interviews with people who marry, regardless of one spouse being unable to gain a marriage migration entry visa and of interviews with professionals, who encounter members of such families in their work as e.g. visiting nurses. In such families, one spouse (and sometimes children) may live 'pendulum' lives where they for years enter Denmark on consecutive tourist visas, interspersed with periods of separation. Both rejected asylum seekers and 'pendulum' families do not comply with the distinction between inside and outside the nation state: Regardless of not being allowed a full access, they are still, in some ways and for some durations, present on state territory. Both groups also often struggle hard to subvert the rulings against them – though they can here only apply the 'weapons of the weak´. And both groups endure considerable hardships in their daily

lives, and face unknown futures. Drawing on this broad qualitative material, the paper will thus discuss not only of the personal consequences of changing migration regimes but also the dilemmas and challenges facing nation states in an increasingly globalized world.

Violence against women: human rights, history and a comparison between Italy and Poland *Porro, Eugenia La Sapienza, Rome, Italy*

The presentation aims at updating the social size and the cultural aspects of violence against women focusing on a comparison between two civilized European societies like Italy and Poland. The starting point of the research can be located on October 2007, when the Italian National Institute of Statistics (ISTAT) pointed out a high and increasing rate of domestic violence in all Italian Regions. The question fed a media debate regarding the presumed effects of immigration from East European countries. Domestic violence - including both physical and psychological offences, having parents or partners as guilty and sometimes carrying on feminicides - represents, on the contrary, a spread and increasing form of violence in all EU countries. More than 20% of women state to have been victims at least once in their lives. Inspired to women's studies and feminist suggestions, the research, developed in Italy and Poland between 2009 and 2010, focuses on the difference between sex and gender and the meaning of women's rule, critically revisiting the main sociological theories. Bourdieu's theory (see Masculine Domination, 1998) and his concept of symbolic violence represented the leading theoretical input for the inquiry. The context analysis reconstructs the itineraries of feminine emancipation in both Italy and Poland. Moreover, the legal apparatuses dealing with the topics in the observed countries, and by an EU perspective at large, are compared. The research was developed trough a qualitative investigation involving a number of victims in Italy and Poland. The results suggest to update and verify some traditional approaches to women's emancipation. Mainly in the social areas experiencing a quick cultural transition, the analysis has to pay attention to emerging role representations and to a latent conflict between the influences exerted by media narrations and still tradition oriented cultural frames.

Research ethics on the ground: Partnerships, practices, and plans in global population health *McGinn, Michelle K.; Tilley, Susan Brock University, St. Catharines, ON, Canada*

In an increasingly globalized world, international collaborations related to population health have become ever more common. When these international collaborations engage individuals situated in resource-rich and resource-poor countries, participants must work diligently to understand cultural divides and the ways power is exercised. Complex ethical issues and challenges may arise. Through qualitative case study methods, we explore a range of ethics considerations associated with the treatment of research participants, interactions with research collaborators, work within institutional structures, and the day-to-day practices of undertaking population health research in international collaboration. We draw from two levels of data: (a) interviews, observations, and documents collected from research teams engaged in collaborative development partnerships related to population health; and (b) our reflections on the ethical complications we experienced conducting case studies of these partnerships. Central to our research is the recognition that ethics considerations must extend beyond a concern for the protection of individual research participants and the requirements of ethics review bureaucracies. We examine the ways international research collaborators

experience research ethics on the ground. This work involves documenting ethical issues and challenges researchers face as their research unfolds over time. Our analyses highlight the challenges of working across geographical and cultural contexts in research collaborations that meet the ethics requirements of institutional bodies and beyond, and provide a sketch of emerging principles for ethically sensitive international research collaboration. This work contributes to understandings about ethical issues and research practices that have the potential to inform the work of researchers, collaborators, funders, research administrators, and ethics review committees.

Wind power in open landscape, forest, mountain and offshore environments – a qualitative comparison of local conditions in Sweden *Waldo, Åsa Department of Sociology, Lund University, Lund, Sweden*

In Sweden, energy from wind power is facing a massive expansion in the near future. This may however fail due to lack of public acceptance of local wind power establishments. A recurrent theme in reports from Sweden as well as other countries is the description of conflicts between developers of wind power and the local society. There is no simple solution for this situation; better understanding of local conditions and grounds for opposition is needed. Besides wind conditions and physical conditions at a site, it has proved increasingly crucial for the development that the local population and the municipal authorities have a positive view of wind power. Also how the projects are introduced and if the planning and decision process allows for participation by those affected by the establishment are important aspects. This study aims to identify conditions contributing to or impeding the anchoring of wind power projects in the local context. Focus is on wind power establishments in different physical environments; open landscapes, forests, mountain areas and offshore. Case-studies represent different local contexts including aspects such as local activities and businesses, social networks and conflicting interests. In-depth interviews with different stakeholders provide a complex understanding of the situation in the local context. Comparative analysis of the four case studies will reveal important local conditions characterising more or less appropriate sites for wind power establishment. The in-depth interviews are part of a multidisciplinary project including sociology, environmental psychology and environmental economy, meaning that the qualitative approach is complemented with questionnaires and choice experiments. The project will provide a holistic understanding of the individual's experiences, social processes and economic dimensions that may facilitate or impede wind power establishments in different environments.

DISTRIBUTED PAPER

Exploring ethnicity and migration: categories, identities and resistance *Kristiansen, Maria[1]; Mygind, Anna[2] [1]University of Copenhagen, Faculty of Health and Medical Sciences, Department of Public Health, Copenhagen, Denmark; [2]Section for Social Pharmacy, Department of Pharmacy, Faculty of Health and Medical Sciences, University of Copenhagen, Copenhagen, Denmark*

There has been an increase in studies on ethnicity/migration and health. Often they are designed as comparative studies with the ethnic majority being the unit of comparison implying a risk of treating ethnicity or migrant status as natural rather than social categories.

In this presentation, we use findings from two PhD studies to illustrate how categories (ethnicity and migration) continuously arise and change throughout the research process. Maintaining a division between migrant/non-migrant and ethnic minority/majority patients based on objective criteria proved to be arbitrary and intermittent. The categories were negotiated in everyday life and multiple identities were invoked, expressed and claimed as being intertwined. Categories were contested throughout the research process, e.g. during recruitment, analysis and presentation of findings. All comparisons are pragmatic attempts to reduce complexity, using different scales to emphasize or downplay certain aspects of phenomena in order both to categorize and to establish connections between complex and dynamic phenomena. By choosing to emphasize migration or ethnicity in study design, construction of categories, establishment of boundaries between groups, analysis and dissemination of results, there is a risk of neglecting other important socially constructed categories. Reflecting on how the constructed social categories intersect, creating both differences and similarities, is important. This is especially so in research on minority/majority categorizations being inherently relational and intertwined with distributions of power and hierarchy, as well as re-produced in private and public spheres. Any choice of categorization in research must therefore be reflected upon and contested in order for the implications drawn from research to be reflecting a complex world and not reducing results to undue simplicity.

2. Discourse Analysis I: Permanence and change

Session organizer: Mats Börjesson

ORAL PRESENTATIONS

Agency in interaction: Serendipity or manipulating structures *Dori-Hacohen, Gonen University of Massachusetts, Amherst, Amherst, United States*

One of the debates in the sociological world is between agency and structure. Interaction analysts usually side with the study of structures, which begs the question: where is the agent in the realm of social interaction? I propose that when studying interactions, we come across agency in serendipitous moments. This is no accident: agency is done when participants' (mis)use the structures in creative ways. Serendipity gave me the following two examples: the first is taken from a mundane interaction and the second from a radio phone-in, both in Israel. A. Car-drive interaction 1. Driver: You remember to tell me where to drive? 2. Passenger: We don't know where we are driving. B. Radio phone-in 1. H: Malka? ((name, a summons)) 2. C: Yes. [Wait, [don't interrupt [me. In the first excerpt (A:1), a driver requests driving instructions. The passenger rejects the request (A:2) by changing most grammatical elements: the pronoun is switched from singular to plural; the mental verb is switched from "remember" to "know"; and the infinitive form is switched to a verb form. These manipulations, taken by the participant as a complaint, are serendipitous for the researcher who finds agency in the creative yet systematic alteration of prior grammar. In the second excerpt (B:1), a host summons a caller. At first, the summons is accepted. Then, the caller reframes the host's summons an "interruption" (B:2). The caller's initial acceptance, and subsequent rejection, is a serendipitous moment that demonstrates another resource for agency: a creative manipulation of actions, reframing one action as another. Agency is often overlooked when analyzing interactions. Serendipity enables us, the researchers, to find participants' poetics – their creativity in (mis)using interactional structures. These poetics get back to the "organized artful practices of everyday life", while leading to a curious question: are agency and creativity systematic?

Making sense and rhetorical use of agency in social research debates *Rughinis, Cosima; Huma, Bogdana University of Bucharest, Department of Sociology, Bucharest, Romania*

Discursive approaches in social research have critically engaged alternative orientations in numerous scientific debates. Participants mobilize a wide range of theoretical resources to support their stance; the explicitly adversarial style of the controversies turn them into an intense reading, distinctive in style from the more autonomous research articles. Given the frequently pragmatic orientation of discursive research, a key point of interest refers to analysts' ability to observe and report people's (discursive) actions. Much depends on their implicit approaches to agency: where is to be looked for? What counts for a complete, meaningful action? How do people orient their actions? These scholarly conversations are a rich field of investigation of the discursive construction of agency, because the fencing researchers often specify explicitly their models of agency, while also addressing higher level issues such as how these models are to be developed, used, and evaluated. The adversarial form brings forward considerations that would otherwise be lateral or meta to regular

research topics, including personal advice for further research and the relationship between personal experience, lay knowledge, professional practice in applied fields, and scientific knowledge. Participants' reflexivity and mutual critique also invite an inquiry into the researchers' discursive construction of the agency of scholars themselves, and how these constructions are used to support or challenge scientific views. We discuss the rhetorical specification and use of agency models in such texts in dialogue, focusing on the exchange between Billig and Schegloff in Discourse & Society (1999), the divergent examination of hegemonic masculinity by Edley vs. Speer in Feminism & Psychology (2001), the Hammersley vs. Potter debate in Discourse & Society (2003), and the Edwards & Stokoe vs. Korobov & Bamberg's discussion of maturity in the British Journal of Developmental Psychology (2004).

"You haven't really had a dog until you've had a pack of them": Pet owners constructions of more-than-human homes *Redmalm, David Department of Sociology, Örebro University, Örebro, Sweden*

Pets are on the one hand bought and sold as objects of consumption; on the other hand, they are commonly appreciated as dear friends or family members inhabiting a special place in the home. This paper explores the various discursive repertoires that pet owners draw on to make sense of the kind of home—the more-than-human private sphere—they make up together with their non-human companions. The empirical material consists of semi-structured interviews with sixteen pet owners, lasting between one and two hours, combined with ethnographic visits in the homes of the pet owners and their pets (in total over a hundred pets). The result suggests that there are four different ways of conceptualizing a more-than-human way of living: parallel lives, the duo, the family, and the pack. These different ways of conceptualizing the home draw on different humanities and animalities, having very specific consequences both for the human and the non-human part of the relation. I conclude with a remark concerning the problem of analyzing human-animal relationships by focusing on humans' discursive accounts. I argue that animals actively play a part in the discursive production of the home. Pets do not only leave traces in the accounts of their owners, but are co-constituents of their owner's accounts; in a sense using their owners as linguistic prostheses. Thus, a sociology of human-animal relationships is not necessarily impeded by an analytical approach based on human language.

On the interpretive work of reconstructing discourses *Elliker, Florian; Coetzee, Jan K.; Kotze, Conrad University of the Free State, Bloemfontein, South Africa*

The aim of this paper is to elaborate on the interpretive process of distinguishing discourses. From a sociology of knowledge approach to discourse, discourses can be distinguished either by the institutions engaged in their (re)production or by their central thematic structure, a choice that usually depends on the research objective and the research design. However, as the data collection process almost unavoidably is institutionally contextualized, the data will be structured by both – the institutional context as well as specific ways of constituting phenomena. Interested in distinguishing discourses by the latter, this paper reflects upon the interpretative challenge of separating discourses from one another as well as on analytically separating the institutional context from thematic structures. This does not aim at putting forward a decontextualized view of discourses, but is rather interested in discourse structures

that are not bound to resp. reproduced in a specific institutional field. The paper draws upon data that was collected for a research project focussed on students' perceptions of transformation and inter-group relations at a South African university. A central part of their experiences with transformation concerned the move away from a single-language institution to a parallel-medium one and the introduction of mixed residences on the campus of a former "mono-lingual" university. The data was collected using focus groups. The talk referred substantially to campus related practices, which are part of the university as an institutional field. As the concept "discourse" does not primarily refer to linguistic ("discursive") data, but to lager structural connections, the work of distinguishing discourses is also related to the question of how talk in interaction can provide an empirical data base for inferring not just mere "themes", but discourses in the aforementioned sense.

DISTRIBUTED PAPER

Theorizing interview conversations: what's at stake? *Huma, Bogdana; Rughinis, Cosima University of Bucharest, Department of Sociology, Bucharest, Romania*

It is now a common trope, when discussing methodological issues in social research, to describe the interview as a collaborative venture of the interviewer/s and the respondent/s. Interviews of all sorts, from survey questionnaires to life narratives, are co-constructed by participants. This is far from a conclusive statement, though, since avowals to the co-authorship of interviews can be found in texts employing divergent epistemological and theoretical styles (Bruner 1990; Kaufmann, 1992/1998; Mischel, 1986; Potter and Hepburn, 2005). The heat of the debate concerns the practical stakes: what are we to do, as researchers, with interviews and in interviews (Holstein and Gubrium, 1995). In this study we engage one particular debate area, in which Conversation Analytical (CA) and / or Discursive Psychological (DP) stances engage other styles of discursive research, especially Critical Discourse Analysis (CDA), narrative constructivism, and also alternative theoretical frameworks, such as the ones employing thematic approaches to interviews. In this paper we reconstruct this debate drawing on our experience of conducting interviews and analyzing other researchers' transcripts. The pragmatic orientation underlying much of discursive analysis directs the analysts' attention to what is being done in the interview situation and through the interview conversation. Still, how can we know what is being done? Are participants' actions to be understood directly, using our members' interpretive competence, or are we to bring a theoretical package of relevancies? What is our position as interviewers when understanding what was being done, discursively, during our interviews or in others' transcripts? We discuss these questions with regard to the relatively infrequent, but quite provocative approach of re-analyzing one's own transcripts moving from a thematic interpretation to a discursive perspective, which we find in the works of Roulston (2001) and Wieder (1974).

3. Narrative Analysis I: Clients, patients and helpers

Session organizer: Elizabeth Martinell Barfoed

ORAL PRESENTATIONS

"I just want to be normal": Studying methadone clients' stories *Petersson, Frida Dept. of Social Work, University of Gothenburg, Gothenburg, Sweden*

In this paper the social construction of clienthood is explored through narrative analysis. Transforming lived experience of drug dependency, access to and compliance with treatment into a story about rehabilitation and clienthood, is inevitably depending on the specific institutional context in which the storytelling occurs. In this paper I will follow the tradition emerging from C. Wright Mills classical concept of 'vocabularies of motive', to show the benefits of using accounts as an additional analytical tool in narrative analysis. From an ongoing PhD study addressing the socially constructed features of clienthood in the context of Swedish methadone maintenance treatment (MMT), three taped and transcribed interviews with one female and two male MMT-clients are singled out for a more detailed analysis. The analysis shows that the clients' stories contain the same kind of characters, situations and events, but these are attributed different meanings and functions in the three clients' narratives. The MMT-clinics constitute a narrative environment heavily regulated by the "voice of medicine" and the co-occurring "voice of social rehabilitation"; two master narratives governing not only when and what kinds of stories can be told, but also how stories are told. Nevertheless, the clients are included in other social contexts where they are attributed different identities, which, in turn, influence how they are categorized at the clinics. In addition, the narrators constantly relate to images of the "normal" female/male. In the client interviews three key narratives were identified: "the insulted and mistreated client", "the happy and submissive client", "the manipulating, incarcerated client". These narratives are understood as results from negotiations of the clients' social identities outside and inside the clinics, informed and controlled by the two 'voices' of the MMT-treatment.

The uses and abuses of coherence in the life narratives of the intellectually disabled *Sklar, Howard Department of Modern Languages/University of Helsinki, University of Helsinki, Finland*

The issue of 'coherence' in the construction of life narratives has undergone a significant reassessment in recent years. What was once seen as a fundamental element of life stories has begun to be perceived by some as an imposition of meaning on narratives that may lack such understandable characteristics, including those of the intellectually disabled. In this presentation, I will consider some of the assumptions that have frequently guided the construction of the life narratives of the intellectually disabled. Such narratives have tended to be assigned meaning through the involvement of other, non-disabled participants, whether in the form of scholarly commentary, or in the concrete selection and arrangement of interview materials in creating more linear and understandable narratives. While I consider such interventions as posing inherent risks to the spirit of the experiences of interviewees, I also believe that the value of coherence as a methodological tool cannot be so easily

discarded. Indeed, the purposes for which a narrative is created may play a considerable role in determining the appropriateness and degree of coherence. For instance, one important function of the life stories of the intellectually disabled is to give voice to individuals who typically are not heard. Yet, the need to communicate one's experience to others involves elements of compromise: How can I convey my experience in a form that will make sense yet still be true to my own understanding of, or uncertainties regarding, that experience? Considerations such as these complicate the question of coherence in ways that, while controversial, nevertheless need to be addressed. I will argue, finally, that in narrative situations that require a relatively high degree of coherence, approaches from the literary study of narrative can provide insights that can help scholars and the storytellers themselves to consider the importance of the form in which their stories are told.

Narrative inquiry for social workers professional identity *Bogdanova, Natalija State university of Vilnius, Vilnius, Lithuania*

This paper gives voice to the personal narratives of Lithuanian social workers about their professional identity. The social work has been a new profession in Lithuania since the collapse of the soviet regime. Up to now the professional identity of social workers is rather a subject of speculation than a clear construct acceptable for all groups in society. Nevertheless, the demand for the social workers is high in Lithuania given the magnitude of social problems. The majority of Lithuanian scientists have attempted to focus on identity of social work; only a small number of studies have analyzed some aspects of identity of social workers. The key questions of the research are following. What is the professional identity of Lithuanian social workers and how it is constructed and negotiated within a broader social and political context? What are those factors which contextualize professional identity during work life? The study includes an analysis of three steps of empirical data which consists of in-depth interviews of fifteen research participants, focus group and writing of a diary by the same participants. The methodology suitable for gathering and analyzing empirical data is narrative inquiry. A theoretical approach relevant to narrative inquiry is theory of social constructionism drawn on sociological perspective. The discussion about preliminary findings of the research suggests that professional identity is an ongoing process by which person narrates a definition of oneself related to his/her profession dependently on day-to-day interactions. The concept of professional self is both simultaneously enabled and constrained mainly by organization, relations with co-workers and clients and the changes in social policy. The research highlights the ambivalent process of development of professional identity giving an opportunity to investigate experience embodied in language and binding together personal, interactional and social aspects of being social worker.

Observing meaning. The role of life stories in Service user involvement *Eriksson, Erik School of social work, Lund University, Lund, Sweden*

My PhD study concerns the practice of service user involvement within the public psychiatric health care in a Swedish county. I use participant observation to follow activities that within the psychiatric organization are defined as “service user involvement”. Throughout the fieldwork I have noted that the life stories of the service users, and the telling of these stories, have a central role in many of the activities conducted. These stories do not only concern the service users’ experience as users of a welfare service. Instead the narrations often take the

form of more extensive life stories, containing parts of the persons childhood and life before their psychiatric problems arose, the first contact with psychiatry and the time under treatment, as well as the present situation and (for those that it has) the time after the contact with the caregiver has ended. The importance of the life stories within the practice of service user involvement is evident within the case I study (the psychiatric organization even offers the service user representatives education in how to tell their stories). But wouldn't it be enough when employing a service user perspective, to draw on the service users' opinions and remarks about the service they have received? What role does the more all-embracing life story play within service user involvement? This became a methodological concern for me using participant observations; I could easily observe that life stories where important, but how could I observe the function or meaning of the life stories within service user involvement? Through my preliminary analysis I have found several ways to try to understand the role of the life stories. For instance by observing (1) in what situation the stories are being told, (2) how the stories are being told and what parts are highlighted, and (3) how the stories are received by the professionals and what questions and discussions they give rise to.

What has alcohol got to do with identity constructions? *Bernhardsson, Josefin SoRAD, Stockholm university, Stockholm, Sweden*

The general aim of my PhD project is to investigate how discourses on gender, class and age, intersect in processes where people ascribe meaning to alcohol and intoxication in different social and historical contexts. More specifically, I will examine how these meanings are involved in subjectivity and identity constructions. Data consist of 20 focus group interviews; ten male and ten female groups with participants that represent different generations (born 1943 -1992) and higher and lower status professions (teachers, building workers and assistant nurses). In the interviews the respondents talk about their first experiences of alcohol in their childhood and youth. They are also asked to reflect on their own and others' alcohol consumption in different situations and life periods. The aim of my presentation is two folded: First, I will give examples of how the respondents use (overlapping) strategies to normalize drinking as part of self- representations and identity constructions, mainly: control, (dis)identification and ambivalence. These strategies are in turn connected to symbolic and social boundaries and discourses, in various ways. Second, drawing on these examples, I will discuss the theoretical and methodological framework of my dissertation in which I will combine post structuralist perspectives on intersectional theory, with narrative analysis and discourse analysis. The aspiration is to use a combination of theories and methods that consider the complexity of people's experiences as well as discourses and structures of power. However, what implication do these strategies have for a material such as focus group interviews? For example, what's the difference between discourse and narrative in this context, and how do we deal with personal vs. group narratives?

DISTRIBUTED PAPERS

Storylines, identity, and health: Everyday health practices in (im)proper places *Hooper, Carolyn University of Otago, Wellington, New Zealand*

International research highlights a relationship between where we live and health outcomes.

Aspects of the neighbourhood environment, especially access to health-promoting opportunities, have received considerable research attention. Yet comparatively little research has considered the life-course that brings a person to their present place and what that can mean for their health. My research addresses this anomaly, having a starting point of people and the places they have lived, rather than places and the people who now live there. I explore a novel avenue that contributes to understanding one way in which place and health are intertwined: through the sense of belonging. A sense of belonging in the key social settings of our everyday lives, such as neighbourhood, is suggested to impact health, with weight-gain a regressive health effect of particular interest. The sense of belonging is bound to selfhood: that aspect of identity called 'I'; beyond categorical classifications such as gender or ethnicity; beyond the personae enacted for social interaction. The storylines of the self are apparent in the narratives we tell ourselves and others about who we are, and why we are who we are. Narrative methods access and analyse the selfhood storylines and everyday practices of sixteen women with whom I discursively constructed life-stories located in neighbourhood settings through multiple conversational interviews. Interview extracts show attempts to achieve a sense of belonging whilst living in neighbourhoods that challenge selfhood storylines. Storyline editing assists the process of negotiating a sense of belonging, but sometimes compromises threaten the sense of self, leading to regressive health effects. This Ph.D. research casts a light on a mechanism through which neighbourhoods impact the everyday health practices relating to food and physical activity.

Narrative and non-narrative curiosity: the riddles in Puccini's Turandot *Sevilla, Gabriel European Institute of the University of Geneva, Geneva, Switzerland*

The main goal of my paper is to define the difference between narrative and non-narrative curiosity from both a discursive and a cognitive point of view. I will have recourse to the latest post-classic narratological concepts in this realm (curiosity, surprise, suspense), which highlight the importance of cognitive effects in the definition of narrative. My contribution will thus be to propose a new difference (narrative / non-narrative) within the post-classic narratological concept of curiosity. I will choose Giacomo Puccini's Turandot as my object of study, and I will develop a close reading of the non-narrative, curiosity-based genre placed at the very core of the opera: the three riddles proposed by Princess Turandot to her suitor Calaf (Act II, Scene II). I will show how these riddles, even if they imply curiosity by definition, and even if they borrow some narrative resources, are not narrative themselves. However, their structural position in the opera creates narrative curiosity, since they jointly raise one of the key questions of the story: will Calaf answer correctly or be killed? The only way to solve this apparent contradiction, namely, the core position of a non-narrative curiosity (the riddle) in a larger curiosity-based narrative (the opera), is to approach that particular tension of knowledge from inside and outside the riddles. This will show how narrative curiosity is actually tinged with other narrative mechanisms (empathy, causality, etc.), while non-narrative curiosity has recourse to other mechanisms. The difference between both variants of our key concept will point at linguistic-rhetoric features as well as at reading effects. In other words, the difference between narrative and non-narrative curiosity will be made from both a discursive and a cognitive point of view.

4. Qualitative Methods for Visual Data I: Video and Videography

Session organizer: Bernt Schnettler

ORAL PRESENTATIONS

Videography in migration research – A practical example for the use of an innovative approach *Rebstein, Bernd Universität Bayreuth, Bayreuth, Germany*

This contribution will discuss the use of Videography as an innovative, qualitative research method, offering a new 'bottom up' perspective on a supposedly well known field of migration. This will be done in relation to an on-going project concerned with forms of knowledge communication within the field of migration and integration. Here the project focuses on social situations that emerge, primarily, from the dynamics of so called 'contact and motion zones' in which migrants and the resident population interact. Interaction in these 'cross-cultural situations' is structured according to the typical knowledge differences between 'strangers' and 'locals'. Firstly, I want to discuss Videography as a methods of an iterative, audiovisual data collection procedure and define the process of sequence selection and interpretation. Secondly, I will demonstrate how communicative structures are analyzed through the minute analysis of a short audiovisual data sequence from a roadshow that took place during the Latin American theme week in the Bavarian City of Nuremberg in 2011. As well as detailing the process of gathering information on a situational level, I want to demonstrate the potential of the analysis to gather information about the structural environment on a trans-situational level. Through this discussion, I will also outline the importance of additional contextual information that – by means of further ethnographic research – could be uncovered in our fieldwork.

The grammar of non-verbal communication *Schäfer, Robert[1]; Ilona Pap[2] [1]Institute of Sociology, University of Bern, Bern, Switzerland; [2]College of Education (PHBern), Bern, Switzerland*

The general subject of the presentation is the problem of interpreting non-verbal gestures. Unfortunately, it seems that sociological research often just does not take the main advantage of video data over other forms of data. This advantage is the registration of body movements and other kind of non-verbal actions. Until now, there are no methodological instruments to analyze these forms of communications. How can we find the meaning of moving arms, legs or the whole body, of turning, advancing, recessing, bending, stretching et cetera? And what is the relation between such non-verbal – but nonetheless: communicative – actions and the verbal action of speaking? If we analyze discourse data, we can base the interpretation on the grammatical structure of the language spoken or written. It supplies the words and the sentences with meaning. However, communication is not only verbal but in large part non-verbal and there is no doubt about the fact that looking at another person in a specific way or turning the back to someone is communicative action. It clearly has a meaning, which is more or less distinct or at least not arbitrary. Therefore, it seems to be plausible that there is something like a grammar of non-verbal gestures. Video recordings are the best data to study

this grammatical structure. The linguistic research of deictic practices could be the model of such an analysis. The concrete material for this discussion is a sequence of a video recording of a guided city tour. My dissertation is about tourism, that is why I am working with this kind of data. The presentation aims to discuss the problems mentioned focusing on one non-verbal action of particular interest: the practice of indication. The questions are how the different modes of this practice and its relation to the spoken word can be described and interpreted and what the benefit of using video data for the sociological study of action in general could be.

"Socio-filmic capture" and "acting camera": empirical tools for a qualitative study of medialization *Blanc, Mathias University of Strasbourg, Strasbourg, France*

All fields are not open in the same way to social scientists. What about situations where a prior consent of the actors is necessary to film them? A fortiori, how to impose a camera? Concerning the collecting data phase, I develop an approach which I describe as “socio-filmic capture”. What are we talking about? I sought to transpose the device developed by the documentarist Robert Kramer to film, in a limited time, social environments which are difficult to access. The exploitation of a pro-actor is based on this approach: I call on a third person sharing knowledge of the usual rules of acting close to the people I want to film; a third to which the actors could allot a place in their daily environment. By encouraging interaction with our pro-actor, people are more amenable to be videotaped and a trusting relationship can be established in a short time. Furthermore, it promotes reflexivity of actors in situation. This latter aspect brings another question; that of the self-presentation of the people filmed. This issue of "profilmy" has long been debated in visual anthropology. The challenge is not to circumvent it but to make use of it as a revealing process of the normative schemes played by the actors, particularly in a context where medialization plays a paramount role in the social construction of reality. In fact, the presence of the camera and, in particular, its participation in the interaction make it possible to empirically study the processes of medialization which crosses the studied situations. In other words, this device and the videographic analysis of the data collected question the horizon of meaning, the sequentiality and the roles endorsed by the actors in situation. I have developed a field research which is articulated around the practices of French Roman Catholic parishioners during a pontifical gathering in Freiburg-in-Brisgau (Germany). This communication will treat these different issues from extracts of the video data collected.

A life worth living: Visual remediation of Saami lives from the early 1900s *Sverrisson, Arni[1]; Jonsson-Wallin, Ingrid[2]; Mattson, Hållbus Totte[2] [1]Stockholm univerity, Stockholm, Sweden; [2]Högskolan Dalarna, Falun, Sweden*

My presentation will adress different issues related to the use of historical images to make a documentary with a sociological twist. The starting point is a film project with the title "A life worth living" that I participated in under the leadership of Ingrid Jonsson Wallin with a soundtrack by Hållbus Totte Mattson. The film narrates the story of three south saami families the beginning of the 1900s (the meeting with modernity), and portrays them as individuals with (successful) life projects rather than as a (subdued) collective. In this presentation the methodological issues will be central. How is validity constructed and critiqued in this context? How can we leave room for critical reflection during and after the

showing/viewing? What are the requirements that arise out of the academic context? How does positioning in the film field drive the actual work, how do we handle the historic sources and staging of personae past and present? I will discuss these issues while showing a few clips and then argue for documentary visual productions as an important future stage for a sociology oriented towards ordinary experiences and their academic remediation. Methodological sources Bourdieu, Becker, a bit of Goffman. A paper exists and will be dístributed as required.

5. Ethnography I: Secluded settings

Session organizer: Erika Andersson Cederholm

ORAL PRESENTATIONS

An ethnographer between the "ultras": the case of Collettivo Autonomo Viola *Cigliuti, Katia Università di Firenze, Scandicci (FI), Italy*

The present essay describes the passion of Collettivo Autonomo Viola, the leader group of Fiorentina football fans. What are the reasons that explain even today, with the end of the "ultras phenomenon", the existence of a group as the Collettivo? From this question I have tried to read the Collettivo in terms of "group corporated". Two objectives, that explain the existence of the Collettivo, are particular interesting: one more manifest and instrumental, ie support for their team, and another more latent is evident in the defense of territory, and therefore the strong identification with Florence, but especially in the part of the group. It is the exhibition of the banner of the group, during the matches of Fiorentina, as a ritual of interaction, which creates team, spirit and it strengthen the membership of the group itself. Furthermore thanks to the presence of an out-group the Collettivo strengthens their group identity. The emergence of a passion for Fiorentina, the entrance to the Collettivo as a rite of passage, participation in the home match and participation in the away, the group's headquarters and the stadium as places of identity, the Collettivo as in-group and identification of an out-group: these are the main aspects considered in this work. Finally the proposal is a reflection of what has been my experience of research in a exclusively male group.

Approaching the sacred: Subcultural ethnographies and insider researchers *Hannerz, Erik Uppsala University, Uppsala, Sweden*

Given the recent ethnographic turn within subcultural studies and the subsequent stress not only on subcultural participants' accounts but also the status of the researcher, this paper deals with the consequences this turn have for how the subcultural is ethnographically approached and with what result. Whereas the Birmingham approached the subcultures semiotically as Outsiders, there has been a move towards "a social anthropology of the own kind", or what is also referred to as "insider research". This turn has thus meant a shift from the observing Outsider to the participating Insider. I argue that although the ethnographic turn is a reaction to the Birmingham School's deductive approach, the epistemological consequence of the former strengthens the latter's distinction of the subcultural as beyond reach by the 'normal', uninitiated mainstream. More so, Insider knowledge is not only used to access the field, but is also used methodologically in terms of whom to speak to; fieldwork is based upon and limited by the researcher's subcultural participation. Drawing from my own ethnographic research on punks in Sweden and Indonesia I argue that the problem with this stress on the status of the researcher is that it conceals more than it reveals. Instead of questioning the construction of the border between the subcultural and the mainstream, the Insider/Outsider distinction participates in and strengthens this construction as its epistemological claims rest on this separation. Relying on our own knowledge as participants then risks excluding those whom have alternative definitions of the subcultural. As participants we differ between

members and non-members, between the authentic and the mainstream, the inside and the outside etc. Theoretically assessing this would be to observe the making of these differences, not relying on them.

Doing ethnography in institutional settings *Laanemets, Leili School of Social Work, Lund, Sweden*

Ethnographic studies emphasize the importance of getting close to the environments, the social interaction and the people being studied. One way to legitimize research results usually include a combination of stating the amount of time spent in the field and how you avoided going native. The purpose of this presentation is to challenge the ideal of "longer time the better research", especially in highly institutionalized settings, by discussing to what extent it is possible to make the time spent on the field more "effective" without sacrificing legitimacy, scope and depth of the research. Starting point for the presentation is the methodological approach of a completed study, "Gender and treatment in compulsory treatment." It was commissioned from the government agency that manages institutional involuntary treatment for young people and drug addicts in Sweden. The study aimed to describe and analyze how issues regarding gender were handled in the everyday work at the institutions. Did the staff make any difference in their treatment of girls and boys? The method chosen consisted of participant observations. By a strategic random sampling ten institutions were selected which were visited on two occasions each. Each observation period lasted about three days during which the researcher spent most of the time at the institution following the daily activities. An observation protocol was developed in order to focus the observations and facilitate comparison between the institutions. After the first observation period all material was analyzed in order to find out similarities and differences regarding gender and formulating loose hypothesis which were checked up during the second observation period. In this presentation I want to discuss pros and cons of this approach based on following questions: How decide the amount of time needed on a field work in a highly institutional setting? How important is the researcher's own experiences of these closed settings?

Challenges in Institutional Ethnography: preserving the presence of the subject while keeping institutions in view *Kjellberg, Inger Department of Social Work, University of Gothenburg, Gothenburg, Sweden*

Institutional ethnography (IE) is a method of inquiry proposed by the Canadian sociologist Dorothy Smith. The main aim of IE is to discover and make visible how people in their everyday actualities are connected into the extended social relations of ruling. In IE the social organization of the everyday world is described from a standpoint outside of institutionalized discourses and the incorporation of texts and documents into ethnographic practice is essential. The purpose of this paper is to discuss two claims in IE; that it is people-centered rather than theory-driven and that the presence of the subject is preserved throughout the study. This will be done by contrasting IE with two similar yet different ethnographic methods: grounded theory and the extended case method. All three methods share the critique of traditional sociology. In addition, the extended case method and IE have some common ground in marxist theory while grounded theory and IE both begin the exploration with the first-order concepts, but from there the abstraction into second-order concepts differs. Furthermore, the techniques for analysis of data in IE are vague and not explicitly spelled out.

This lack of analytic rigour in IE opens up for a risk of misrepresentation. This paper argues that IE is more theory-driven than it admits and the potential of IE would be enhanced if the theoretical claims were explicated. Some suggestions of how to develop analytic strategies in IE will also be discussed using empirical examples from an ongoing institutional ethnographic study on complaints procedures and mandatory reports of serious mistreatments in Swedish elderly care.

6. Gender in Qualitative Research

Session organizer: Tabitha W Nielsen

ORAL PRESENTATIONS

Bringing two bodies to work: Fieldwork while pregnant *Mathiesen, Marie CBS, Frederiksberg, Denmark*

This contribution explores the implications of being a visibly pregnant female ethnographer. Through reflection on the effects of the pregnancy, both in terms of affecting the people I studied and how it affected my own role as a fieldworker, the paper argues for an increased awareness of our bodies in fieldwork. The specific case discussed concerns fieldwork as a participant observer in Bioforte (pseudonym) a multinational biotechnology corporation. Within ethnography enormous weight is put on getting access and on being in the field, but not very much reflection on what it actually means to insert your body into the field. Issues of space, time and boundaries in the fieldwork will be discussed as well as the consequences of the researcher always also being a mother. When a woman is pregnant her body becomes public. It bursts forth and inserts itself in social interactions. It refuses to be ignored or overlooked. Suddenly people comment openly on the body and share personal information. The researcher was always visibly something else as well as an academic. She was a mother. The case of the pregnant fieldworker is mobilized as an "extreme" situation to discuss something wholly ordinary. A pregnant body is vulnerable and intimate. Any body is, but with pregnancy it is brought to the forefront in a poignantly physical way. We all have bodies, all the time. They are just rarely considered relevant to qualitative research, even though they are our primary tool.

'Doing alternative masculinity' – Qualitative research on men in child-care *Buschmeyer, Anna LMU Universität München, Munich, Institut für Soziologie, Muenchen, Germany*

Doing gender as one of the major concepts of gender studies has been talked about for decades now, but still is hard to observe. In my PhD thesis I analyzed the 'doing masculinity' of men in childcare and found out how doing masculinity can be described along men in a profession with a strong female connotation. Can this be called doing masculinity at all? Or can their doing masculinity be found in other aspects of their work – like playing football with the boys or being a 'male' role model for the children – as many colleagues and parents expect male kindergarten teachers to do? In my PhD thesis I combined qualitative interviews and observations of and with men kindergarten teachers. In Germany about 3-5 % kindergarten staff is male, while at the moment campaigns of the minister of family affairs are trying to increase the amount of men. In my thesis I show, that different types of masculinity exist in this profession. I could work out at least two types of masculinity – which I developed further from the concept of hegemonic masculinity by Raewyn Connell – of which I mainly took the concept of complicit masculinity, and to which I added the newly found type of 'alternative masculinities'. These differentiations can be shown in different types of 'doing'. While some men are doing masculinity in a rather hegemonic sense and are thus assigned 'complicit masculinities', others prefer 'doing alternative masculinity'. 'Alternative masculinity-men' try to dissociate themselves from hegemonic forms of

masculinity by allowing closeness to the children, e.g. in intimate situations like napping, which is avoided by men who are doing a complicit form of masculinity. These findings were possible due to the combination of observation and interview and an analysis of discrepancies between both. In my paper I can show how I managed to analyze and compare both types of material. Furthermore I can give empirical insides to the daily work of male kindergarten teachers.

Looking for intimacy in the context of prison: The case of incarcerated women in the Basque Country (Spain) *De Miguel, Estibaliz University of the Basque Cpuntry, Leioa. Basque Country, Spain*

Research on the lives of prisoners and its methodological implications have received little attention within the social sciences. Issues of prison seem to be more relating to criminology than to sociological understandings of love and intimacy. This paper aims to reflect on methodology and provide some ethical reflections on researching intimacy with women in prison. I also discussed the personal challenges posed to the researcher in intimacy in the context of prison. In my fieldwork with incarcerated women in Nanclares de la Oca prison (Basque Country, Spain) during 2008, I developed participant observation and in-depth interviews aiming to explore their experiences with love and intimacy in their life paths before prison and the impact their affective bonds in incarceration. The process of establishing a relationship of confidence and intimacy between researcher and participant had its particular challenges in the context of prison. Some of the difficulties I had to face when implementing my methodology were: 1. To deal with the lack of intimacy behind bars which makes of it a blurred public/private space, 2. the tight surveillance structure to whom prisoners were subjected and that affected my own relation with them, 3. the power imbalance in the relationships between the prison institution and the inmates and in front of what I had to develop some tactics myself. Therefore, inquiring about family and partner relationships was both problematic and insightful for this researcher who myself I had to confront my own "natural" life-confortabilities and personal incarcerations, when dealing with the disruptive character of imprisonment and the social exclusion background of the vast majority of prisoners, crosscut with gender issues.

DISTRIBUTED PAPER

Health, gender and adolescents from the South-Central Andean Macroregion. A qualitative study *Santos Asensi, Mª C.[1]; Alonso Peña, J.R.[1]; Sánchez Gómez, Mª C.[1]; Palacios Vicario, B.[2]; Pinto Llorente, A. Mª[2]; Delgado Álvarez, Mª C.[2]; Baldivieso Montaño, N.[3] [1]Universidad de Salamanca, Salamanca, Spain; [2]Universidad Pontificia de Salamanca, Salamanca, Spain; [3]Mayor University of San Francisco Xavier, Bolivia, Sucre (Bolivia), Bolivia*

This study is part of a program of the International Cooperation Agency that was awarded to our research group this year. Internet is the first tool to search for information on health, especially among teenagers and young people from every country in the world. New technologies offer clear advantages for prevention and health education as it proves in the growing use of online services related to health on the part of Latin American young people. Despite this, none of the Latin American health ministries' web pages is among the most

frequently consulted. The explanation for this can be the existence of static information without interactivity that is not adapted to different groups of users. In this sense, our proposal tries to optimize the use of health resources and promote prevention, health education, collaboration with the health care system, and, consequently, the improvement of public health. It also intends to include gender perspective in health issue, as the interests and demands on this subject can be different depending on whether they are men or women. Regarding the latter, it is Sesma's (2007) definition of health which justifies the inclusion of gender perspective in this study. He defines health as a biological, psychological and social welfare state. According to this author, women health is also determined by the situation, beliefs and archetypes that society assigns women, what it is known as gender bias, as well as country and the social class to which they belong. (Sesma, 2007a). As we have seen throughout this work, the creation of a web resource for the treatment of health topics is a highly powerful and useful tool to bring these issues to the young people. It is important to take into account the young people to whom is aimed at. We have also found that boys and girls have different interests and concerns, and therefore we have to treat differently the health issue in boys and girls.

7. Qualitative Criminology I: Epistemological boundaries

Session organizer: Agneta Mallén

ORAL PRESENTATIONS

Dealing with drug dealers: Limits and possibilities of ethnographic methodology in studies of offenders *Sandberg, Sveinung Department of Sociology and Human Geography, University of Oslo, Oslo, Norway*

Doing research on drug dealers is not essentially different from doing any other kind of ethnographic research. The researcher will have to address the same issues of getting access to the field, establishing rapport with the research participants, trying to understand hidden codes, and balancing the roles of insider and outsider in order to get interesting data and be able to write about them. Some of these issues however intensify when the subject of study is illegal activity. Potential research participants may for example be even more sceptical of the researcher, establishing a bond may be even harder and the codes of conduct even more hidden. The social distance between the researcher and the research participants is also often greater than in other kind of social research. This paper is based on our own experiences and qualitative interviews with 15 ethnographic researchers who have been working ethnographically with drug dealers. We discuss several methodological challenges including how to approach people during fieldwork, whether or not to pay for interviews, researcher and participants' drug use, taping of interviews, and moral and legal concerns. The paper emphasizes methodological challenges particularly pertinent in studies of offenders, but themes raised are also relevant for qualitative method more generally.

Information in ethnographic research received by reactions to the researcher *Pettersson, Tove Department of Criminology, Stockholm university, Stockholm, Sweden*

In ethnographic field work an ongoing discussion is how the researcher influences the data by his och her present in the field. Some would argue for a approach as close as possible to "fly on the wall" to minimize this influence, while others would argue that this approach might instead give less thick data. The reason for the latter point of view is for example that the people studied will be open for discussing there choices of action, their interpretations of the situations and so forth, and also that these kind of methods rely on some degree of closeness to the subject. In this paper I will discuss this issue from a slightly different view, and I will argue that the reactions to the researcher in the field are valuably data. Data that would be missing with an approach like the "fly on the wall", if this approach even would be possible. Data that would be missing vid an approach like the "ply on the wall", if this approach even would be possible. The paper discusses this issue from a study where the police have been followed in their work directed at youth. Both reactions from the police and from the youth met in the field gives important information for interpreting the police work.

The sensitive interview. Methodological reflections on dealing with "sensitive" subjects during interviews *Thelander, Joakim Kristianstad University, Kristianstad, Sweden*

This presentation deals with the notion of "the sensitive interview". Many subjects in the field of criminology may be considered "sensitive"; they involve actions (one's own or others) that may be deemed unlawful or immoral. In this presentation it is argued that the presumed sensitivity of a given subject must be considered potential rather than given beforehand. It is not an intrinsic, essential part of a given subject. Rather, it should be viewed as a result of the interaction which occurs during an interview. It is through the very act of treating a potentially "sensitive" subject in a cautious way that the subject is made sensitive. Viewed in this sense, the delicate or sensitive nature of a subject is in fact constituted as such during the interview and not by the subject matter as such. In this presentation, the notion of "the sensitive interview" is discussed and analyzed from an interactional perspective and by using concrete research examples. Traditional advice on how to deal with sensitive subjects during interviews is discussed. Normally, the interviewer is supposed to treat the presumed sensitive subject with great caution and care during an interview. The interviewer is supposed to start with less "threatening" questions, be sympathetic and accepting during the interview, not "pushing" the interviewed person into talking about issues that he or she wants to avoid, and so on. Although advices like the above naturally may be valid in some cases, if one follows them without discrimination they can also mean not getting the most of an interview. In fact, by treating a subject as "sensitive" the interviewer may end up with an impoverished and less interesting material. By avoiding treating a given subject as "sensitive" beforehand, it may be possible to obtain a less trivial and more rewarding interview material.

Multiple ethnographies and multiple data for understanding turf wars in Rio de Janeiro *Zaluar, Alba, UERJ, Rio de Janeiro, Brazil*

This text presents findings about the turf war in Rio de Janeiro regarding its rules and dynamics, its links with local politics and transnational business, as well as the actor's subjective meanings that were part and parcel of the ethnographic data gathered over years. My approach has been to interact with as many actors as possible, to maintain the interactions during a certain period of time and to use multiple sources of data to adjoin the clues and contradictions provided by the various agents interviewed or observed. I therefore followed the precepts developed first by Gluckman and more recently by Buroway on the extended case method, adapting it to the violent social contexts in which my fieldwork took place. As developed by Gluckman and his followers, I used ethnographic data under a perspective that emphasized conflicts and diversity within a social group, situation or network and expanded my analysis with statistical and historical material. The result is thus an historical reconstitution of findings collected over several years, registering conflicts, tendencies and changes through which it became possible to adopt a theoretical perspective that accounts for both objective and subjective dimensions. I began studying violence during 1980 in Rio de Janeiro when I went to Cidade de Deus, a low-income housing estate project built in the 1960s. My intention was to study voluntary associations, but I found a major change: a new kind of organization of which there had been no record prior: drug dealing gangs engaged in turf wars. Since then, I undertook other major ethnographic research in Cidade de Deus focused on youths involved with the gangs or about to join them. Later in the 1990s, I investigated styles of drug dealing and consumption in other districts of the city. Lately, a series of interviews and focus groups with former dealers allowed me to deepen the knowledge on the dynamics of the unlawful trade as well as actors' ideas and mixed feelings.

DISTRIBUTED PAPER

Mind the gap – on reflexivity within critical studies of the privileged *Törnqvist, Nina Department of Criminology, Stockholm University, Stockholm, Sweden*

On the basis of semi-structured interviews and a field study of prosecutors specialized in family violence this paper explores some of the methodological challenges that research on 'elites' encounters. How does a critical stance affect the researcher's possibilities to enter the worlds of the powerful? In what ways can reflexivity be utilized to deepen the analysis? Considering the extensive discussions on how to handle the asymmetrical power relation between the researcher-the researched in studies of 'the Other' this paper reflects on how these issues translate into research on privileged groups.

8. Qualitative Methods for the Analysis of Social Problems I: In the margins of society

Session organizer: Nanna Mik-Meyer

ORAL PRESENTATIONS

Money matters: Marginalized people constructing citizenship in economic scarcity
Mäki, Sari University of Helsinki, Helsinki, Finland

The paper focuses on how Finnish basic income receivers´ are in their speech constructing themselves as citizens. The research material consists of 15 unstructured interviews gathered mainly from the Helsinki Association for unemployed. Interviewed people are recipients of a basic unemployment allowance, a labor market subsidy, a national pension, a parental allowance or a higher education study grant. Most of the interviewees' income is supplemented by general housing allowance and/or social assistance. The analysis is relying on positioning theory and its core is to find out how self is discursively positioned as a citizen in interviews. In the paper it is shown what kind of features interviewees' assign to themselves as citizens and how the positions shifts according to different story-lines. For example they position themselves as restricted and controlled benefits receivers, yet the same time as conscious consumers and eager job-seekers. The former characterized by victimhood and the latter by active agency. These two shifts in story-lines are somewhat problematic. While choosing one you lose the other. The conclusion is drawn in the context of discourse on individualism which makes the social inequalities visible. It seems that we live in economic driven culture where the poor has to prove their autonomy by presenting themselves as capable actors with responsibility. The problem is that, within this discourse, the responsibility lays the blame for being poor for the poor. My paper will give insight to the lives of marginalized people who in these neoliberal times are trying to battle against being excluded from the society.

Moving into gambling: Preliminary results from a qualitative longitudinal study
Kristiansen, Søren Aalborg University, Aalborg, Denmark

This papers presents results from an ongoing qualitative longitudinal project exploring the gambling careers of Danish youngsters. The project is designed as a panel study following 50 young Danes over a three-year period. Three waves of semi-structured interviews will be conducted with 10-12 month intervals and this paper reports the findings from the first wave of interviews. Theoretically the project draws on the interactionist tradition especially the career-concept as it was outlined by Howard Becker in "Outsiders". One of the overall intentions of the project is to develop an in depth understanding of the ways youngsters move in and out of gambling (and problem gambling) and how these routes are influenced by motivations, beliefs and various social and cultural factors. The project seeks to move beyond what has been described (by Nancy Krieger) as the "atomization of the explanatory mechamisms" in the prevailing risk factor paradigm and to thus contribute to further development of the available and relatively broad models of stages in the development of gambling problems. Presenting data from the first wave of interviews, this paper then adresseses the question: Under what circumstances do young Danes become engaged in gambling.

Health, wellbeing and social relations among socially marginalized people: Advantages and challenges of using qualitative methods in complex research areas *Pedersen, Pia Vivian; Tjoernhoej-Thomsen, Tine National Institute of Public Health, University of Southern Denmark, Copenhagen, Denmark*

Research on social relations, health and wellbeing among socially marginalized people, such as homeless people or substance users, shows a complex and ambiguous picture, indicating a need for further research that engages with the people under study. Based on 46 in-depth interviews exploring the social wellbeing of homeless, substance users and other socially marginalized users of shelters and drop-in centers in Denmark, we demonstrate the strengths and discuss the challenges of using qualitative methods when studying complex issues in complex populations. We argue that the use of qualitative methods is relevant and essential for several reasons: Firstly, the lives of people with social problems (homelessness, substance use) are often chaotic and unstable which makes it logistically difficult to reach and study such groups using quantitative research methods, e.g. questionnaire-based surveys. While quantitative studies doubtlessly do provide valuable information, they are not designed to provide adequate understandings of the complex life situations of socially marginalized people and the ways in which the social context frame their lives. Secondly, qualitative methods are needed to understand quantitatively derived associations, e.g. to explore how social determinants such as social marginalization and social relations affect the health and wellbeing of socially marginalized people. Thirdly, we consider conducting qualitative methods crucial for challenging and developing analytical and theoretical concepts concerning social relations within this particular field of study. Fourth, via qualitative methods, we obtain important insight into the social lives of socially marginalized people that may be useful for developing initiatives aimed at improving their social wellbeing.

Being governed to be liberal subjects? Understanding "alternative cultural logics of risk" among IDUs in Macau, China *Ho, Cecilia, Wing-yin The University of Hong Kong, Hong Kong, Hong Kong*

The harm reduction measures including MMT and NSP for the injecting drug users (IDUs) have been implemented in recent years in Macao. The principles of effective harm reduction seek to encourage risk reduction by promoting individual, community and environmental change. The neoliberal versions of individual self-survival and responsibility fails to capture the contradictory and situated pressures of risk decision-making and blur the power inequalities in risk negotiation among the Chinese IDUs. Drug harms are shaped by the intersecting risk environments into everyday practice. Drawing from the notion of risk governmentality and a "risk environment" framework, this research aims to explore and unpack the key dimensions of a risk environment ranged from the detailed practice of drug preparation and injection to legal and policy level of the injecting drug users. Through frequent ethnographic fieldworks (recording visual data via video-record and photography), semi-structured interviews and numerous naturalistic inquiry, the researcher tries to explore and analyze the micro and meso situations including the IDUs' risk perception and behavior, their interpersonal relationship, the immediate social settings in which drugs are injected and their contemporary risk strategies. With two participants' informed consent, their drug injecting process and interviews are videotaped and edited as a documentary trailer for demonstrating their drug-taking narratives. The initial data analysis shows that participants

employ neutralization strategies to rationalize their risk behaviours that prioritize over health in order to preserve their dignity and their respectful drug users' identities under the great extension of neo-liberalism discourse about risk avoidance. The study concludes that an over reliance on individualistic modes of behavior change through harm reduction measures is further stigmatizing and excluding the IDUs socially, culturally and economically.

Knowledge production, communication and utilization in late modern Sweden: Studying biomedical alcohol research *Bogren, Alexandra Centre for Social Research on Alcohol and Drugs (SoRAD), Stockholm, Sweden*

Since the middle of the 1990:s, biomedical solutions to alcohol-related social problems have attracted increasing public attention, and new biomedical research on addiction is described as having revolutionary potential. This development is not limited to the alcohol field. On the contrary, in contemporary societies, biomedical research is central in explaining numerous health problems. Moreover, since the formal start of the U.S. Human Genome Project in 1990 – an initiative aimed at mapping the entire human genome – public interest in biomedical research has increased constantly. Internationally, a growing body of social scientific research studies how the biomedical interest in the detailed molecular aspects of our bodies (genes, biomarkers, and DNA) affect our everyday notions of health, risk, and responsibility for health problems. However, there is a lack of larger scale, interdisciplinary projects that address what happens when the shift from medicine to biomedicine co-occurs with simultaneous transformations of specific social policy efforts, such as the current individualization of Swedish alcohol policy. This paper presents some early methodological considerations involved in planning a larger scale case study on the state of biomedicalization in the Swedish alcohol field. The case study aims at providing a deeper understanding of the societal implications of the new biomedical ways of conceptualizing alcohol problems by analyzing how biomedical knowledge is produced, communicated and utilized. We examine three types of key actors: (a) biomedical alcohol researchers; (b) politicians and other stakeholders (the alcohol and pharmaceutical industries, and NGOs), and (c) the new electronic media. Methodologically, the project will draw on a mixed-methods approach where we combine ethnography, interviews, document analysis and survey data. The paper discusses the benefits and problems involved in combining these qualitative and quantitative methods.

DISTRIBUTED PAPERS

Poverty Dynamics? - Evaluating the German Welfare Reform by a longitudinal qualitative approach *Hirseland, Andreas Institut für Arbeitsmarkt- und Berufsforschung, Nürnberg, Germany*

The introduction of the new Social Code II ("Hartz IV") indicated a fundamental change in the German labour-market regime as far as long-term unemployeds are concerned. Often considered as welfarized recipients of social benefits in public discourse, strategies of activation should bring them back into the labour market. The new activation regime aims at enhancing employability, regardless of the unemployed's biography and achieved identity. Thus research on the new welfare reform has to look at processes that shape the beneficiaries' course of life as well as their identities and everyday practices. Therefore research has to

focus as well on subjectivity as on different practices. Methodologically this requires longitudinal qualitative research, discovering different types of strategies with which people cope the situation of being unemployed over the time. The presentation will address methodological and empirical insights gained from a qualitative panel research carried out from 2007 until 2012 through repeated in-depth interviews and observations with some 150 welfare recipients in Germany.

Exploring homeless youths by using grounded theory *Fernandez, Karina University of Graz, Graz, Austria*

Since the studies of the Chicago school, deviant behavior of adolescents is a standard topic of empirical social research. In this context, a particularly striking group is youths whose center of life is the street. For the last 25 years, in German-speaking countries such groups have been investigated often using qualitative methods. Quantitative Methods were early found not to be effective because, among other things, the target group cannot be reached by means of random sampling. Previous research that dealt with the phenomenon of homelessness of young people mostly tried to find evidence on initial causes of the street careers as well as the future of young people by means of in-depth interviews with the adolescents and expert-interviews with social welfare staff. This approach seems not to be sufficient for several reasons: 1) Future aspects are hard to grasp since most young people are strongly involved in the scene, 2) the perspective of the parents is often hidden, and 3) retrospective methods can indeed gain access to biographical elements but not to everyday-life constructions such as the scene hierarchy. Therefore, in the lecture, the results of two consecutive studies will be reported which investigated the course pattern of street careers of adolescents and young adults by means of ethnography in the framework of Grounded Theory, which is based on several months of participant observation and perspective-triangulating episodic interviews with youths, parents, teachers, youth workers and policemen. To understand the development stages of a street career, young people in all phases, from the beginner to the dropouts, were interviewed. Due to the persecution of the methodological concept of Grounded Theory, valuable results have already been achieved in the early stages of projects, which were investigated in the further course of research specifically. With this approach a theory of street careers could be developed.

9. Delicate Field Relations

Session organizer: Terese Anving

ORAL PRESENTATIONS

Doing being us. Some critical reflections on collaboration in North-South research teams *Ryen, Anne[1]; Sortevik Haaland, Hanne[1]; Temba, Eulalia[2]; Wallevik, Hege[1] [1]University of Agder, Kristiansand, Norway; [2]Mzumbe University, Morogoro, Tanzania*

Research collaboration is a more complex phenomenon than often portrayed. Previous discussions have been concerned with classic issues such as gender and seniority. Our concern is with mixed teams in North-South research collaboration. Qualitative researchers have problematised the structural power embedding such collaboration with reference to the legacy of colonialism (Asad 1973, Said 1979, Wallerstein 2004), representational - (Atal 2004, Rosaldo 1989, Clifford and Marcuse 1986), feminist - (Abu-Lughod 1990, Behar 1993, Nagel 2003) and issues in qualitative methodology (Rabinow 1977, Mukherji and Sengupta 2004, Denzin et al. 2008, Gobo and Ryen 2012). Collaboration in North-South research teams is however a topic that has caught scarce attention. Tvedt (2002, 2003) argues that "the Norwegian model" is characterised by blurred border between foreign policy and developmental aid and an assumption of "doing good". Capacity building in higher education in the South has thus come to be seen as an important instrument in "closing the poverty gap" materialised as collaborative research between universities in the North and the South (preferable Africa and Asia) where researchers work in joint research programmes. We inquire into the daily ongoing relational work in such teams. Though Western societies value autonomy and self determination, theories of gift-relations and reciprocity invite to a closer inquiry into these issues. Such collaboration includes tasks from facilitating for the practical fieldwork to publishing and building up careers. What risks are involved and for who? Are the cathartic effects for the North more prevalent than the output for the South? What about empowering (Mishler 1986, Stacy 1988), the much appraised reflexive interplay of self and other (Gouldner 1970) and hyphening (Fine 1994) when applied to the team itself? The discussion refers to auto-experiences in such teams across a number of years.

'Difficult knowledge' at the limits of interpretation: methodological challenges in researching young peoples' understand of the Holocaust *Burgess, Adrian; Alice Pettigrew Institute of Education, University of London, London, United Kingdom*

This paper will recount the authors' early attempts at constructing a qualitative research methodology able to examine school students' understandings of the Holocaust. The research was commissioned to accompany a national investigation of current practice in teaching about the Holocaust in England's secondary schools where it is a compulsory component of the national curriculum (HEDP 2009) and draws on and expands the authors' previous research into curricular representations of the Holocaust. The authors were especially concerned to avoid the pitfalls and significant limitations of crude survey measures for young people's knowledge which had, in previous related research, resulted in alarmist and misleading headlines such as, 'The children who think that Auschwitz is a brand of beer'.

(Grant, 2009) If, as Deborah Britzman has argued, an encounter with the Holocaust is an encounter with 'difficult knowledge' – a potential source of anxiety and a challenge to the limits of 'the conceptual norms of interpretation' often marked by forms of resistance and disavowal - then empirical examination of students' understandings of this history must raise several important methodological questions: What interview strategies invite young people to openly talk through uncertain, uncomfortable, partial 'knowledge'? How can we as researchers use our own affective responses as a heuristic tool to help us make sense of young peoples' understandings of traumatic events? To what extent do our projections and defences come into play and can these be used, reflexively to enhance our understanding of understanding? What modes of analysis are able to critically explore what is not said and avoided as much about what is ostensibly 'known'? What ethical considerations must this sort of research necessarily entail? Using data drawn from early pilot research encounters, the authors will offer their own partial and tentative responses to the above questions.

Can method save you? *Hultman, Johan; Säwe, Filippa Dept of Service Management, Lund University, Helsingborg, Sweden*

You are in a well-funded, trans-disciplinary research project. The project has a high societal relevance. It includes researchers from three faculties. The project has been going on for almost two years with no significant output. The research issue is characterized by a high degree of social complexity. Your research colleagues from the natural sciences do not understand the concept of social complexity. Your research colleagues from economics work actively to annihilate social complexity. You are under pressure from public authorities, who are deeply entangled in the research issue, to deliver useful results. Your population of respondents is mistrustful of researchers due to earlier experiences of researchers as collaborators with hostile authorities. Can method save you? This presentation reports on a methodological experiment to turn trans-disciplinary difficulties into a multi-dimensional strength. The research project analyzes how a reformed European Union fisheries policy includes incitements for professional fishermen to diversify their economic base by entering into the service economy. This means for example that they should not only catch fish, but also prepare it, add value to it and sell it to consumers. Regional public authorities encourage this development and see the research project as one means to reach the goal. By using an adaption of qualitative vignettes, we discuss an attempt to align the different and even contradictory interests of the project stakeholders through method. We also discuss problems in terms of ownership of data in relation to conflicting interests.

A neglected methodological debate: Power relations between key informants and researchers *Farsakoglu, Eda Lund University, Lund, Sweden*

Although qualitative research has brought to discussion a range of methodological issues that are concerned with the complexity of the relationship between researchers and participants in various research areas and sites, it has not adequately addressed the issue of power relations between key informants (gatekeepers) and the researcher. Building upon a limited but steadily enlarging methodological literature, this paper explores the complexity of the relationship between key informants and the researcher by focusing hierarchical social divisions that the researcher and key informants are situated in. On this basis, the key issues of the paper are representation, identity, rapport/friction, and accountability. In doing so, I aim to contribute to the methodological literature by going beyond the current debates on the

practical and ethical challenges of entering the field. Drawing on examples from my own research experiences as a young, middle class, diasporic Turkish woman conducting fieldwork in Turkey in the areas of social movements and migration, I suggest that analyzing the complex relationship between the researcher and key informants gives us insights how such complexity may facilitate or restrain the entrance to the field but also how it may alter the research process and even affect the research findings.

Bolivia: The ethics of researching with Andean communities *Regalsky, Pablo CENDA/ CESU-UMSS, Cochabamba, Bolivia*

A general research ethics convention tells us to have all data kept securely confidential and identities, with locations of individuals and places concealed in published results. This guidance takes into account the safety of individuals which are the object of research but it does not examine the wider interests and safety of collective subjects where these individuals are part thereof. Neither this guidance attempt to define and objectify the actions and the positioning of the researcher him/herself in order to better understand what consequences may those actions have upon the research subjects. A sense of crisis is still prevalent in the discipline of anthropology as the dominant conceptions of culture, power, and place are challenged and the fragmentary approach to reality from most researchers is questioned. Some linguists distinguish between the etic and emic approaches in order to reposition research methodologies, while this approach implies at the same time a different ethical view regarding not only the interests of the individuals implicated by the researcher but the wider interests of its culture and society. A true research ethics makes it necessary to understand the positioning of researchers as cultural agents both at their tasks in text construction and in the fieldwork. How are anthropology and other social sciences situated in relation with hegemonic practices and institutions? How does the researcher face power as part of knowledge building? The author of this presentation has more than twenty years in-the-field-action_research experience regarding the construction with Quechua communities in Cochabamba, Bolivia of an ethnodevelopment proposal with institutional support. This presentation gives account of what I did learn from the communities while doing action-research, its limits and possibilities concerning outcomes and consequences stressing the ethical side of the complex issue of development.

10. Teaching Qualitative Methods

Session organizer: David Silverman

ORAL PRESENTATIONS

Training for advanced research in the narrative study of lives *Coetzee, Jan K.; Elliker, Florian University of the Free State, Bloemfontein, South Africa*

The paper describes the supervisors' experience of the presentation of an advanced course on researching the narrative study of lives. The narrative study of lives focuses on the biographical descriptions that people give of their everyday life experiences. These biographical descriptions overlap with terms such as autobiography, auto-ethnography, life history, life story and documents of life (e.g. diaries or memoranda). The narrative study of lives often relies on in-depth interviews that are conversational, dialogical, informal or semi-structured, open-ended, reflexive, collaborative and guided. These in-depth interviews represent social encounters between researcher and subject, where the subject collaborates in producing accounts or versions of her/his past, present or future actions, experiences, aspirations, thoughts and feelings. The narrative study of lives is centrally situated within the paradigm of qualitative research. Because it is based on highly individualised ways of reflection, assessment and recall, the prospective researcher needs to be sensitised for an analysis of the exchanges and interactions that take place between researcher and research subject. These exchanges and interactions usually lead to the construction of a text that constitutes the record (document) of the subjective experience of life as revealed during the in-depth interviews. The narrative study of lives draws on and deals with questions of intersubjectivity, testimony and memory to gain understanding, explanation and interpretation. The paper touches on various practices required to facilitate proper understanding and sensitivity. It also touches on some of the issues to accomplish a successful research thesis in the narrative study of lives.

Where is the analyse button? Teaching Qualitative Analysis and Interpretation using software *Moerman, Gerben; Bröer, Christian University of Amsterdam, Amsterdam, Netherlands*

In "Methodology: Who needs it?" Martyn Hammersley (2011) identifies at least three broad genres of writing on social research methodology: Methodology-as-technique, Methodology-as-philosophy and Methodology-as-autobiography. Using autobiography-as-method (our own experiences in teaching qualitative data analysis to BA sociology students), we will try to show the difficulty in balancing between teaching methodology-as-philosophy and methodology-as-technique. The largest pitfall in Teaching Qualitative Analysis and Interpretation using software is that students perceive the course as a computer course only, rather than a course on thoughtfully analyzing and interpreting qualitative materials. This Schützian typification is probably due to the practical activities in our computer seminars while explaining ATLAS.ti. In several years of teaching qualitative analysis, we developed a way of coping with this typification. At first, we exaggerate the division between hermeneutic verstehen and button clicking. Furthermore we deliberately frustrate our students interpretation using a faulty deductive cookbook recipe in the first assignment. Through the

reflection on this experiential learning we reframe the typification and encourage the students' curiosity in working on their own projects using an approach inspired by Grounded Theory. Ultimately, we enthuse a rather critical reflection from a more constructionist approach. In this paper we explain our teaching methods and link them to theories on learning experiences and to different genres of qualitative analysis.

Form and flow: The possible future of qualitative methods *Ugo, Corte[1]; Irwin, Katherine[2] [1]Sociology, Uppsala, Uppsala, Sweden; [2]Department of Sociology, University of Hawai'i at Manoa, Honolulu, United States*

Many researchers during the last twenty years have written about the future of qualitative methods. Denzin and Lincoln (1994, 2005, 2011) in particular have made a series of arguments about the next moment of qualitative methods and their arguments have been simultaneously critiqued and embraced by many. Given the multiple viewpoints of the current politics within and the future of the field, what are we as qualitative researchers and teachers to instruct our students? How do we train students for a future of qualitative inquiry when leaders in the field are unsure of what constitutes the central concerns of the discipline? Based on our own teaching and research we have identified a possible path between and among the different arguments posed by a host of scholars. This path is what we call form and flow, and outlines a pragmatic view of the craft of participant observation. We offer a vision of the benefits and deficits of multiple ways of working as a qualitative researcher and do not view any one particular approach to fieldwork as being preferable over another. Instead we offer a host of concerns that accompany any particular ethnographic stance or fieldwork approach. We draw from what has been written about fieldworkers' experiences, debates concerning the contemporary and coming dilemmas surrounding qualitative research, and especially our own experiences collecting qualitative data. We draw on these sources to layout a series of suggestions for future researchers that includes as many voices and perspectives regarding such topics as representation, justice oriented social science, and the capacity for colonization inherent in Western social science traditions.

DISTRIBUTED PAPER

Learning and practising the craft of fieldwork in the classroom and beyond *Selmer, Bodil Institute of Culture and Society, Aarhus, Denmark*

The paper presents insights from a newly developed BA level course in Anthropological Analysis and Ethnographic Methods at the University of Aarhus. In addition to reading textbooks on Ethnographic methods and articles with a variety of anthropological analytical approaches, students had a number of exercises in class. This was followed by exercises on participant observation; focus groups, semi-structured and narrative interviews out of classroom. The common research question was the study environment at the University of Aarhus. A common body of data on this topic was collected and analyzed. Simultaneously students worked with individual research questions for an individual field projects (eg. at workplaces, schools, health wards). The written exam concluding the course consisted of written exam with an analysis of the individually collected data. This paper will address challenges concerning 1) use of theoretical/analytical concepts in developing research questions at BA level 2) involvement of extern actors in an exam project and 3) the process of analysis and writing up.

11. Ethnomethodology and Conversation Analysis

Session organizer: Pirjo Nikander

ORAL PRESENTATIONS

A conversation analysis of typed inner speech in online chats: an answer to the curiosity about the psychological activity-in-progress *Wanphet, Phalangchok King Mongkut's University of Technology, Thonburi, Bangkok, Thailand*

Since its inception, conversation analytic (CA) method has viewed talk produced in everyday situations of human interaction as a primary data for the analysis. Talk is a social, cooperative, and public undertaking because it involves at least two participants who take turn in order to collaboratively start, continue, and end the talk, and manage problems in speaking, hearing, and understanding. What is going on in participants' head during talk-in-interaction is treated as a psychological process which is methodologically inaccessible to other participants and by-product analysts and; therefore, is not considered apt data for CA inquiry. This current study examines inner speech typed during the chat-in-progress, from a CA perspective. In a type-only electronic sphere, participants are often found to type their inner speech which, after being typed, has become part of social action and social interaction because, technically, it is to which other participants and researchers have an access. Therefore, typed inner speech (TIS) in electronic conversation represents an infinitely rich resource for CA studies. This study discovers that TIS serves several cognitive and social functions. It may first seem that TIS functions as repair, initiated either by self or other; however, a close analysis reveals that TIS is produced to help its owner make proper contribution to the ongoing chat. To type the next e-message, a participant relies sequentially not only on what others have previously typed, but also, after that, on his or her TIS. Through TIS, participants display to one another their analysis and understanding of one another's conduct and of the field of action. The finding points out how electronic world can be an arena for both conversation analysts and social psychologists to explore social and cognitive aspects of human communication.

Using breaching experiments to study leadership and followership *Nielsen, Mie Femø University of Copenhagen, Copenhagen S, Denmark*

This paper will explore the use of breaching experiment in leadership studies. Harold Garfinkel did a range of experiments involving violations of commonly accepted social rules and norms, seeking to examine people's reactions to such violations, bring social rules and norms to the interactional surface for inspection, and make visible the taken for granted of our sociality (Garfinkel 1964). Students were instructed to do experiments in their homes, and report how the interaction unfolded, not using any of their usually taken for granted knowledge. Such experiments are not widely used within CA and Ethnomethodology. Experimentally contrived disruptions are avoided in favor of seeking out disruptions that arise naturally and spontaneously within social situations (Maynard and Clayman 2003). In my course in 'Leader roles in different contexts', students were instructed to do four experiments: 1) To act like a leader in a situation where it was NOT expected of them; 2) To NOT take leadership in a situation where it WAS expected of them; 3) To act like a follower in a situation where it was NOT expected of them; 4) To NOT follow in a situation where it

WAS expected of them. The students were to report their actions, observations and reflections in a closed facebook group. Subsequently, I have used the lab data to inform my study of leadership and leadership roles. The breaching experiments on leadership and followership have led to several lessons and implications contributing to our understanding of leadership, which I will present and discuss in the paper. Among these are how leadership is to be seen in relation to interlocutors, tasks, processes and the interlocutor's short or longterm interests; how leadership is performed in myriads of everyday situations, typically and traditionally not seen as matters of leadership and followership; and how tiny changes in actions and non-actions can affect and change a whole relationship between a leader and a follower.

Connecting Practices *Storgaard, Ditte Nissen[1]; Day, Dennis[2] [1]University of Southern Denmark, København, Denmark; [2]University of Southern Denmark, Odense, Denmark*

Close attention to the practical doings of society's members has a long tradition within a variety of qualitative approaches. Recently Conversation Analysis (CA) has become one such approach and in its wake we have witnessed, what to many, is a peculiar perspective on the issue of context. What might be 'outside' one's purview in the analysis of any particular practice is only justifiable in one's analysis if it is rendered salient by participants to the practice. Thus, for example, analytic interest in 'patient' or 'diabetic' is only warranted if they are verifiably 'procedurally consequential' within the practice under study. Such a perspective follows in spirit recommendations concerning reflexivity and the member's perspective from within Ethnomethodology, which, for many, can be seen as CA's 'mother' discipline. While agreeing with these recommendations, we wish to challenge CA's very stringent perspective by offering two remedies to this methodological issue. Our point of departure is the question of the availability of findings in one practice for the analysis of another in a circumscribed setting. Thus, for example, if a participant's gender is found to be procedurally consequential in one practice, can that finding be mobilized in the analysis of some other practice within the setting although procedural consequentiality cannot be maintained? To answer this question in the affirmative, we first look to Actor Network Theory, focussing specifically on the notion of 'trailing connections'. Secondly we mobilize from within Ethnomethodology itself notions such as 'unique adequacy' and 'member's methods' which, we claim, if taken faithfully, allow for an 'Ethnomethodologically-inspired' ethnography. These two remedies will then be challenged and a winner or winning combination will be found! Although our paper is programmatic in nature, we will illustrate our argument with empirical examples from a variety of field studies we have conducted.

"I wonder if you really know what kind of homepage this is…" – Borderwork and disagreement on a Mental Health Notice board *Osvaldsson, Karin Department of Child Studies, Linkoping, Sweden*

This presentation explores postings on a website managed by the Child and Adolescent Mental Health Services in Stockholm, Sweden. Interaction on the board typically concerns questions around being young, especially in relation to mental health, often in the form of "peer counselling". The analysis will focus on this "peer counselling", describing in particular interaction involving some kind of disagreement between the contributors. Typically, the contributors are telling stories describing personal feelings and experiences.

Most often about past traumatic life experiences like bullying, abuse, family conflicts, parental neglect and alcohol/drug problems and different mental health problems, i.e stories of individual psychological suffering and its origins. Through Membership Categorization Analysis some of the finer details of the functions of disagreement were revealed and how it mainly occurs when the former posting was seen to question the social order of the interaction on the notice board. The corpus consists of 2361 texts published over a two-year period. For the analysis at hand a collection of 110 texts were selected. Despite this being textually mediated interaction, the importance of taking sequence and turn-taking into account will also be taken into account.

DISTRIBUTED PAPER

Love the one you're with: Dealing with data-limitations in interaction analysis

Boehringer, Daniela University of Hildesheim, Social Work and Organization Studies, Hildesheim, Germany

In this paper I focus on the interweaving of computer-work and talk during consultations in an organizational environment using a conversation analysis approach. In German Job-Centers as an example for social services in general the practical problem of 'introducing an object into a world" (Sacks) is evident, because consultation is generally done 'with' the computer. Video-recording was not possible in these organizations, because anonymisation could not be assured. Therefore field-observation was combined with 52 audio-taped face-to-face consultations in Job-Centers to make sure, that sounds could be attached to participants and objects during the transcription . The restrictions of the data corpus are utile, too. It can be shown that there are different objects 'hearable' in those encounters (e.g., computer, telephone). The interacting participants make objects 'hearable' with differentiated orientations towards this objects and display to each other that they are not alone through the incorporation of objects into their interaction. There are certain variations of that orientation especially in the case of the computer. Sometimes the computer is moved to the backstage of the interaction and gets only minimal attention, while the agent and the client clearly orient to each other as people. Conversely– the agent may choose to animate the computer by asking it questions. In another variation of computer-aided consultation, the agent gives his or her attention exclusively to the computer, while the client attending the session is effectively placed "on hold" and rendered as not disturbing. There can also be found cases of the active neutralization of the computer by the interacting parties.

12. Qualitative Research in Intimate Settings I: Family and relationships

Session organizer: Maria Bangura Arvidsson

ORAL PRESENTATIONS

Capturing everyday family practices through going-along. Methodological reflections
Anving, Terese Department of Sociology, Lund University, Lund, Sweden

In this paper I take my point of departure in a discussion around the research method of doing so called go-alongs, its possibilities and limits when trying to capture every day family practices and social differentiation. Here I am mostly interested in different aspects of work and care in relation to the practice of feeding in families with young children, a routine practice in every day family life but at the same time a practice that can also be very emotionally sensitive and intimate. The methodological approach of going-along could be seen as a combination of field-interview and observational study. Additionally it could be argued that the go-along aims to be a collective project between the researcher and the informant; the informant points to aspects that the researcher might not have thought of and the researcher can ask further questions. The method thus enables the researcher to problematize the ordinary and bring to light the sometimes silenced knowledge and aspects of work that may otherwise not be reflected upon. The approach therefore has the possibility to enable the researcher to better grasp activities of everyday life that is not always reflected upon (Kusenbach 2003; Holgersson 2011). On the other hand going-along with families could also be problematic, especially when it comes to getting access. The aim of the paper is consequently to discuss the methodological approach of going-along and the difficulties of engaging people to participate and to letting the researcher be a part of their intimate life, an aspect particularly interesting in relation to families with young children.

'Your kid is just great!': On ethics and access in research with children
Eldén, Sara Lund University, Lund, Sweden

Access to involving children in research is always mediated through parents, following the ethical rules of informed consent. However, when doing research from a 'new childhood studies' perspective – a perspective stressing children as social actors in their own right – the access-through-parents rule can put both the child and the researcher in precarious situations. In the research encounter, the researcher finds him/herself in a position were, on the one hand, he/she wants the child to feel comfortable in telling his/her story and to preserve the anonymity of the child. On the other hand, since access to the child's narrative has to be granted by the parents, the researcher needs to ensure the parents that not only is the child safe with the researcher, but also, to give the impression that the child is not telling anything that is in some way puts the parents in a bad light. In this paper, the juggling on the part of the researcher between preserving the child's anonymity and safety and smoothing the parents, will be discussed in relation to an on-going study of children's narratives on care. In this project, children were interviewed about care and caring relationships in their everyday life, without a taken for granted departure in the parental relationship as the only (or most

important) relationship of care, a topic that proved potentially threatening for some parents. The paper discuss the 'work' of the researcher in trying to – often simultaneously – deal with the parents and the children. The empirical material will consist of field notes and retrospective reflexions on encounters with parents and children. The paper contributes to the discussing the often invisible 'emotional work' carried out by the researcher in the research encounter, as well as to the discussion of challenges for 'new childhood studies' in meeting the ethical standards of involving children in research.

Falling in love with participatory research: the ups and down of researching love with young people in Malawi *Bertrand-Dansereau, Anais IHEID, Geneva, Switzerland*

Research about young people's sexual and reproductive lives presents notorious methodological challenges, which mostly spring from social desirability bias and cultural taboos regarding who can talk about sex with whom. At the same time, young people love to talk about romance – theirs, their friends', the ones they see in films and hear in songs. In my doctoral research in Malawi in 2011, I used participatory research with young people to look into the emotional context of risk behaviours that can lead to HIV infection, more commonly known as "love stories". Different teams of young volunteers were recruited and trained to become peer interviewers; through informal semi-structured interviews, we collected over 300 love stories in urban and rural settings. A second part of the project included interviews with "romantically marginalized" young people – migrants, sex workers, youth with a physical disability and sexual minorities. In this paper, I present some of the thrills and anxieties of using participatory methods to understand young people's romantic practices from their own perspectives.

Couples and cameras *Isep, Claudia University of Klagenfurt, Klagenfurt, Austria*

Qualitative research into intimate settings is a most complex issue and touches upon a wide range of critical methodological questions. This holds especially true when one aims at collecting natural data and even more so, if data consists of direct observations (as in ethnography) or audio-visual recordings of naturally occurring situations (as in conversation analysis). In my ongoing empirical research I am applying exactly those methods, as the theoretical background (ethnomethodology, interaction analysis) strongly encourages such methodologies. The PhD-project "Doing being a couple – the interactive construction of dyadic relationships" conceives the constitution of intimate relationships in terms of "ongoing accomplishments" (Garfinkel). Consequently, the observation of participants' "accountable practices" is central. Such observations can be productively supported by the use of technological means, namely photo and video cameras. In intimate settings audio-visual media might seem to be even more intrusive and obtrusive than the mere sociologist's look. However, experiences in and reflections of my investigation of couples' interactions show that the contrary might hold true. The opportunities and insights cameras provide turn out to be more diverse and promising than previously expected. In this sense, the paper discusses how participants react very differently to the sociologist-as-a-human-observer and to the camera-used-by-a-sociologist, be it in private environments or public places. Presenting examples from current fieldwork I reflect on the possibilities audio-visual media may provide for research in intimate and especially dyadic settings. After all, the dyad challenges qualitative empirical research in a particular way, not least in raising the question

if we ever can observe dyads without disrupting the social situation of two individuals being together.

DISTRIBUTED PAPER

Mapping methods in qualitative family research *Juozeliuniene, Irena; and Laura Kanapieniene, Laura Vilnius University, Vilnius, Lithuania*

The contemporary complexity and dynamics of families call for a new language of qualitative method as a way of knowing about their lived realities. The academic interest of the authors is to rethink traditional guidelines and analytic procedures, seeking new ways of addressing empirical world. Two Mapping methods and their application to the field of family research are presented. Firstly, basing on the personal experience of working with the method the analytic view on "My Family mapping" method is introduced. The authors present the way this method could be shaped, theoretically and methodologically, in the light of the recent qualitative "method talk". Four characteristics of the method are distinguished: visualization of individual conceptualizations, combination of verbal and non-verbal information, triangulation, and creative participation of an individual. Secondly, newly designed "Role mapping" method, based on the qualitative research studies, carried out by the authors since 2004, is introduced. It is modification of "My Family mapping" method, adopted to study the process of role making. Both methods include mind maps and are perceived as a general analytical scheme, to be used for analysis of structures and processes in different contexts, exceeding the field of family research. They reveal the structure of phenomenon, inter-personal relations, conduct analysis of knowledge. Examples are given to show how "Role mapping" method has been applied in two research studies. In the first, by means of "Role mapping" method the junction of normative and individual expectations, associated with transnational mothering, and the stages of negotiations in transnational family doing practice were distinguished. The second research study focus on TV documentary broadcasts as meaning making institutions. The data disclosed that representation of emigration is shaped by the knowledge of program-maker and technologies which produce "truthful" statements about phenomena.

13. Qualitative Studies in Service and Commercial Fields

Session organizer: Hervé Corvellec

ORAL PRESENTATIONS

A practice-based methodology for creating a new model of design decision-making in early stage of new product development *Lee, Yi-Chang ImaginationLancaster, Lancaster Institution for the Contemporary Art, Lancaster University, Lancaster, United Kingdom*

As a part of the front-end activities of NPD (New Product Development), industrial design plays a significant role and has an influence on NPD success. Design decisions that lie behind products do not only directly affect final outcome of NPD, but mould user experience and cognition. Vital design decisions are made during the design process and act as the glue that holds the process together (Deck 2002). From this viewpoint one may say that the design process is one of accumulated decisions. This research argues that design decision-making process has a "black box" phase, i.e. design decisions are made without clarity as to way or where they come from. This stage is also the part in which innovation or creativity can occur. Moreover, there is a gap of communication between designer and decision-maker during design process that often causes inefficiency. Therefore, to develop a new model of design decision-making which can stimulate effective and efficient design decision-making is critical to achieve product innovation. Case studies are established through a model of practice based method applies a modified model of action research. The researcher acted as the industrial designer during design processes for collecting in-depth and essential research data by using research diary, observation and semi-structured interview with NPD team stakeholders, such as companies' owners and engineers. Finally, six design projects had been conducted as case studies with six SMEs (Small and Medium Enterprises) which focus on different business sections, such as golf bag, home healthcare product, and dinning chair et al. All of those new products will be launched into markets in the future. A new model of design decision-making will be established after data analysis stage. Afterward, the researcher will test the new model of design decision-making by conducting another design project with another company in order to put theory into practice.

The mediating document in ethnographic interviews – capturing value creating processes in tourism *Andersson Cederholm, Erika Dep. of Service Management/Lund University, Helsingborg, Sweden*

The process of valuation, where value is articulated, socially defined and categorised as “economic” or “non-economic”, is an area in economic sociology facing analytical and methodological challenges. The aim of this paper is to discuss the mediating role of documents in interviews and observations, either as physically present artefacts or as a topic of conversation, in order to capture the social process of value creation in emerging markets. With examples from an ethnographic study of small rural tourism and hospitality businesses in Sweden, such as B&Bs, galleries and horse-farms, the notion of value creating processes is addressed by focusing on how documents such as brochures, websites, consultancy-

guidelines and photographs are used in social interactions. These documents are referred to, flipped through and pointed at during the interview/observations, and functions not only as eliciting mechanisms, but as mediating actors in the construction of value. Interviews with the managers/owners show that the issue of value often oscillates between personal lifestyle-values and experience-values that are presumed to be marketized and attractive to the guests/customers. Narratives of personal lifestyle values often become more marketized and often brochure-like articulated when marketing documents enters as a topic in the interview, for instance when the interviewees talk about what they write in their brochures and what is included in the price. Furthermore, interviews and observations of interviewees interacting with marketing documents or consultancy-oriented guidelines for developing a "proper" business, highlights the performative character of value creation, where documents may facilitate as well as restrain the transformation of "personal value" into "economic value". The documents may facilitate a valuation process, as well as reinforce a resistance and ambivalence towards the process of transforming personal lifestyle values into economic value.

Consuming mobility: consumer perspectives on sustainable everyday transportation
Christensson, Oskar Företagsekonomiska institutionen/Lunds Universitet, Lund, Sweden

As a doctoral project I am studying commuting via public transportation as consumption. I understand the consumer as a cultural phenomenon and am interested in consumer's sense making and experience of the commute, i.e. how they consume commuting. Consumer research, especially within consumer culture theory, has a gap regarding everyday activities. Commuting is a highly recognizable form of everyday activity that perhaps due to its commonness easily gets overlooked as relevant but one that holds, precisely because of its commonness, power over daily life. Commuting is also an everyday act of mobility and I draw on the mobility literature as a theoretical and methodological resource. As the world appears different when we are on the move compared to being still mobile methodology often calls for the researcher to be mobile and for informants to record their movements. Taking page out of the mobilities literature I have split my methods between mobile methods like travel diaries, GPS-recording, go-along interviews and more traditional interviews which use material from the mobile methods to elicit a conversation in the interview situation. The diary, and GPS- recording to some extent, is thus a way for the participant to express experiences freely and a way for me to spark reflections on their travel behavior and experiences. I use the participants' smart phones as the recording device for both diary and GPS-signal. The participants already travel with their phone and it has the capabilities to record and transmit relevant and interesting information, and does so in a seemingly natural fashion. Mobility literature has remarked that with the advent of mobile technology people leave larger digital traces in their wake and by using the mobile phone as a tool of method I try to utilize the willingness to intentionally leave such a trace. Drawing on existing social trends of letting people know where you are and what you are doing might also mitigate privacy concerns.

Curioisty as methodology: Reflections from a one year ethnographic stydy amongst knowledge specialists *Jonsson, Anna Department of Business Adm, School of Economics & Management, Lund University, Lund, Sweden*

The aim with this paper is to reflect on the method and methodology that a one year ethnographic study imply. In order to offer a fruitful discussion on the methodological considerations and the chosen research method it is important to initiate the discussion on what implications the aim with the study have on the research design. Because, as noted by Silverman (2006:113) "everything depends on your research topic; methods in themselves have no intrinsic value". Focus for the study, which was carried out during one year (2010-2011), was to study how knowledge is shared in the daily work amongst specialist in a professional service firm. As stressed by Swartzman (1993: 3-4) "[...]ethnography is a particular valuable method [...]it provides researchers with a way to examine the cultural knowledge, behavior, and artifacts that participants share and use to interpret their experiences in a group". From reading about how to study culture and how to apply ethnography much is written about the peculiarities with studying culture. Culture is especially important to understand what is meant by knowledge and knowledge sharing in organizations. Van Maanen stress that "Culture is neither prison nor monolith. Nor, of course, is it tangible. A culture is expressed (or constituted) only by the actions and words of its members and must be interpreted by, not given to, a fieldworker […]. This is what makes the study of culture so sticky" (Van Maanen, 1988:3). The interpretation of culture and the actions and routines that are observed are in focus for this paper. From the use of a research diary reflections are analyzed and discussed. Focus for the reflections is on my role as a researcher and the impact on the research subjects are discussed. One reflection that will be discussed is that curiosity is evident both as a research method and as a research implication. Links to the discussion about the Hawthorne effect of the study will also be discussed.

The Southern Esplanade: Flea market under the lime trees *O'Dowd, Mina Department of Sociology, Lund, Sweden*

Research on education deals with important issues. Increasingly, however, educational research appears to be missing the point, it is argued here. Researching education takes place to a large extent in educational settings, the assumption seeming to be that education can be most adequately researched in classrooms or larger education institutional settings. Although reference is made to education policy and some reference may even be made to economic and political factors that influence what does or does not happen in classrooms or in systems of classroom, the focus remains on education institutional settings themselves. All too often education researchers --as Latour maintains that Sociologists do--- make use of Economy, Society, and Culture to explain problems that are manifest in educational context, failing to recognize that these entities are themselves constructions. Latour maintains that our understanding of the world is clouded by our inability to see that we have limited the meaning of "social" to society Melluci questions our understanding as well, by emphasizing the importance of public space for the formation and preservation of symbolic resources which can be mobilized by social actors in social action. Of importance for Melluci is "everyday life". As globalization increases and our everyday lives appear to be increasingly dictated by forces beyond our control, it appears to this author that many of the concerns regarding learning, knowledge and skills need to be separated from the concepts and

constructions that over the years have limited our ability to perceive and investigate these vital human efforts outside of the structure of formal schooling. This paper investigates one such place, a flea market in the city of Lund. The questions posed are: What constitutes the "social" in everyday lives? Which symbolic resources are apparent in this context? Are skills being trained ? Is knowledge being attained? How open is this public space?

DISTRIBUTED PAPER

Governance in community based health programs in Iran *Dejman, Masoumeh[1]; Malek Afzali, Hossein[2]; Forouzan, Ameneh Setareh[3]; Hooshiar, Nazanin[4] [1]Social Determinant Research Center, Tehran, Islamic Republic of Iran; [2]Tehran University of Medical Sciences, Tehran, Islamic Republic of Iran; [3]Social Determinant for Health, Tehran, Islamic Republic of Iran; [4]Social Determanat for Health Research Center, Tehran, Islamic Republic of Iran*

Community participation can improve health outcomes, lead to more responsive care, facilitate people's involvement in treatment decisions and improve quality and safety. Since 1990, different community based programs have been implemented by governmental and non-governmental organizations in different fields of health. This study sought to ask service users and programs managers as well as volunteers about their experiences conducting CBHP in Iran This investigation was a qualitative study using semi structural interviews with principal and executive managers and focus group discussions with volunteers and service users of thirteen community based health programs which were active for last five years (totally 23 interviews and 20 focus group discussion). Data analysis was based on deductive-inductive content analysis approach. The participants' views were analyzed within the main category of governance including three subcategories of leadership, monitoring and evaluation and resource mobilization. Governmental programs have centralized decision making and management processes and local volunteers have no role in selecting managers or administrators at the different levels of a program such as executive managers; and budget is funded by the governmental core resources. In nongovernment organization, resources available for such purposes are mainly given through charitable individuals', service delivery fees and profitable economical activities, financial participation of volunteers and using of other organizations` facilities. In most of the CBHPs programs there weren't any systematic process for monitoring and evaluation.

14. Making Qualitative Research Credible I: Mixed Methods and Evaluations

Session organizer: Uwe Flick

ORAL PRESENTATIONS

Beyond mixed methods? The 'conversational survey' *Gobo, Giampietro University of Milan, Milan, Italy*

Mixed methods constitute one of the most important contemporary trends in social and applied research. However, combining qualitative and quantitative inquiry through the separate use of different methodologies within the same research project appears to be costly and time-consuming. The "conversational survey" may be a useful technique with which to reduce such costs, given that many of the advantages of mixed methods are obtained using a single method. In other words, the conversational survey technique combines both qualitative and quantitative approaches in a single instrument, doing so in the wake of other techniques like the 'delphi' or the 'mystery shopper' methods, which also rely on this mixed approach. The paper aims to describe the origins, the procedure and the advantages of the conversational survey in light of an example drawn from research.

No accounting for the 'Qualitative': Critical reflections on the construction of a comparative quantitative framework for qualitative interview data *McEwan, Kieren University of Portsmouth, Portsmouth, United Kingdom*

The advent of the paradigm wars in the 1980's brought about an orthodox belief that natural scientific approaches would forever be irreconcilably divorced from the prevalent approaches of the time within social science. It was at this point that the subjective descriptions provided within qualitative approaches gained precedence over the objective reliability of positivism. Since then attempts have been made to reunite these immovable forces through the use of mixed method approaches. However, all the creation of this duel system methodological approach has done is highlight their incompatibility, leaving either concurrent or sequential triangulations as the only real approach left to social science researchers who have no desire to become paradigmatic. As a direct result of this situation grounded theory has become a default position for many social scientists and raises the questions as to why the research community has not succeeded in developing a 'third way' methodological approach. This paper argues that a 'third way' does indeed exist. Using both qualitative and statistical methods conjoined using the Boolean logic of Qualitative Comparative Analysis (QCA) this paper proposes a new method researching within a cross-paradigmatic context. This paper is based upon the critical reflections of a PhD student attempting to use both qualitative and quantitative approaches within the analysis of a single data set gathered during interviews with participants in the sport of mountain biking. It is argued here that by assuming a reflexive approach the researcher was able to bridge the divide between quantitative and qualitative practices using the proposed 'third way' methodology. Additionally this paper seeks to reflect on the issues faced by a researcher attempting to utilise and justify such a methodology, where previous related studies have been conducted through staunchly

paradigmatically approaches.

The Spirit of the Intervention: On the potential contribution of ethnographic methods to public health intervention research *Rod, Morten Hulvej; Ingholt, Liselotte; Sorensen, Betina Bang; Tjornhoj-Thomsen, Tine National Institute of Public Health, University of Southern Denmark, Copenhagen, Denmark*

When public health intervention research seeks to measure the efficacy of behavior change programmes attempts are frequently made at identifying "the effective ingredient". Along the lines of clinical trials that test the effects of drugs, researchers are concerned with the "compliance" of research subjects and much work is put into monitoring and measuring the "dose" of the intervention delivered. This paper points to the potentials of including ethnographic methods when evaluating health promotion interventions in organizational settings. In such settings, compliance (or programme fidelity) needs to be weighed up against the need for adapting and interpreting the programme in order to make it fit to shifting organizational contexts. Further, attempts at monitoring the "dose" delivered are prone to fail if they concentrate solely on measuring whether or not organizational members follow a set of behavioral rules prescribed by the intervention. Inspired by Marcel Mauss' classic work, The Gift, we suggest that intervention research needs to capture and conceptualize "the spirit" of the intervention – i.e. the intentionality and directionality involved in the particular organizational and behavioral changes which an intervention is supposed to cause. Ethnographic methods have a particular potential for contributing to the conceptualization of "the spirit" of an intervention, during its development as well as its implementation. As Mauss suggested to be the case for gift exchange in archaic societies, particular acts of gift-giving contain a force to which their social efficacy might be ascribed. Via a discussion of a health promotion intervention in Danish vocational colleges, we argue (1) that intervention research might benefit from including a Maussian perspective on the efficacy of social exchange relationships and (2) that this aspect of behavioral interventions is best explored ethnographically.

The use of qualitative methods for the analysis of school achievement *Baptista, Inês ISCTE-IUL, Lisboa, Portugal*

School achievement has traditionally been, in its multiple facets, a social sciences' study subject. Extensive scientific research projects on this subject, particularly international and comparative, have used quantitative methods in order to explore relationships between variables and the most significant factors that can explain this phenomenon. One can particularly highlight the issues of gender, ethnicity, social class of origin, educational background, peer group, but also variables related to school climate and learning environment (school organization and buildings, teaching methods, organization of classes, types of school leadership and management, etc). Using data collected through interviews, focus groups, observation, field diaries and document analysis (included in a research project on school achievement in Portuguese public schools), we attempt to explore the added value of qualitative methods in understanding this phenomenon. As so, we intend to reflect on the ability of qualitative methodological approach to uncover and develop other explanatory dimensions, namely the perspective of students, teachers, parents and other stakeholders in the educational community.

What works? Evaluating a school-based intervention program with qualitative methods when 'evidence' dominates the discourse *Bergnehr, Disa; Osvaldsson, Karin Child Studies, Linköping University, Linköping, Sweden*

What works? The present study discusses the evaluation of a school-based intervention program with qualitative methods when 'efficiency', 'evidence' and 'effect' dominate the discursive setting. In 2010, the Swedish Council on Health Technology Assessment (SBU) published a report where the efficiency of structured, manual-based parent support programs and school programs was assessed. The general conclusion was low evidence of efficiency, that is, the effect of the programs could not be stated since many had not been assessed using a randomised control study design. In 2011, the Swedish National Agency for Education (Skolverket) published a report on anti-bullying and health promoting intervention programs at schools. Similar to the SBU report, it states that the effect of the programs (i.e. to what extent the program changed children's behaviour) could not be measured, due to the varying ways the schools implemented the programs. In the societal discourse, demands are raised on local authorities (e.g. social services and the school) to apply methods and interventions that are 'evidence-based', which often mean proven to be effective through measurable standards. In the present paper, we investigate ways to evaluate a manual-based school program with qualitative methods such as observations and interviews. We show the benefits of using qualitative methods when the application of the manual is studied, and how words such as efficiency and effect are given new meanings when qualitative results are presented. In addition, we discuss the process of outlining, conducting and presenting the results of a qualitative research study in a setting where priorities and decisions in the local municipality are directed by the notion that evidence of efficiency and effect are gained primarily by quantitative, measurable research data.

DISTRIBUTED PAPER

Using focus groups as a tool in evaluating new educational programs *Elezoviæ, Ines; Æurkoviæ, Natalija National Centre for External Evaluation of Education, Zagreb, Croatia*

The strength of qualitative methodology in examining attitudes towards the changes in school curricula originates from active inclusion of teachers and students in the process of formal external evaluation, which means sharing influence in decision making with all the participants that are potentially affected by the proposed changes. Sociology of education in this respect has produced only a handful of qualitative studies for which each time some specific, and not standardized, criteria for giving recommendations was used. The aim of this paper is to present the method of focus groups as a very effective toll in evaluating educational programs, especially those who serve more specific public needs. Focus groups methodology is briefly described and explained together with its advantages and disadvantages and observed application in the field of education. The comparative analysis of two examples of teacher focus groups used for evaluating two different newly introduced areas of curricula in Croatian elementary and high schools, as an integral part of more complex evaluation of these programs, is given. Main goal while conducting these focus groups was to gain broader view of teacher's opinions and experiences about subject matter itself, teaching possibilities and organizational dimensions. New policy making approach in our educational system, i.e. implementing skills and applicable knowledge into curricula to serve labor market needs, opened the way for new methodologies in gathering data based evidence for decision making process as well.

15. Ethnography II: Analysis and epistemology

Session organizer: Katarina Sjöberg

ORAL PRESENTATIONS

"When you kill a monkey, don`t look at its eyes." A discussion of Indigenous storytellers and Western interviewers in methodologically contested terrains *Ryen, Anne University of Agder, Kristiansand, Norway*

The Interview Society (Atkinson and Silverman 1997) is a rather new (Gubrium and Holstein 2002, Platt 2002) as well as a contextual phenomenon (Ryen 2011, Gobo 2011). It is also the most prominent technology of the self (Foucault 1988) and rests on the Western notion of the individualised self with individuals accepted as competent commentators on their own experiences though its American and continental European history is both fragmentary and partial (Ryen 2011a). Contexts seen as characterised by communities oriented towards subjectivity as collective are argued to better escape the romantic image of the interview as the preferred method to assess authentic, experiential truth. The criticism of the interview, the western method per excellence, is an argument against uncritical export of methods (Ryen 2008, 2011b, Ryen and Gobo 2011), and inevitably Edward Said`s (1978/94, Marcus 2001) Orientalism lurks in the background. Abaza and Stauth, however, see Said as representing a reductionist Foucaultian discourse that leads to a new type of "Orientalism in reverse" (1990:210) or "a new type of "going native" sociology of Arab intellectuals due to essentialising the cultures of the Other based on some kind of purity of cultural traits itself a product of modernity. In this paper I challenge the assumptions of culture or ethnicity as a compelling category to the production of data. Rather than focusing my criticism on the western interviewer model (a most general criticism), field experiences seem to invite a more nuanced contextual distinction of researcher models in cross-cultural research. I argue there are no "better" answers, only situated answers.

Between life-world analytic ethnography and ethnophenomenology: Taking account of subjective experiences of actors *Eberle, Thomas S. University of St. Gallen, St. Gallen, Switzerland*

One of the prevailing debates on ethnographic research is if, and to what extent, subjective experiences of actors should be taken account of. At the one pole, the classic anthropologists asserted that ethnographic research should investigate the "native's point of view" and the "native's experiences." Many followed this line, and phenomenological sociologists confirm this position until nowadays. At the other pole, ethnomethodologists – who, interestingly enough, were inspired by phenomenology – refuse that subjective experiences could be a proper research object and propose instead to investigate sequences of interactions. Within ethnography, there is a wide array of different positions on this subject, and the debate continues, as the recent discussion of 'auto-ethnography' has manifested. In my presentation I will provide some plausible arguments why subjective experiences of actors should not be dismissed but studied. The major goal of my paper is, however, to reflect my methodical approach of analysing the subjective experiences of a patient who was struck by a haemorrhage, stayed in an artificial coma for three weeks and then slowly started to reorient

herself in a life-world that had become strange to her. I will discuss my methodical approach in the light of two approaches that were recently developed in German sociology: Firstly, the life-world analytic ethnography that uses the researcher's personal experience in the field as a resource of its own; its method is observing participation (in contrast to participant observation) and its aim is to grasp experiences-in-their-making, before they are transformed into language. Secondly, ethnophenomenology which attempts (in analogy to ethnomethodology) to research other people's reflections on the mode of experiences that are unavailable to the phenomenologists, as for instance religious or near-death experiences. In this context, I will ponder the potential of a phenomenological analysis of qualitative data.

What is this a case of? Methodological lessons from a reanalysis of conflicts within the Swedish Juvenile Care *Basic, Goran Department of Sociology / Lund University, Lund, Sweden*

In qualitative studies it is often problematic to go from exhaustive analysis of empirical instances to an overall picture of the context or phenomenon in which all instances – taken together – may be looked upon as a case. Years of close engagement in the data may hold back the analyst's capacities and possibilities to contextualize his or her study more broadly and theoretically, and detailed knowledge about a range of situations on the field may make novel contextualizations hard. This presentation discusses how to overcome such obstacles with the help of examples from a study about a 'collaboration' project in Swedish youth care. When a large amount of interactions of professionals, youngsters and parents during a public project in which authorities were supposed to cooperate were studied using ethnographic field observations and interviews, the findings included various interpersonal conflicts between the involved actors (retold and observed). But even if the study produced detailed knowledge about various forms, constellations and accounts of conflicts within this 'collaboration' project, it was not until all these instances were reanalyzed in terms of earlier research on collaboration in other areas and between other organizations that an overall picture of the result was clarified. Similarities and differences between the retold conflicts during interviews and the interactional, in-situation formed conflicts now showed that (1) the 'collaboration' project became a struggle in Georg Simmel's meaning, and (2) the client in human service organizations face a significant risk of falling outside new such 'collaborations'. This presentation tries to specify how this result was reached and, consequently, what it means in practice to look upon one's set of qualitative data from a broader angle.

Resisting generalized and framed interpretations: how a phenomenological approach enrich gender and development debates within the wider development discourse *Wallevik, Hege University of Agder, Kristiansand, Norway*

The overall context of the paper concerns how a phenomenological approach enrich more general debates on gender and development as seen in the wider development discourse. As the development field is dominated by more generalized methodological approaches, the aim is to show how an ethnography based within a constructivist epistemology can be communicated into the field of development. The ethnographic focus of this paper is on women and their economic affairs in Zanzibar Town, a primarily Muslim society along the Swahili coast. Employing a phenomenological perspective, using participant observation as

the main methodological approach, I explore how Zanzibari women engage in economic affairs and in particular, how these activities are embedded in a certain moral universe and the social relationships of which these are constituted. This presupposes a constructivist epistemology where findings are a result of a co-produced knowledge. Thus, the researcher - subject relationships become highly relevant to the contextualization of the findings, emphasizing the need to acknowledge also the researcher's agency. By emphasizing the need to see women and their economic engagement against a background of how daily life is organized this paper argues for the need to acknowledge methodological approaches focusing on 'daily life concerns' within the field of development. Such a perspective, based in the experiences of women themselves, is seen as a way to resist generalized and framed interpretations on women and the way they engage in economic affairs.

DISTRIBUTED PAPER

What counts as knowledge? The importance of ethnographic fieldwork in contested fields of research *Haaland, Hanne University of Agder, Kristiansand, Norway*

The ethnographic focus of this paper is on residents' perceptions of what is considered as community land in a land registration process in the Province of Maputo, Mozambique. Rights to land in Africa is an increasingly contested field, where discussions of the value of land tend to be framed within dominant development discourses about economic development and phrased in economic terms. Thus, rights to land as a research topic often involves a struggle between different disciplinary approaches and methodologies where certain disciplines tend to have a hegemonic position as a result of strategic interests. Working in contested fields where external actors often have the power of definition requires particular attention on how we try to grasp local bodies of knowledge. Power transcends knowledge, hence the core argument of this paper is the importance of situating oneself in the field of enquiry in order to understand how local bodies of knowledge are constituted, presented and argued when it comes to contested issues like rights to and access to land. A phenomenological approach and an actor oriented approach which place emphasis on local experiences and which recognizes multiple realities enable us to step out of the "box" and free ourselves of hegemonic perceptions of what constitutes local knowledge. In the case of rights to land, an experience near approach enables an understanding of the many different values land that goes beyond land as an economic asset; land as lived, emotionally sensed and experienced and as providing obligations as well as rights. A focus on local actors and an experience near approach enrich our understanding of local knowledge and the way it is argued, as well as of why so-called participatory processes in contested fields often tend to fail.

16. Making Qualitative Research Credible II: knowledge and quality

Session organizer: Håkan Jönson

ORAL PRESENTATIONS

Beyond credibility and confirmation: A strong program of triangulation *Flick, Uwe Alice Salomon University, Berlin, Germany*

Triangulation has an interesting conceptual history in qualitative research. Soon after the discussion became critical about the idea that triangulation might increase validity or objectivity in social research as first outlines suggested, it was caught up again in a similar corner again. Triangulation was understood as part of a criterion Lincoln and Guba labeled as credibility in the context of qualitative research. And it was reduced to the confirmation of results in the context of mixed methods discussions. Such a limited concept of triangulation can be understood as a weak program of triangulation. A strong program of triangulation will go beyond this understanding in several ways: It will not see triangulation in the context of quality indicators or criteria and will not aim at confirmatory additional results by applying this strategy. It will also not be limited to combining methods but refer to combining research perspectives in a systematic way. In this paper, such a strong program of triangulation will be discussed by referring to examples from studying health and social problems in various fields. The focus will be on the additional knowledge and insights a triangulation of several qualitative methods permits to produce. If this makes qualitative research more credible, this is a side effect but not the main purpose of using triangulation.

"Living" Archives – How data archiving can contribute to quality in qualitative research *Smioski, Andrea WISDOM, Vienna, Austria*

The dramatic increase in qualitative research raises the question of how to deal with research data. Large archives, such as the UK Data Archive, now dispose of specialized facilities for the archiving of qualitative data. In 2007, the Austrian archive for social science research data, the Vienna Institute for Social Science Documentation and Methodology (WISDOM), established a qualitative archive as well. However, qualitative data requires different archiving strategies than quantitative data. Comprehensive data documentation is essential for the secondary use of archived qualitative material, confidentiality issues need to be given greater consideration and metadata description for qualitative data comprises different and at times more in-depth information about a study than it does for quantitative research data. This paper examines archiving strategies for qualitative data, which were developed at WISDOM in the course of the last four years. Light will be shed on the close interconnection of research and archiving processes. Archiving processes, such as data documentation and data management, are understood as integral parts of and intrinsically tied to the research process. Therefore it is of utmost importance to involve researchers in the archiving process. This has further consequences for the lifecycle of a data set. Archiving is not understood as a final stage in the data lifecycle. Instead, a new concept, the concept of a "living archive" is introduced. Through reuse of archived data, e.g. additional data generation, the production of

more detailed transcriptions or new coding schemes, collections can grow and, in the long term, increase in value. Finally, this paper illustrates how data archiving can contribute to the quality of qualitative research and highlights the importance of archives as instances for quality assurance.

Reputation: a criterion for judging credibility *Wahida, Chowdhury Carleton University, Ottawa, Canada*

As qualitative research proliferates, governments, organizations and editors of scientific journals face an increasing challenge of selecting quality research from a growing supply of proposals/manuscripts. The limits of time and attention cause many to rely on heuristics, for deciding which research is credible. Some of the heuristics are likely to make use of a researcher's reputation or "track record" (number of previous work), which may be imperfectly correlated with the quality of the researcher's current work. The paper reports the results of computer simulations designed to examine the long-term, aggregated outcomes of employing various criteria to select quality research. The results show the sensitivity of these outcomes to chance events that establish a reputation, and illustrate how these chance events can quickly lead to the exclusion of high quality works submitted by researchers without established reputations. Implications for improving the criteria for judging credibility are discussed.

On reporting serendipity *Madsen, Lene Møller, Adriansen, Hanne Department of Science Education, Copenhagen K, Denmark*

Research is an intriguing and sometimes surprising affair. By being open to serendipity many researchers have discovered and explored new relations and meaning while looking for other things. However, how do we give justice to serendipity in reporting research? This question was triggered by referee comments recently received from an international journal within educational research. It said: 'Both referees point especially at the structure in the manuscript being problematic and that this should be changed towards an IMRAD-structure. This will contribute to clarify the argumentation and help the reader to see 'the red thread' in the manuscript'. IMRAD is an acronym for Introduction, Methods, Results and Discussion. The IMRAD structure has its origin in the empirical sciences and it has come to dominate academic writing throughout the sciences during the last century. The IMRAD structure gives the impression of research as a linear, rational knowledge process. But what about the other sciences: has the IMRAD-turn now come to the other disciplines? and what could the consequences be? Just by looking in the recent journals of different disciplines in social science it gives the impression that this could be the case. Also the publication manual of the American Psychological Association, (APA-style) is now recommending the IMRAD structure for empirical studies, the manual being widely used by journals in the social and educational sciences. This paper discusses the change towards IMRAD-structure within educational research and highlights its possible consequences for being open to serendipity when doing qualitative research. Further, it gives examples on authors who have taken serendipity seriously in reporting their qualitative research and argues that we need to be aware of the way we report our qualitative research in order to give full justice to the research process and not pretending it is a linear, rational knowledge process.

Emotional participation in observations of professional stage actors *Bergman Blix, Stina Stockholm University, Stockholm, Sweden*

Even when the observer does not participate verbally in field studies, s/he can be emotionally participative using her/his emotions as a methodological tool. Earlier contributions from ethnographic studies are discussed and compared to examples from observations on the rehearsals of two theatre productions. One crucial point is that the researcher's emotions can be more or less congruent with the situation at hand; a match as well as a mis-match can be used as information in the research process. Furthermore, the emotional expressions displayed by professional actors can be more or less emotionally anchored within them. Do the observer's feelings correlate with the research subjects' felt emotions or their portrayed emotions? Reflections on these issues can be used in interviews with research subjects to attain a more nuanced and tangible interpretation of the actors' emotion work.

DISTRIBUTED PAPER

Analyzing qualitative interviews. The process of finding and presenting the meaning behind words *Ponnert, Lina School of Social Work, Lund university, Lund, Sweden*

When qualitative data is discussed it is often referred to as less credible as quantitative data. This is amongst other things due to the fact that qualitative studies aim at interpreting and understanding meaning instead of counting "hard" facts such as numbers and explaining the relation between different components. The interpretation of meaning in qualitative studies is thus a process which is very much a result of the specific involved researcher and his or hers personal ability and skills. The reliability is according to this claimed to be lower than in quantitative studies, since different researchers may interpret and present the findings in somewhat different ways. To make qualitative studies visible and credible it is thus necessary to describe in more detail the methodological process and how the analysis has been accomplished. In doing this, researchers often tend to describe the process of analyzing qualitative data as a rather rational and strict categorization process carried out in a logical, yet time consuming way. But is this really how we always do it? And is the only way to make qualitative data credible to describe the analysis as a rational and logical process? Or is it possible to describe the analysis as partly an irrational chaotic process that sometimes follows no logical order what so ever, and still call it credible research? These are the questions I will focus on in my presentation, and I will relate the questions to my own experiences from analyzing qualitative interviews. I will claim that patterns, trends and divergences are not easily discovered and credible just by the fact that data has been categorized in a certain way according to the transcribed words from interviews, the analyzing process must begin much earlier. What is needed to make qualitative studies credible is also time to live and think your data during a certain period of time, which is facilitated when you take part of all steps in the data process.

17. Ethnography III: Virtual spaces

Session organizer: Dominika Byczkowska

ORAL PRESENTATIONS

"The PC does not like me, he does not eat it." Computer-use in classrooms by primary school pupils *Maeder, Christoph University of Teacher Education Thurgau, Kreuzlingen, Switzerland*

The paper examines the role of information and computer technologies (ICT) in primary school classes by investigating the use of desktop computers and electronic white boards by pupils and teachers in two classes of a public school in a suburb of eastern Switzerland. The director and some of his teachers decided that they wanted to become a cutting edge ICT learning facility. They formed the “laboratory school” that comprises the first six years of the primary school education. Two classes with about 20 pupils, each class split up in three age cohorts together with their two teachers, were formed and equipped with much more ICT than what is usually the case in Switzerland. Although the use of electronic devices in classrooms continuously grows and some curricular recommendation from superordinate authorities concerning the use of ICT in the primary school is available, the subject of what should be done with computers seems not very clear at all. This holds surely true for the programmatic level of “ICT didactics” or “media pedagogy” where ICT itself is currently not considered as being a subject of it’s own right like e.g. mathematics and languages. It gets labeled and treated differently as something like a “transversal competence” that should be infused into all the existing subjects. This idea of the ICT yields a cluster of practical questions for the research. In my just recently started ethnographic study I am interested in what is done in such classrooms and how it is done when it comes to ICT. To investigate the role and use of desktop computers and electronic whiteboards in primary school education I draw on an ethnographic theory of cognition, where knowledge is conceptualized as a socially situated practice of performing on tasks, rather than as an abstract concept of what is supposedly in people’s heads. The data consists of field notes stemming from participant observation, some video recordings and photographs.

Searching for clues: Methodological reflections on the absence and presence of the body on the Internet *Scaramuzzino, Gabriella Social Work, Linnaeus University, Växjö, Sweden*

Internet is an integral part of many people's daily lives. The Internet is also a constantly changing environment in which new possibilities of interaction are continuously developed and being set up. Furthermore the digital and the physical realities, online and offline, are becoming more and more intertwined. However, the Internet is still characterised by the absence of physical bodies and physical encounters. Such absence can become a challenge for contemporary ethnographers who use their own selves as main tool for understanding. Online, ethnographers can not use interpersonal skills to the same extent as offline and are left to interpret the interaction without much contextual information and physical body presence. Drawing on an ongoing doctoral study about a Swedish virtual red-light district,

this paper discusses how the Internet is in reality not a disembodied space. Bodies, body language and emotions are in fact reproduced in textual exchanges through different means and, as the preliminary results of the PhD-project shows, online, ethnographers can look for several "interactional clues" to grasp and interpret the interactions. The paper also discusses how new methodological skills and techniques can be developed to interpret interactions online and assesses the interactional clues' usefulness in interpreting the empirical data on the Internet, in visualizing the presence and the field.

Serendipitor: Apps for accidental discoveries *Buciek, Keld; Theis Nielsen, Thomas Roskilde University, Roskilde, Denmark*

In this article we will use a mytho-geographical perspective on small local trips in the urban environment. Using new media technology and not least navigation software developed for use in smartphones, we will conduct a survey of mytho-, and psycho-geographical drifting strategies and urban walking tactics. We will explore ideas and techniques of walking through Copenhagen to reveal the serendipity of impressions stumbled upon around "the next corner" by means of a small aps by the name "Serendipitor". Those who have studied serendipity in a historical and in an epistemological perspective, agree that a prepared and open mind is required on the part of the urban stroller to detect the importance of information revealed accidentally. We will investigate how new tech serve different spatial thinking and practices. We will do this by following a group of geography master students and their explorations of the app Serendipitor. Serendipitor is basically a small program that facilitates the getting lost process of mytho-geography even though the program was not, to our knowledge, specifically intended for this purpose. Serendipitor works by interfacing to a map service, typically Google Earth, and the GPS of the smart phone. The program will issue brief commands based on an unknown algorithm. These may be commands like: Go to the next intersection and take a photo of something blue, then follow the first red thing for three minutes. We will work with a group of students using this aps in the streets of Copenhagen. The students will take notes and document their explorations, their impressions and their feelings as they penetrate deeper into the city streets by chance. The students will make all observations available also on an internet based map service.

DISTRIBUTED PAPER

What about credibility, integrity and labeling? The use of citizen journalistic film clips on YouTube as qualitative data *Mallén, Agneta Lund University, Lund, Sweden*

Generally, collecting qualitative data can be time-wasting: the researcher has to get access to the field, find the best interviewees or make observations during several months, if not years. As an alternative to these time-consuming data collection methods, existing data, such as diaries, historical documents or – lately – film clips on YouTube can be used. This paper will discuss the use of citizen journalistic film material on YouTube as qualitative data. The analysis and discussion will be made in relation to credibility, integrity and labeling. The analysis is based on the two first known cases of citizen journalism in Finland, from 2006 and 2007 respectively. Both cases include criminal acts that are objected to legal consequences if reported – assault, battery and racist comments that can be seen as hate crime. In the first case, a passer-by films two security guards assaulting a man. The resulting film clip is posted on

YouTube on the Internet and debated in several Finnish newspapers. In the second case, a student films a parliamentary candidate making comments that have racist undertones. This footage is shown on the television news and is subsequently posted on YouTube. In both cases, the student and the passer-by are practicing citizen journalism, because these film clips are published and discussed online and in the mass media. In this paper I will focus on the problems that may arise while using citizen journalistic footage on YouTube as qualitative data. Critics of citizen journalism state that its credibility cannot be guaranteed. This form of publishing cannot be edited or editorially reviewed, and, if editing is absent, citizen journalistic media materials can hardly be part of journalism, its critics claim. Other negative aspects of citizen journalistic publishing concern the person subjected to the citizen journalist's camera and regard questions of integrity and possible labeling.

18. Narrative Analysis II: Approaches and cases

Session organizer: Joakim Thelander

ORAL PRESENTATIONS

Narrative approaches to organizations *Corvellec, Hervé Department of Service Management, Lund university, Helsingborg, Sweden*

This article presents an overview of narrative approaches to organizations. The first part describes the tenets of narrative anthropology, underscoring that the homo narrens is a storytelling creature who keeps telling stories to communicate, and keeps consuming stories to make sense of her world, which establishes the relevance of narrative anthropology for organization studies. The second part stresses that a narrative approach to organizations stands for a specific epistemology, heuristic and methodology. In particular, it stresses that since people are storytellers, it is apposite to study how, why and where people in organizations produce, diffuse, consume, and question stories. The third part focuses on storytelling, and unfolds the tenets of organizational narrative politics. The conclusion underscores that narratives present the advantage of providing a concrete sense to temporality and causality, in an evocative and flexible way; but it underscores also that narrative have the potential to bracket critical thinking. The article ends therefore with a call for a critical narrative awareness in organizational context.

Combining narrative and ethnographic enquiry *Humle, Didde Maria Department of Organization/Copenhagen Business School, Frederiskberg, Denmark*

My contribution is an exploration of the methodological and analytical advantages of combining narrative interviews with ethnographic enquiry in an extensive case study (2008-2010) on work-life and work-identity. The empirical material consists of 30 semi-structured narrative interviews with consultants working at Manning, a consultancy house with 140 employees. The interview guide was made to facilitate and promote two types of stories: Stories of everyday work practices and work-life-stories. Both types of stories have proven to be informative and productive when it comes to exploring how the consultants create meaning in relations to their work-practice and work-life. The analysis is also based on ethnographic studies of the everyday life in and around the organization including documents from the company intranet and group e-mails. First I will share my experiences conducting and analyzing stories of work including the attempt to promote and activate storytelling using the Critical Incident Technique developed by Flanagan in 1956. Secondly I will use one of my empirically based analysis to illustrate how the combination of ethnographic enquiry and narrative interview has proven fruitful in the study of the interplay between the constructions of individual work-identity and organizational stories and discourses. In the analysis I explore "The Story of Fantastic Manning", an organizational tale of "excellence", unity and coherence - a mutually shared discursive conception of what makes Manning a rewarding workplace and of what separates the company from its competitors. The analysis illuminates the co-existence of this relatively enduring organizational identity narrative and many critical and fragmented stories of everyday work practices. Although the narrative interviews are the primary data, this analysis has been enriched by my position as an in-house ethnographer

with full access to the intranet, meetings, e-mails, social gatherings etc.

"The Teenage Girl" in Stories about Juvenile Delinquency *Liljeholm Hansson, Susanne University of Gothenburg, Göteborg, Sweden*

In this paper narrative analysis is used to study how teenage girls, living in a neighbourhood des-ignated as especially troublesome, describe themselves, their social relations and their local envi-ronment. The analysis aims at highlighting different meanings and functions of their stories and the research questions deals with how the narrators through their storytelling negotiates morality, social positions, meaning and also how they through the narrations co-constructs and conceptual-ize a sense of a "we". In recent years, criminality among young people from socioeconomically disadvantaged residen-tial areas in Sweden, like in several other countries, has been subject for an intensive debate. Sto-ries about criminal gangs actively recruiting young, unemployed men and about violent youth riots has been given extensive space in several forums, as for example the media, among decision makers, involved professional groups and citizens in general. In contrast to delinquent boys, teenage girls' living in the areas in question has got less attention. They are often given a rather modest and static role – as someone the boys are trying to impress, someone who helps the boys to stay away from crime or as someone in need of protection. From an on-going Ph.D. study focusing on local ideas and understandings of juvenile delin-quency and youth riots, two group interviews with teenage girls are selected for a closer narrative analysis. The studie is focused around the themes: the girls' understanding of themselves, ele-ments of power and control and linkages to dominant cultural and political narratives. The analy-sis shows i.a. how the girls uses contrasting stories about their past and the future as a tools to create their contemporary self and "us", how the classical struggle to define "the good woman" is a vivid theme in their contemporary life context and also how they continually must respond to different interpretations of this concept.

Narratives of virtue. Rhetorical accounts of knowing historical memorable figures *Matei, Stefania Faculty of Sociology and Social Work, University of Bucharest, Bucharest, Romania*

Bringing an historical figure to public attention requires the employment of stylistic procedures of handling a systematic and organized collection of documentary attested data about past events. Biographers use such pieces of information to create a narrative that supports the portrayal of a character. Nevertheless, presenting the information about an event or a sequence of events in which an historical person took part is not sufficient to provide a sense of knowing the respective person. The shift from factual information to substantive knowledge contains implicit or explicit references to character individuality integrated into a rhetorical repertoire of epistemic accounts and meaningful narratives which are prone to counter alternative versions. Hence, the paper aims to explore the methods of emploting exemplary achievements as a form of transposing a chronicle-based approach into a testimonial-based one. The study presents the results of a qualitative analysis of interviews with biographers taken by journalists or other professionals. Accordingly, the material being analyzed is composed of written and audiovisual media discussions about the life and activity of a biographical subject. Biographers legitimate their statements by making use of discursive routines focused on character intelligibility, thus creating a type of relationship reproduced in

public realm as a form of narrative comprehension. On that account, I observe the professional and lay psychological repertoires used by biographers to reconstruct their characters' selves and I reflexively inquire into the challenges of such observations.

Narratives as social memory. Theorizing a crucial unit of qualitative research
Brosziewski, Achim Thurgau University of Teacher Education, Kreuzlingen, Switzerland

Narratives play an important role in qualitative research. It is evident for any kind of biographical research. Also ethnography has to deal with narrations, with tales from and of the field. Furthermore, discourse analysis encounters „grand narratives" in their material, for example the story about „knowledge society succeeds industrial society." My contribution suggests, to conceptualize narratives not only at a methodological, but also at a theoretical level. My main resource will be drawn from a concept of social memory provided by Niklas Luhmann. In his sense, social memory does not encompass all shared remembrances. Instead, social memory refers to all communicative forms, which actualize the distinction between „what is given?" and „what can be changed?" Beside rituals and symbols, the form of „things" delivers important examples. Encountering things like tools and other objects, all participants realize, what constrains are given and which possibilities are offered – without having to remember, under which circumstances they had learned these characteristics. Within the broader ensemble of social memory, narratives order events-in-time. Narratives are free to select events, but are restricted – as literature theory teaches – by the principle of suspense. „What comes next?" is the question, that unites audience and narrator. Questions of „reality or fiction" can only be posed and proved within this given frame, not outside of it. The stories themselves must decide, which events they take as given at each stage, and what possible courses of action could fit next. Thereby narratives fulfill the function of social memory of complex action-sequences, providing a shared repertoire to evaluate such patterns. I will elaborate the concept and draw its main consequences for qualitative research about, with and as narratives.

DISTRIBUTED PAPER

An analytical framework for reading spatial plans as narratives of place identity, applied to the Naval City of Karlskrona
Mareile, Walter Blekinge Institute of Technology, Karlskrona, Sweden

This paper develops an analytical framework to identify and interpret narratives of place identity in urban development plans. It builds a template for analysis by combining Kenneth Burke's dramatistic pentad, rhetorical analysis based on Hayden White and a typology of narratives of place identity making use of concepts of Manuel Castells. This methodological approach is applied to an analysis of four municipal documents, among them three consecutive comprehensive plans, of the Naval City of Karlskrona/Sweden, published between 1980 and 2010. This period covers the transformation of Karlskrona from a city restricted by military interests and depending on manufacturing industries heavily relying on state support to a place with diversified knowledge-intensive industries, including telecommunication services. The analysis shows the existence of competing narratives of the city's identity in the plans, the incremental transformation of these narratives over time, and the emergence of a hegemonic narrative, the one of Karlskrona as an attractive place for

service industries. It can be demonstrated that each of the main narratives in the four municipal documents takes the form of a different literary genre, standing for four distinct views on the relation between the municipal leadership and the citizens. It can equally be shown that these narratives embody different perspectives on how local development comes about, who the most important agents are, and what can be regarded as valuable resources for development. Concerning the last point, the greatest differences can be seen in the way the built heritage is narrated as resource for the future.

19. Qualitative Research in Medical Settings

Session organizer: Vesa Leppänen

ORAL PRESENTATIONS

Observations of hospital rounds: how more information and technology generates more negotiation, ambiguity, and delays *Koppel, Ross Univ of Pennsylvania, Phila, United States*

Our observations of medical rounds in ICUs (teams visiting each critical patient), reveal overwhelming ambiguity and massive numbers of unknowns. There were very few confirmed diagnoses, treatment plans were usually ad hoc; there were disputes about current & past medications, medical histories showed wide gaps, & the record of recent care was fuzzy. Often information about patients' wishes was conflicting or missing. In a setting where we expect science or at least protocols to dominate, we find instead constant negotiation, ambiguity, contingency questions, & deferred actions. Old images of hospital rounds led by an omniscient authority are vestigial. While the chief physician (the "attending") still holds ultimate authority, discussions are more about missing & ambiguous information than about anything else. Even the desired outcomes are open to debate. Treatment plans become stochastic models rather than clear guidance. Ironically, one of the sources of the ambiguity is the Electronic Medical Record (EMR) and Health IT (HIT), which are designed to provide clear, full & instant information. However, more data often leads to conflict, ambiguity and negotiations. Unexpected lab findings may mean basic hypotheses must be revisited or a faulty test. The addition of many specialists enhances the probability of alternative explanations and the desire for more tests. Access to more tests generated greater more data and more doubts. This presentation is based on five years of observations of hospitals rounds, analysis of HIT systems, and extensive research on medication errors. It focuses on how more information and more sources of information has not improved the clarity and certainty of diagnoses and treatment plans, but rather has enhanced the negotiations among clinicians.

Doing qualitative research in pre-hospital emergency care *Auvinen, Petra; Palukka, Hannele; Tiilikka, Tiina University of Tampere, Tampere, Finland*

The presentation discusses the challenges and contingencies faced by the researchers doing qualitative research in pre-hospital emergency care setting. The tasks and activities of pre-hospital emergency care are mobile and often unpredictable, requiring real-time coordination, responsible and time-critical decision-making, and a shared understanding about the unfolding situation. The presentation aims to analyze the various conditions and implications imposed by the features of the setting for the qualitative research. The aim is also to introduce the practical and methodological solutions that the researchers made in order to meet the particular demands of the setting. The presentation is based on an ongoing study of collaborative work practices of paramedics that provide pre-hospital emergency care to the patients on the scene of an accident or incident and during ambulance transport to health care facility. The research data consist of video recordings of interactions between the two-person paramedic teams and the patients. A total of twenty-seven (27) ambulance calls were recorded within the Pirkanmaa Hospital District´ s area in Finland. The data also include the

ethnographic field observations of work activities in pre-hospital emergency care and eight (8) interviews of paramedic teams. The paramedics participating in the study work in Advanced Life Support (ALS) ambulances in either public or private sector. They are relatively highly trained professionals being able to perform such emergency care skills as cardioversion, endotracheal intubation and medication administration. The ethnography, conversation analysis and content analysis offer the methodological tools for the research.

Deciphering the Social in Experiences of Mental Illness: What can the interface between autobiography and biography tell us? *Loodin, Henrik Department of Service Management, Lund University, Helsingborg, Sweden*

Social scientists studying mental health from a qualitative approach faces a complex and diverse field. As an empirical field, the object in focus is usually summed up as being concerned with for example, experiences of a psychosis, enactments of the clinician-patient dialectic, or different encounters within, as well as outside, psychiatry. This paper is a suggestion for how to approach and use the unique experiences of living with a mental illness as a material allowing us to decipher common social aspects. The paper discuss a methodology that seeks coherence of the social by starting from the individual who constructs an autobiographical narrative. The central concern for this paper is the movement from the subjective autobiographical account to sociological conclusions about ”the social”. Informed by literature studies and narrative theory the paper seeks to solve this problem by focusing on the interface between autobiography and biography. Autobiography refers here to that knowledge that comes from an individual who talks about his or her life, but tell a story about common social aspects of how it is to live with a mental illness. Biography refers then to the biographical knowledge actors such as clinicians or other peers creates about the individual with a mental illness. It is the knowledge about them as individuals used when seeking for signs of pathologies. Autobiographies are necessarily not the same as, though they are highly interrelated with, biographies. In conclusion this paper hold that focusing on the interface between autobiography and biography provide new ways to interpret and analyse life stories on the field of medicine. It also help us to keep the social as the central unit for inquiry.

Texts, facts, and madness: An institutional ethnography of civil commitment
Zajaczkowska, Agnieszka University of Victoria, Lublin, Poland

Civil commitment, known also as a process of involuntary admission, has been drawing attention of scholars from medical, legal, and social sciences. Since it directly interferes with personal liberties, the current scholarly discussion, in general, revolves around challenges to find a balance between respect for personal liberties and the state’s right to protect the public from “dangerous” and “mentally ill” individuals or between treatment needs and legal safeguards for patients' civil rights. While most of research is addressed from the standpoint of professionals working within legal or psychiatric system, studies that include patients' voices do not move beyond solo description of patients' experiences. Taking standpoint of hospitalized women, my study outsets from the disjuncture between what is known about women in official accounts, that are the basis of admission decisions, and women's experimental knowledge of the actualities of their lives. My project, designed as institutional ethnography (IE), problematizes the process of constructing women's "pathologies" within

the context of involuntary admission. This presentation in grounded in my doctoral research design and the experience of putting this research in practice. This presentation will first outline the tenants of institutional ethnography discussing its particular suitability for an inquiry that aims to explore institutional processes in a way that is responsive to the materialities of the organization of heath care system, yet moves beyond the local to understand "how it is put together." Of particular attention to this presentation will be IE's innovative conceptualization of an institution and of a text as a coordinator of institutional processes in sequences of action and the translator of ideological discourses and "objective" ways of doing. After presenting the design of my study, I will speak to challenges that I encountered in the on-the-ground IE inquiry in the psychiatric setting.

Curiosity of the subject 'human': The role of the interpersonal nexus in qualitative research processes *Glass, Nel[1]; Ogle, K. Robyn[2] [1]Australian Catholic University, Fitzroy, Australia; [2]Australian Catholic University, Fitzroy, Victoria, Australia*

The presentation discusses the importance of human interactions between researchers and participants in qualitative research studies. Specifically, the significance of the interpersonal nexus within qualitative research processes is exemplified drawing from data of a recent clinical research study on patient experiences of shoulder surgery in Victoria, Australia. The importance of qualitative research processes and the role of the interpersonal nexus in generating quality data will be illuminated. Human curiosity as a way of being in interpersonal engagement between the researcher and the participants will be particularly highlighted. The presentation will interrogate and dispute the dominant paradigm where humans in research studies are neutralized as social units. Literature related to the importance of the person, and human interactions in health-related research remains limited. Prior shoulder surgery research has investigated various analgesic techniques to determine key efficacy however the importance of patient perspectives remains understated and overlooked. Following institutional ethics approval, this study was conducted in two private hospitals in Victoria, Australia in 2010. The methods were survey questionnaire, semi-structured interviews and researcher reflective journaling. The study revealed the importance of the sustained researcher-participant interactions, curiosity as a way of being and the embodied interpersonal nexus. The presentation concludes with attesting the skills and expertise required to develop the interpersonal nexus and undertake qualitative research should not be underestimated. The importance of human engagement in clinical research is critical to comprehensively reveal patient perspectives and maximize quality data.

20. Discourse Analysis II: Agendas and relevancies

Session organizer: Veronika Burcar

ORAL PRESENTATIONS

Resistance and recordability: analyzing talk-in-interaction in interviews with abused children *Iversen, Clara Uppsala University, Uppsala, Sweden*
Psychometric measurement is increasingly used in child social welfare to screen for children's problems, assess their needs, and evaluate support interventions. This practice heavily influences the production of concepts such as 'health', 'childhood', and 'vulnerability', as well as the encounters between child service users and institutional agents. Using data from a national Swedish evaluation of support interventions for children exposed to domestic violence, the present paper studies what happens when children resist the constraints of psychometric questions' presuppositions, agenda, and relevance. The paper relies on discourse analytic research on institutional talk-in-interaction, in particular conversation analysis of the use of questions and answers in institutional contexts such as health care, courtrooms, and standardized interviewing. The findings of the present paper demonstrate how the interviewer upgrades and thereby validates children's resistance when their answers can be included in the available options for answers, but reformulates the resistance when it deals with the question's relevance or agenda. These findings suggest that the norm of recordability, inherent in psychometric measurement, structures interviewer-interviewee interaction in the same sense as doctorability has been shown to structure doctor-patient interaction. In addition to illustrating how the institutional norm of recordability may counter ideals of service-user participation, the paper aims to contribute to studies showing the potentiality of analytic inquiry into discourse produced for institutional purposes. By looking at production of meaning in talk—at the level of the talk itself—various forms of discourse analysis provide valuable insights into the unexpected consequences of institutional conduct.

Urine incontinence and help-seeking behaviour among older women in the Faroe Island; a discourse analytic approach *Róin, Ása National Institute of Study on Ageing and Later Life, Sweden, Leynar, Faroe Islands*

For the last decades, urine incontinence (UI) among older women has been the focus of a considerable amount of research projects. Despite the relatively great interest in the subject and despite the fact that many implications for practice have been suggested following results from different projects, there seems to be none or little change in the prevalence of UI and help-seeking behaviour among women suffering from long term UI. In an attempt to unfold part of the complexity concerning UI among older women and their help-seeking behaviour, interviews were performed with six women who had suffered from UI for years. We used a discourse analytic approach to obtain an understanding of how the women constructed meaning of UI in their daily living and how they conceived and coped with their condition. Our study showed that the women considered UI to be part of normal ageing. They drew upon a 'discourse of decline', which offered them an understanding of UI as due to inevitable bodily changes for which they were not responsible. At the same time an 'activity discourse', by which UI was connected to insufficient physical training by the individual, appeared to

burden the women with feelings of guilt for not being physically active and for not being able to come up to the expectations of successful ageing. They appeared to balance between disclaiming responsibility and assuming responsibility of UI, which neither resulted in actively seeking help nor talking with others about their problem. Avoiding public exposure and embarrassment seemed to dominate the women's behaviour, restrain their daily living, and direct their coping strategies.

Procrastination and the 'ideal student': a discourse analysis *Groza, Martins; Cremers, Jolien; de Koeijer, Valerie; Williams, Catherine Roosevelt Academy, Middelburg, Netherlands*

Usually referred to as a lack or absence of self-regulated performance or a tendency to postpone what is necessary to reach a goal, procrastination has become a common problem among students. Given the growing awareness of the concept of procrastination, more research needs to be carried out concerning students' personal perceptions of the concept and the effects it may have on their daily lives. In this research, rather than attempting to quantify the effects of procrastination, qualitative analysis was used to better understand the discourse of procrastination and its effect on the students of Roosevelt Academy. Initial interviews, analysed using grounded theory, served as the basis for the second stage of our research – a focus group interview, analysed using discourse analysis. Because many students see procrastination as a considerable obstacle to studying: "How does the discourse of procrastination at Roosevelt Academy influence student understandings of their study habits?" served as the main research question. Discourse analysis revealed a number of patterns, contradictions and paradoxes regarding students' procrastination. These arise from a tension between what students perceive as the characteristics of an "ideal student" and their own characteristics. The "ideal student" can be described as a student that does not procrastinate, is motivated to do work and does not need to sacrifice studying to be socially active. Due to the unrealistic nature of this "ideal student", attitudes toward study habits and procrastination may become irrational. Strong external pressure to engage in academic work leads some students to define procrastination as doing "nothing", causing its counterpart "something" to become associated with academic work primarily, thus eliminating the notion of 'free time'. These insights in the workings of procrastination may serve to better equip future research concerning the phenomenon.

Discourse analysis and religious meaning-making *Ekedahl, MarieAnne Uppsala university, Uppsala, Sweden*

There is a discussion in progress concerning the construction of religious meaning-making (van der Lans 2002, Gergen 2002, Ekedahl 2010). Hermans (2002) argues that religious meaning can't originate from the individual's construction of their own sacred universe. Meaning-making is stressed as being a communal process. Inspired by Bakhtins concepts 'The Monologic Author-God' and 'The Polyphonic Author-God' the conclusion is that the monologic Author-God model fits into a pre-modern context, but the polyvocality better suits a post-modern context. They ask for research about how people construct meaning within social heteroglossia and how people defend embodied truth as absolute truth (Hermans 2002). Against this background a Swedish study in the psychology of religion, was conducted concerning "Pastoral care in 'the public room' as an empirical study of journal texts as

discursive meaning-making" (Ekedahl, 2010). The material consists of texts from a weekly paper published by the Swedish Covenant Church during 1974-1975. Two chaplains, both men, answer letters from people, mostly women, who read this weekly paper. The study is qualitative and inspired by discourse analysis both theoretically and methodologically. An interpretation is made using Bakhtins theory concerning authoritative and dialogic processes. The results show meaning-making as 'salvation-discourse' and as 'caring-discourse'. Both discourses intersect with different discourses concerning sexuality and coexistence. To sum up, authoritative constructions contribute to fix earlier identity while dialogic polyvocal constructions contribute to forming new identities for both men and women. The results address questions about meaning-making and health discourses as well as meaning-making in discourse concerning sexuality in future research. The balancing factors in meaning-making processes which include existential aspects are a relevant focus.

The contribution of articles other than news in a text analysis *Stenborg, Emelie RPI/Lund University, Lund, Sweden*

Often, when using media as empirical material, only news articles are chosen for a text analysis. This is based on a rationale that it is mainly news that shapes the images created in media and thus may impact people's perceptions of issues. However, I would argue that the audience does not necessary, or even readily, distinguish between different type of articles within news papers. Further, the contents and type of media have changed during the last decade or two, leading to a stronger emphasis on softer news and human interest stories, increasing the importance of articles other than news. Thus, this paper argues that additional analytical depth can be found when using both news and other types of articles as empirical material. In this study the media coverage of chemical risks is analysed. Three cases of the chemical risks of textile, toys and paint are discussed from the perspective of what articles other than news possibly contribute with. It will be argued that the media coverage of chemical risks of the three cases is visible, and looks different, in news and other types of articles. Therefore, editorials, columns and features articles, among others, should be included in the text analysis for a deeper analysis. The results imply that for some topics are articles other than news important for the images created in media. On the contrary, certain topics are seen as news almost by definition. Suggestions for how to distinguish between these are that topics that are part of a wider societal discussion also are covered in articles other than news. These topics are thus characterised by a more complex media coverage. The findings suggest that it is important to investigate whether a topic is covered by other articles than news before deciding to focus on only news. Otherwise, the discussion of what media contributes to can be blurred.

DISTRIBUTED PAPER

Necessary but insufficient: NIMBY and the development of a therapeutic community for homeless persons with co-morbid disorders *Young, Michael Royal Roads University, Victoria, BC, Canada*

This paper uses a discourse analysis of print media articles to assess the prevalence of NIMBY (not in my back yard) sentiment, and community acceptance of a therapeutic community for homeless persons with co-morbid disorders. While evidence of NIMBY is

present, the contested nature of the proposed facility in terms of competing explanations for land use, renders NIMBY insufficient in explaining the conflict. In addition to the dominant discourse highlighting the central arguments for facility siting, intersecting discourses involving the local municipal government and First Nations, reveal a complex debate. Thus, the development of more sophisticated analytical approaches and societal responses to siting facilities for homelessness persons with co-morbid disorders are required.

21. Qualitative Research in Intimate Settings II: Bodies and emotions

Session organizer: Sara Eldén

ORAL PRESENTATIONS

How close can we get? Research in an intimate context of embodiment study *Byczkowska, Dominika University of Lodz, Lodz, Poland*

In the paper there will be presented outcomes of a study on social construction of embodiment carried out in a social subworld of ballroom dancing and other styles of dance. The problem has been studied with use of grounded theory methodology and qualitative research methods such as interview, observation, photo and video analysis, analytic autoethnography, photo and video elicited interview with experts in the field. In my presentation, I will show what problems and challenges may appear in an embodiment study, especially when persons under study base their identity, group status and future on their bodies. I will present some situations that may be problematic (like talking about discipline of diet, anorexia, bulimia) and some that may be helpful (interviewees feeling proud as experts) to obtain rich data. I also will present a specific type of interactions- interactions between a dancer and his/her own body. This type of relation appears in further phases of a dancer's career and is a very intimate and personal type of interaction. Other ways of perceiving own body by a dancer are: body as a tool and body as a material. However these three ways of perceiving differ and are related with a type of culture in a specific subworld of dance (flamenco, ballroom, hula, belly dance). Social norms, values, practices, level of competition but mostly institutionalization influence these ways of perceiving one's own body. The influence of these factors on interaction between researcher and persons under study will also be shown.

Studying eating robots in disability care *Nickelsen, Niels Aarhus University, Copenhagen, Denmark*

Studying eating robots in disability care This paper reports from an empirical study of the implementation of eating robots at a disability institution. I have followed a pilot project over a period of 9 months. 30 citizens were to participate from three different municipalities. The strategy of analysis takes it outset in Science and Technology Studies. Four care assistants on two separate addresses were equipped with a photo task, a logbook and a camera. They have taken pictures and conducted a logbook. Moreover the material has been discussed at two following focus group meeting. Moser and Law (1999) provide the idea that competence/incompetence is constructed in certain ways as a result of passing certain heterogeneous assemblies. They study the relation between subjectivity, materiality and competence. A "passage" refers to an assembly of humans and non-humans structured by a practical rationality and governed by a more or less conscious goal. Such heterogeneous passages consist of and constitute human bodies, knowledge, instruments, buildings and spaces. Eating robots may be seen as important actors in the creation of such passages. They may co-construct competent or incompetent citizens dependent on how it all fits together. But

not only citizens are produced also certain environments appear when new technologies are introduced at a care institution. How can I describe the specific participation of the eating robots and its co-construction of work environment for care assistants? The scope in the paper is not simply to find out whether the eating robots are good or bad for this or that participant. Rather the problem is how to study the maneuvers that firstly link humans and non-humans together in new ways and as such challenge existing routines and at the same time embody a number of competing societal, managerial and professional agendas namely those of employee retrenchment, user autonomy and care assistant flexibility.

Map-tasks as tools for conducting ethnography at a distance? *Ravn, Signe Aarhus University, Aarhus C, Denmark*

The present paper builds on a Danish club study about youth drug use in night clubs. A club study is often defined as a study based within the actual social setting of the club, utilizing quantitative as well as qualitative methods. In the present study, the ambition was to employ ethnographic observations to contextualize the findings from both in-club surveys and subsequent qualitative interviews with drug-experienced clubbers. Thus, the presence of the research team during the night was seen as a corner stone of the study. However, during the study, we quickly found out that the clubs were only one among several arenas for youth recreational drug use. It became evident that private house parties held in the houses or flats of the young people were an equally central arena for drug-taking. This posed a methodological challenge to the initial aim of basing the research within the social space under study, since the private parties, in contrast to the public space of the club, were (at least formally) closed off for the researchers. Therefore, because of wishing to be able to incorporate the private house parties in the study, other ways of producing data on these had to be found. As a solution, I developed a methodological tool that could produce data that was rich on materiality and spatiality in the setting of focus group interviews or duo interviews. I term this a map-task which is a practical task for the interviewees to fulfill during the course of the interview. In short, the participants were asked to draw, on a sheet of paper, a private party they had attended lately. I suggest conceiving of this not only as a way of activating the interviewees in the interview situation through a different moderation technique, but also as a way of conducting ethnography 'at a distance' in sites where access is limited. I will elaborate on this and discuss the potentials and limitations of this approach.

The researcher's experiences as data in an ethnographic study of the caring staff in assisted living *Nord, Catharina Linköping University, Norrköping, Sweden*

This paper presents the researcher's experiences as data from a 15-month ethnographic research project in an assisted living facility in Sweden. The research aim was to study the relationship between the architectural design and the care of the older residents. Interviews with staff and residents, as well as observations were the main data collection methods. This presentation focuses the observational part of the study and how the researchers' experiences emerged as data during the fieldwork or in the analysis. The research methodology was not designed to comprise full participant observations, but the researcher rather took on the role observer as participant. This included, for instance, participation in care situations with staff members, and interacting with and helping the residents in various ways. A number of situations occurred during the fieldwork, in which the researcher's participation became

significantly meaningful. This created data of two types: 1 Emotional significance: situations arouse in which the researcher's emotional experience increased the possibility to relate to the staff's emotional experience of their job. For instance, the close interaction with the residents' fragile bodies was an experience that had similarities with the interaction with a child. An older person is not a child so this experience generated questions that were raised in the staff interviews about the view of the older person. 2 Significant presence: situations occurred, in which effects of the researcher's presence enriched the understanding of the staff's work. For instance, the ease with which the resident accepted the researcher's presence in intimate caring situations raised issues about residents' dependence and privacy. This type of situations impacted on the research by suggesting further data collection, by introducing new research issues and, hence, by modifying the initial research questions.

Facing the intimate issues – Concrete pieces of clothing in interviews about ageing and dementia *Iltanen-Tähkävuori, Sonja Aalto University School of Arts, Design and Architecture, Helsinki, Finland*

The material and social aspects of body and dress are intertwined in a myriad of ways (dressed body; Entwistle 2000). When talking about dress, people simultaneously talk about the body wearing it. In this presentation, I discuss three studies focusing on the interplay between clothes and ageing and/or dementia: Iltanen 2007; Close to the body 2004-2008; Dressed at home 2009-2013. In the studies, designers chose a garment to represent their work and were interviewed with it. The designers commented on the garments chosen by other designers, and the users or secondary users assessed them as well. The data provided three types of information about the dressed ageing bodies: (a) descriptions of the material reality, (b) verbal and visual interpretations, and (c) descriptions of the processes of design and care work. The clothes acted as facilitators in the interviews when discussing intimate topics: signs of ageing, socially uncomfortable symptoms of dementia, infantilizing attitudes towards the target group, conflicting needs of fragile users and the institutional care system, and design and use of physical restraints. Let us take an example: pink, bulky overalls made of thick polyester, a clearly visible zipper going from the back of the neck, between the legs, to the waist in front. The same kind of garment is used worldwide to prevent people with dementia from undressing themselves and removing the diapers. Restrictive practices are heavily criticized, and the reactions towards the overalls include denial, nervous laughter, or pity for the users. However, in Finland, it is selling better all the time and should be discussed openly. Having the garments on our hands during the interviews made it easier to discuss ageing, dementia and care practices, and cultural constructions bound in the material world. The efficiency of the method causes an ethical dilemma: I could not make a person with dementia confront the overalls in the interviews.

DISTRIBUTED PAPER

Negotiating professional and moral boundaries: work in progress reflections on fieldwork amongst adult relatives of persons with depression

Hansen, Jeppe Oute[1]; Buus, Niels[2]; Huniche, Lotte[2]; Nielsen, Connie[3] [1]Health, Man and Society; Institute of Public Health; University of Southern Denmark, Odense, Denmark; [2]Institute of Public Health, University of Southern Denmark, Odense, Denmark; [3]Psychiatric Department Esbjerg-Ribe, Esbjerg, Denmark

According to clinical, diagnostic criteria unipolar depression is defined as a recurrent disease that leads to significant reduction of the ill person's social and occupational functions. Involvement of relatives has long been assumed to shorten the illness trajectory and to optimize treatment and rehabilitation of depression. On that basis, there is current health political interest in involving relatives in the treatment and rehabilitation of depressed people in order to reduce the societal costs of depression. However, qualitative interview studies show that relatives experience the depression and their involvement in treatment and rehabilitation as a major emotional end social burden which may have a negative effect on their own wellbeing, on the mutual relationship, and on the recovery of the depressed person. This paper addresses the pertinent methodological issue of how to carry out fieldwork amongst adult relatives of persons with depression in order to gain new insights into the consequences of relatives' involvement. The on-going study includes multi-sited fieldwork by following relatives and observing their interactions across the physical or virtual sites of their everyday lives. Methodological discussions of the professional and moral boundaries of the process of doing fieldwork in the private spheres of people with depression and their relatives may point out some of the more general professional and moral challenges linked doing fieldwork in psychiatric settings and to involvement of relatives in treatment and rehabilitation. First, we wish to approach this issue by considering how the fieldwork is imbedded in the broader social context for qualitative health research as well as professional practice where ethical codes, health legislation and health political interests seem to condition insights from this kind of work. Secondly, we wish to consider how situated circumstances guide the choice of methods for data production in the empirical field.

22. Qualitative Criminology II: New angles and methods

Session organizer: Christel Backman

ORAL PRESENTATIONS

Femicide narratives and what to do with them *Weil, Shalva Hebrew University, Jerusalem, Israel*

This paper reports on a primarily qualitative study of femicide or wife-murder among Ethiopian migrants in Israel. Although Ethiopian immigrants make up 1.4% of the Israeli population, femicide constitutes one third of all cases of femicide in Israel in the years in which the study was carried out. All of these are intimate partner murders. The research interviewed 48 people directly involved with 16 cases of femicide, which took place between 2005-2008. Some of the interviewees were close relatives of the murdered women, such as children, siblings or parents; others were murderers or their lawyers. The most interesting narratives collected were with female survivors of a murder attempt, who spoke in depth as to how their husbands planned the murder and exactly what happened on that fateful day. The paper analyses these narratives, showing a clear cultural pattern of femicide among Ethiopian migrants. It then moves to another question of what the researcher can do with these narratives in a climate of secrecy and fear on the part of Ethiopian immigrants, and in a climate of self-defense and ineptitude on the part of the government and Establishment.

Humour as a strategy for 'doing your time well' *Bengtsson, Tea The Danish National Centre for Social Research, Copenhagen K, Denmark*

This paper focuses upon the role of humour in a secure care setting for young offenders, age 15 to 18, in Denmark. Drawing on a three months ethnographic field study the paper illustrates the variety of humorous interactions between the confined young people, including forms of ethnic word-games, mythic storytelling from the streets and ritual insults connected to sexuality. The majority of the young offenders are boys for whom humours exchanges becomes a strategy for handling the constraints of confinement and thus for 'doing your time well'. As such humour utilises the regulation of the hyper-masculine hierarchies dominating the secure care setting. Although the ethnic diversity within the group of young people facilitates humours interactions this diversity also reveals a fine line between humour and insult. Humour is thus analysed as holding both elevating and oppressive dynamics influencing the young people's culture and hierarchies within the institution. Furthermore, while humour becomes an organising principle for positioning the young people within the peer group humour also has clear implications for the ethnographer's position and relationship with the young people under study. The dynamic of the ethnography is nuanced by the ethnographer's differently gendered and ethnic identity, as a white female. Humour as a strategy for 'doing your time well' thus becomes relevant for both the confined young people and the ethnographer.

Ecuadorian immigration in Switzerland. Ethical aspects involved in researching irregular immigration *Burgos Paredes, Raúl University of Lausanne, Lausanne, Switzerland*

In this presentation I will concentrate on some of the ethical aspects that research on irregular immigration involves. I am interested in understanding the structural and socio-cultural integration of Ecuadorian immigrants in Switzerland and what is the impact that social capital and transnational activities may have on it. I study both documented and undocumented Ecuadorian immigrants through semi-structured narrative interviews and a biographic calendar. When researching irregular migration the question whether social benefits will outweigh potential social harms is crucial. Another concern is the kind of message that research on irregular migration pass to the civic society: ideally it should not contribute to discrimination, but rather improve the appreciation of the vulnerabilities this particular group suffers. All this involves convincing immigrants that my study does not represent any harm. A third aspect concerns the expectations for support that the contact between the researcher and the interviewee may raise later. Being myself a Latin American immigrant in Switzerland, though from Mexico, has made it smoother for me to enter the field. Yet, I've had to be cautious in my interactions due to the fact that we have some cultural differences and more importantly, I have a residence permit. Given the vulnerability irregular immigrants encounter both as individuals and as a group the privacy of my informants needs to protected. Ensuring anonymous identification in notes and records and a careful diffusion of results are means to do that. One inevitable result of my work will be to make the difficult situation in which irregular migrants live more visible and possibly suggest measures to improve it. The diffusion of results would be at a first instance to the scientific community, NGO's; and with caution, to the media.

Victim and offender mediation: a forum for constructing and reconstructing identity *Burcar, Veronika[1]; Rypi, Anna[2] [1]Lund University, Lund, Sweden; [2]Dep of sociology, Lund University, Lund, Sweden*

Victim and offender Mediation (VOM) can be seen as a forum where identities are constructed and negotiated. In this arena crime victims and offenders participate in opposite roles: symbolizing the good and evil forces in society. At the same time VOM encourages a role- and identity change: for the victim to change weakness into strength and the lack of power to empowerment, for the offender to alter an evil and dangerous image into a good, or at least benevolent, one. In the mediation conversation the parties are seen as equals. They are expected to listen, with respect, to each other's narratives about the crime or conflict. This is an occation where one can see from the other's (the opponent's) perspective and thereby let go of demonizing stereotypes (self-images or images of the other), and unravel eventual misunderstandings. The offender and the crime victim are the main performers in this identity process. The negotiation, however, may also be encouraged and conducted by others: mediators, parents or other persons that accompany the parties at mediation. This paper emphasizes the significance of a performative approach to (mediation) conversation. We are studying how crime victims and offenders may create, reformulate and resist identities during mediation. Identities as for instance "victim" and "offender", "empowered" and "powerless" are continuously "done" (created) in interaction with other actors that participate in, and influence, the mediation process.

23. Qualitative Methods for the Analysis of Social Problems II: Politics of the field

Session organizer: Anna Meeuwisse

ORAL PRESENTATIONS

Translating research findings into strategic plans: the power and limitations of qualitative research and researcher *Rau, Asta Centre for Health Systems Research & Development: University of the Free State, Bloemfontein, South Africa*

Be curious. Keep an open mind. And listen, really listen. These are three desiderata for being a qualitative researcher and doing qualitative research — for gathering and weighing evidence and negotiating meanings. These desiderata are essential to translate evidence into strategy, but they are not enough. Building strategy is highly politicised, it requires the researcher to step into the arena of advocacy — to make a stand, promoting some evidence and avenues over others. This paper explores the interplay of research skills, hard evidence and collaborative decision-making in the context of co-formulating the 2012-2016 HIV/AIDS and TB Strategic plan for one of South Africa's nine provinces — a plan that informed and was integrated with the National Plan. Planning needed to take heed of the broader funding climate where money flows to evidence-based interventions. Data were gathered in a series of audio-recorded focus groups, interviews, strategic meetings, community dialogues and lekgotlas, where stakeholders from multiple sectors gather to hear and be heard. Data also derive from analyses of interim products and ongoing processes that culminated in the plans. Weaving through are the researcher's experience of, and insights on, the limitations and opportunities for translating research into strategy. Some socio-cultural norms relating to health-related perceptions and behaviours are very resistant to change, even in the face of research-based evidence and the hard reality of funding trends. Inclusive bottom-up participation processes are laudable, but compromised when people on the ground do not have experience in strategic thinking — then the roles of the 'expert' researcher and provincial leaders become ethically fraught. Translating research into strategy raises new questions for the curious, for the open-minded it challenges neutrality and poses ethical dilemmas, and the listeners must act. Are we training researchers to negotiate these shifts?

Researching transnational platforms in the social work field *Trager, Miriam ISV, Linköpings universitet, Norrköping, Sweden*

My dissertation focuses on Swedish actors, in particular Swedish colleges, who are exporting social work to different countries. One project that will be examined closer involves a Swedish college, Ersta Sköndal Högskola (ESH) which is running Iraq's first ever social work program at the Salahaddin University in Erbil (SUH) in the Kurdistan Region in Iraq. ESH are thereby establishing social work as an academic discipline and education program, as well as a new profession. The primary concern in this case is the transnational platform that emerges, in which both Swedish and Iraqi Kurdish actors are involved. How is the transnational platform negotiated and communicated? Moreover, how are views on what social problems are and how they should be solved jointly produced in such a transnational

platform? In order to answer these questions, I need to develop qualitative methods that will shed light on the views and negotiations taking place in the project. Data will be obtained from interviews, documentation studies and participant observations. As a tool for analysis, I will resort to criteria from social constructionist perspectives on how to define what social problems are, as suggested in Thinking about social problems - an introduction to constructionist perspectives by Donileen Loseke (2003, New York: Aldine De Gruyter). The purpose is to illuminate processes taking place within the transnational project platform in which competing 'packages of claims' are introduced by different actors. In my paper for the ESA RN 20 conference on qualitative methods, I will discuss strategies on how best to conduct research in a transnational platform and be able to capture complicated processes with multiple transnational actors operating both on macro and micro level in social work projects, with special regard to how social work is jointly constructed in a transnational platform with ongoing value and concept transfers.

Ethnic socialization and ethnic or religious conflict in minority and majority youth in the Netherlands *van Bergen, Diana; Pels, Trees; De Ruyter, Doret VU University Amsterdam, Amsterdam, Netherlands*

Extreme beliefs often have their onset during adolescence. Furthermore, research of extremism has established a relationship between extreme right-wing attitudes in white western youth and their parents. Ethnic socialization is likely to play a role, i.e. parental messages or behavior which may (un)intentionally influence children's beliefs, attitudes and behavior regarding ethnicity, race, religion and minority-majority relations. However, parental socialization in relation to ethno-religious conflict in Muslim immigrant youth has hardly been investigated. We hence examine: 1)Which processes of ethnic socialization take place in families of Turkish-Dutch and native Dutch descent, according to 16-21 year-old youth? 2)What are the differences and commonalities between youths who are ethno-religious 'conflict prone' and the 'non-conflict prone' group, and which socialization processes might explain these differences? 3) What risks and protective factors may be discerned regarding the process of ethnic and religious conflicts in youth? These topics will be addressed through the analysis of themes and narratives of interviews with 40 youths (10 conflict prone / 10 non-conflict prone youth of Dutch and Turkish descent) and in some cases, their parents. The results will provide insight into parental ethnic and religious communication and practices, and how youngsters perceive and react to them. The relationship between standpoints of parents and their children regarding ethno-cultural loyalty and openness towards the 'other', versus more antagonistic coping will be addressed as a key-issue in relation to their conflict proneness. The results will be discussed in the light of the educational and developmental challenges that Muslim minority parents face due to the increased polarization in western Europe e.g. the task of balancing cultural and religious identities whilst adapting to the host society and dealing with devaluation based on ethno-religious group membership.

Diabetes health interventions as social technologies: A qualitative study of the negotiation of bio-sociality among ethnic minorities with type 2 diabetes *Ahlmark, Nanna[1]; Whyte, Susan[2]; Tjørnhøj-Thomsen, Tine[3] [1]University of Southern Denmark, Copenhagen, Denmark; [2]Department of Anthropology, University of Copenhagen, Copenhagen, Denmark; [3]National Institute of Public Health, University of Southern Denmark, Copenhagen, Denmark*

Qualitative methods are inevitable when exploring the life worlds of marginalized populations, such as ethnic minority groups whose explanatory models may differ from dominant societal ones. In this study, we investigate whether and how ethnic minorities in Denmark have internalized a municipal diabetes health intervention 2.5 years after the intervention, and how diabetes is perceived and managed as part of daily life. As a theoretical framework for this investigation we employ the concept 'social technologies'. By this we refer to processes through which specific solutions co-define societal problems and problem-carriers. The rationality of these solutions reflects culturally and socially created ideals and intentions about the good life. Such solutions, however, seldom meet the complexities of the targets groups' lived lives. Qualitative methods provide unique tools to examine how such dominant rationalities may be challenged by rationalities of everyday life. We also argue that a longitudinal design lends itself well to a social technology approach as it allows insight into how rationalities may be negotiated over time. We conducted participant observations during diabetes courses for Arabic speaking immigrants in three Danish healthcare centers. This gave insight into communication and social interaction between health professionals and course participants and how the 'problem' and 'problem carriers' were defined. We undertook in-depth and focus group interviews with course participants during and 2.5 years after the course. The preliminary analysis shows that the defined bio-sociality was negotiated and replaced by other socialites – during the course, a sociality informed by a sense of inclusion; later, by stories of migration. As such, we critically argue that bio-socialites of the dominant health promotion discourse do not go uncontested among this population. We further demonstrate how the diabetes intervention provided other results than the intended.

Between policy plans and everyday practices: Category making of street level bureaucrats in Dutch men emancipation projects *van der Haar, Marleen Radboud University Nijmegen, Nijmegen, Netherlands*

This paper studies how street level bureaucrats construct a particular group of men as a target group for projects that aim to make them 'active citizens' and 'engaged fathers'. The analysis is part of a larger study on interventions of 23 social service organizations that target "low educated socially marginalized men" in the Netherlands. The interventions focus on the emancipation and participation of these men in society. The research project combines analysis of the framing in texts (project plans and other documents) with an ethnographic study of the actual practices, including interviews and observations. In this paper I focus on category making in "occupational rhetoric" (Pithouse and Atkinson 1988) by analysing the project plans of the social service organisations and interviews with social professionals. Following others (e.g. Nikander 2003; Sarangi and Roberts 1999), I argue that studying category making and the accompanying argumentation in institutional workplace settings is necessary to understand the following interventions and interactions between social professionals and clients. The main research question is: Which men are considered to be the problem holder and how is this framing accounted for? I take both the plans and the interview data as sense making performances and legitimising practices of street level bureaucrats. I

will specifically elaborate on how the target group of “low educated socially marginalized men” narrows down to mainly migrant men in practice. Also, I will explain how this framing of migrant men as a problem relates to the recent Dutch policy focus on the emancipation of migrant women in which women are mainly perceived as victims of traditional views of men regarding gender relations (Roggeband and Verloo 2007).

DISTRIBUTED PAPERS

Living in "La Guglia": ethnographic research in a neighborhood of public housing
Cellini, Erika; Saracino, Barbara University of Florence, Department of Political Science and Sociology, Florence, Italy

Livorno is one of the Italian cities with the highest percentage of public housing. Nevertheless this town is affected by social problems related to the need of low cost houses that make possible to curb the issue of evictions, increasingly common. "La Guglia" is one of the oldest neighborhoods of Livorno, the result of the housing policies of the fascist regime, which has experienced in recent decades a slow process of decay. In our paper we'll present the results of an ethnographic research in this area began in September 2011 and still ongoing, focusing on quality of living of its residents. In "La Guglia" clearly appears that the housing quality is a multidimensional concept that is closely related to the quality of the buildings, but that also concerns social-health, working and relational aspects. Through a qualitative approach, with participant observation and life histories, the theme will be analyzed considering three conceptual dichotomies: "micro and macro", "action and structure" and "stasis and change." In fact, the living in the quarter subject of our analysis is deeply influenced by public policies that decide on the buildings, but also on the kind of people who live there, even on such persons in particular. But it's the relationship and the interaction between the residents, the use and the practice of the spaces that make this neighborhood a place full of meaning. This interaction between micro and macro dynamics are now inserted in a process of physical and social change due to the recovery plans approved in recent years and to the changes in the composition of the population.

Memory of Roma workmen – inter-generational and inter-ethnic cooperation on reconstructing past and place
Sidiropulu Jankù, Kateøina Dept. of Sociology, Masaryk University, Brno, Czech Republic

The presentation introduces research aims and procedures of 4-year applied research project “Memory of Roma Workmen” that will collect memories of Slovak Roma incomers from post-1945 period in formal industrial, actual socially excluded localities of Ostrava-Vítkovice and Brno-Cejl. It is known that marginal inhabitants tend to step back in the public space of the area they live in and they consider themselves as rather hesitantly tolerated, than welcomed by their neighbors. The remembering project has ambition to shift the attitude of Roma inhabitants towards better acceptance of their right for living in the place and thus strengthen the positive attitude towards a place of stay that is first step outside the socially marginal position. The general idea of co-operative memory collection is supported by the modus vivendi of the project, whilst community workers, local teachers, their pupils and the witnesses (ideally pupils´ ancestors) themselves are provoked by the research to co-operate during memory collection and consecutive exhibition preparation. The local inhabitants will

be provoked to participate in the public debate on memory of the place, dealing with the post-1945 period and its ethnically specific aspect. The exhibition should present pictures and narratives in public space and memories will be archived in the museum of Roma culture as well. In the same time, the whole process will be observed as an example of inter-cultural co-operation and the findings will be formulated into the methodic for the community workers. On more analytical level, the question whether remembering can have placement effect will be discussed.

24. Qualitative Methods for Visual Data II: Photos and artefacts

Session organizer: Marcus Persson

ORAL PRESENTATIONS

Negotiating the ethical terrain of photovoice in adult education research: case study perspectives from Uganda *Twine, Bananuka University of Victoria, Victoria, Canada*

The last two decades have seen a rise in usage of photovoice as a research practice not only in health and medical related fields but also in social science research. Photovoice is essentially a qualitative research technique where perceived vulnerable groups are equipped with cameras to take pictures that depict their life realities with a call to action. The growth in usage and popularity of photovoice is being driven by debates and interests in participatory action research and community engaged research in the broader field of social science research. Critical ethical issues relate to the taking of people's images and their surroundings but also acerbated by the target population of vulnerable groups. However, in spite of the rapid growth in the usage of photovoice and other creative visual methodologies, little debate has followed suit on the arduous ethical procedures involved therein. This paper tries to share experiences from a case study research that used photovoice with community development workers as novice adult educators in a local non-governmental organization in mid-western Uganda. The paper finally draws some lessons and conclusions with an argument that each experience with photovoice demands more than the written ethical research procedures, and calls into personal judgment and accountability to 'human good'.

A methodological discussion on the use of visual methods to apprehend children's perspectives *Carvalho, Diana[1]; Almeida, Ana Nunes de[1]; Delicado, Ana[1]; Alves, Nuno de Almeida[2] [1]ICS-UL, Lisbon, Portugal; [2]CIES-IUL, Lisbon, Portugal*

This paper explores the importance of visual data when giving voice to children and young people. Visual methods have had significant developments and popularity within the context of a participatory and inclusive approach amongst the social studies of childhood. These child-centered researches have shown to be useful to capture children's unique perspectives, experiences and interpretations. With reference to a Portuguese study about children's use and representations of the internet, a group of 30 children aged 10 to 15 were selected for a more in-depth qualitative approach. A combination of methods was used. Participants were given disposable cameras and asked to photograph their computers and their favorite places and objects at home. A collection of "print-screen" images was made of their usual activities on the computer and internet. These were then combined with individual interviews and focus-group discussions. The use of visual data in this context aimed to stimulate, ease and structure interview talk in a more creative and informal manner; to promote thinking and reflection; and to explore perceptions regarding non-verbal contexts, in this case focusing on the domestic setting of technologies. Based on the results of this study, the aim of the presentation is to critically reflect upon the advantages, limitations and challenges of the use of visual methods, particularly with children. The inherent ethical issues that emerged will

also be addressed. Finally, we will also evaluate how, and to what extent, do these techniques represent an additional and complementary contribution to the data obtained in the previous stages of the research, namely through surveys and interviews.

A picture is worth a thousand words… but an artefact is worth a changed world
Berglund, Karin[1]; Wigren-Kristoferson, Caroline[2] [1]Stockholm University School of Business, Stockholm, Sweden; [2]CIRCE, Lund University, Lund, Sweden

In this paper we propose to use pictures and artefacts as medium through which knowledge and a critical approach are simultaneously created. The empirical setting of our paper is a participatory action research process. For two years the two authors of this paper was part of the Smithy, a Swedish think-and-do–tank aiming to identify and implement actions for societal entrepreneurship (SE). This emphasized the intrinsically political nature of entrepreneurship The 19 members, a mix of civil servants, local politicians, entrepreneurs and the two of us, were all engaged to bring photos and artefacts symbolizing societal entrepreneurship to meetings in the Smithy. Working with pictures and artefacts benefited silenced stories to be told and created a common understanding of how SE contrasted against traditional entrepreneurship. Whereas the initial discussions in the Smithy displayed a will to break with the dominant entrepreneurship discourse, working with pictures and artefacts added words to SE that enhanced new worlds to disclose. Whilst the pictures contributed to making already contextualized experiences come into words, the artefacts brought a new dimension to the process, as the members started to address themselves as societal entrepreneurs. A subtle shift considering responsibility took place, since participants were suddenly in the position "in charge"; expected to take action. Reviewing the qualitative research literature on photos and artefacts mediation in social interaction, this paper sets out to elaborate on the different stories created on pictures and artefacts from the process of the Smithy. Preliminary findings suggest that, whilst pictures contributed with a new rich discourse of the phenomenon studied, the stories told in relation to artifacts were metaphorical and reflected the members' own identity. Thus, artefacts challenged participators world-views, which invited individuals' to reconsider their power to change.

The social representation of the English and Danish night time economy
Oestergaard, Jeanette[1]; Daniels, Maja[2] [1]SFI -The Danish National Centre for Social Research, Copenhagen, Denmark; [2]Department of Sociology, Goldsmiths, University of London, London, United Kingdom

The aim of this paper is to combine different forms of social representations (photographic images, in-depth interviews and cross-national nighttime economy surveys conducted in eight cities/towns) to achieve a better understanding of the cross-national differences and similarities in young people's leisure lifestyles centred on going out and drinking alcohol in the English (UK) and Danish (DK) nighttime economy (NTE) (Chatterton & Hollands 2003). Ten photographic images of different social spaces and places (Massey 2009, 1998; Malbom 1998) in the English and Danish NTE were shot by the London-based, Swedish photographer Maja Daniels and were thereafter presented in 22 in-depth interviews with young people aged 18-30 in the UK and DK respectively. The young people interviewed were encouraged to reflect on the visual material as clues, microcosms and provokers (Törrönen 2002) of social representations of the NTE. This mixed method paper will approach the visual records of the

NTE as partial social representations (Becker 2007, 1974) which, like any other representation (a narrative derived from an in-depth interview or a statistical table), is only "true" in the sense that it holds trace of the reality at which it was pointed.

'Teddy Bear Says: Study Hard, Don't be Lazy!' Domestic things as active partners for regulating and motivating one self *Persson, Marcus[1]; Formo, Joakim[2]; Hägglund, Caroline[2] [1]Örebro University, School of Humanities, Education, and Social Sciences, Bromma, Sweden; [2]Ericsson Research, Kista, Sweden*

Ethnographers have always been interested in material objects. By analyzing symbolical meaning embedded in objects it is possible to enrich the understanding of a particular field of study – be that of a culture, an organization or an individual. Some differentiate between integrative ethnography (which purports to capture sociocultural totalities on the basis of localized observations) and narrative ethnography (which dilutes its object in the chronicling of fieldwork and its aporias). In both accounts, material objects are most often used as passive mediators of symbolical meaning. However, looking at the growing body of research on object-relations it is clear that researchers, from various disciplines, using different methods, are pointing towards dialectical relationships between the self and personal material objects – objects with which the individual self can engage in active partnership, and as result causing changes in the self. Assuming the existence of dialectical relations between humans and objects, the question is: how can ethnographical method contribute to shed further light on object-relations and affects on the self? In this paper I explore one possible way, using a conventional method – a photo diary study conducted amongst 34 individuals in US, China, and Japan – in order to put forth the following unconventional task: 'Imagine that things could speak, what would they say? Find 2-3 things that you think should say something and write what the objects say'. Based on the answers and photos received I believe it is possible to draw conclusions about what type of domestic objects are more 'talkative' than others, i.e. which objects are acting more active in relation to the subject. And even more interesting is what the respondents are saying through the voice of the objects. Some respondents use their objects to motivate themselves, but most objects are used in reprimanding ways for controlling and regulating personal habits and sense of self.

DISTRIBUTED PAPER

Walking sideways - Exploring the urban Gothic in Dublin *Buciek, Keld University of Roskilde, Roskilde, Denmark*

Skulking in holey places and undermining the monoliths of heritage constructions, mythogeography has established itself as an alternative practice of philosophical and perceptual walking that challence the frozen images of places. Drawing on psychogeography, situationist dérive, land-art and performative interventions in land- and cityscapes, mythogeography is at the same time reflexive seeing and a lucky bag too. "Getting lost", finding something by pure serendipity, has become the hailmark of this approach to understanding place. In this paper drifting mythogeographical through the post-colonial city of Dublin forms the basis for a critical engagement with the way that the heritage industry and the agencies of national and municipal identity-making try to "freeze" a specific meaning in the urban environment. Using photography and narratology, as well as performers and

artists, the multiple layers of the urban space will be highlighted in an attempt to show how colonial, nationalistic and modern urban ideologies has spatialized itself in the built environment. Dublin - the city of writers - has more to it than meets the eye .... “The city as we imagine it, the soft city of illusion, myth, aspiration, nightmare, is as real, maybe more real, than the hard city one can locate on maps.” (Jonathan Raban, Soft City. Collins Harvill, 1988.)

25. Ethical Issues in Qualitative Research

Session organizer: Anne Ryen

ORAL PRESENTATIONS

Experiencing longitudinal research: ethics, intimacy and distance in research relationships *Malin, Arvidson University of Southampton, Southampton, United Kingdom*

In 2007 the Swedish International Development Corporation (Sida) initiated a study in Bangladesh aimed at closing the gap between policy makers and people living in realities they are aiming to change. On a yearly basis, over a five year period, three research teams have spent four days and nights with families, listening to stories and documenting the experiences of these families in relation to personal livelihoods and change, and with particular focus on issues related to health and education. The five year long study ended in December 2011. In this paper I will reflect on how the concepts 'ethics', 'intimacy' and 'distance' have informed the way we have built and maintained relationships, which in turn provides the basis for both what material we get access to and how we interpret this. The longitudinal aspect of the work accentuates ethical issues in qualitative studies that relate to 'building rapport', 'fake friendship', and the meaning and implication of 'informed consent'. It also brings out conflicting meanings of 'ethics' and expectations as the researcher is required to handle research ethics and expectations and norms associated with friendship and patronage in deprived communities. Drawing on personal experience, the paper will address two questions of general concern: Firstly, what happens to underlying ethical motivations in a study when an approach becomes 'frameworked' and when 'doing rapport' and 'making friends' becomes professionalized, tools in the researchers tool-box? The second question concerns competing ethics in the field: should stressful situations, caused by conflicting principles, be treated as personal dilemmas, or can they tell us something about the naivety and shortcomings of research ethics?

The ethical implications of chance discoveries, how to deal with them and how to prepare for them *Crow, Graham; Wiles, Rose University of Southampton, Southampton, United Kingdom*

Serendipity in social research, described by Robert Merton as 'the discovery through chance by a prepared mind of new findings that were not looked for', raises some interesting ethical issues and practical challenges. There are inevitably issues of consent because, by definition, chance discoveries will not have been fully-described to research participants by researchers in information sheets about their research. There are also issues of how far to pursue topics with participants where this involves researchers being 'pushy' in the pursuit of information about aspects of the lives of their participants which have unexpectedly come to light. The practical challenges relate to Merton's reference to 'a prepared mind', which suggests that preparation for fieldwork should include training in how to handle chance discoveries. This presentation will draw on a range of examples of how we and other researchers have handled the ethics of serendipity, and then review what a range of research methods textbooks and reports from the field say about handling such situations.

Research with children: Methodological and ethical implications *Heintz, Maria School of Social Work, Lund University, Lund, Sweden*

Researchers have emphasized the child's perspective within social science since the 1990's which has resulted in a shift in the view of children within research now recognizing that children are active, creative social agents in their own right. The main aim of this presentation was to present methodological and ethical aspects regarding research with children from out of two propositions, the first being that research with children should come out of the child's perspective modifying the methods accordingly. The second proposition stresses the importance of the continuing reflections of the ethical issues inherent in research with children. In relation to my propositions I discuss the implications these ideas have on the researcher's role and also ethical standpoints. The researcher's role as an adult doing research with children is complex and I argue for a sensitive and reflexive approach in both choice of method and when it comes to ethical considerations. I also stress the importance of acknowledging that the children are the experts in their own field. A main conclusion is to use an out-of-the-ordinary-adult approach in order to reduce power structures embedded in the relationship between adults and children. This implies the researcher to position himself/herself as an uninformed adult or unaware of the actual meaning and essence of being a child today and actually openly share this unawareness with the children.

Anonymity and Context: Dilemmas and tensions in ethnographic research *Nissen, Nina Institute of Public Health, University of Southern Denmark, Odense, Denmark*

It is common practice in social science research to assure research participants of anonymity and to adopt a policy of anonymisation, whereby all names, places and other identifying details are disguised across the whole data set. While there are ethical reasons and legal requirements for ensuring participants' privacy, the process of anonymisation is laden with practical challenges. One rationale focuses on protecting research participants against negative implications and repercussions resulting from their participation, whether they are individuals, groups or research sites. Research participants on the other hand, may wish their participation to be known, and indeed publicity, status and recognition perceived to be conferred by research participation may prompt and inform their involvement. In this paper, I outline different rationales and strategies for anonymisation of data and research participants, and discuss some dilemmas and tensions around these issues which have arisen in my ethnographic study with practitioners of western herbal medicine in the UK. In light of the challenges encountered, I suggest that approaches to anonymity and anonymisation, like other ethical concerns, benefit from contextual and reflexive considerations throughout the research process.