

UVH GRADUATE SCHOOL CONFERENCE
APRIL 11TH – 12TH 2017

PROGRAM

*The Role of Interaction in Research Practice
and Research Methodology*

Conference organization
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Welcome!

Welcome to the UvH Graduate School Conference, held on April 11th – 12th 2017 at the University of Humanistic Studies, Kromme Nieuwegracht 29, Utrecht. The conference will be held in English (occasional exceptions) and attendance is free of charge.

DATE	TIME	ROOM	
Tuesday Apr 11	14.00 – 16:15	1.40	Afternoon 14.00-14.10: Opening 14.10-15.00: Keynote lecture 1: Prof. Dr. Gobo, Un. of Milan <i>“Mixed or Merged Methods? The challenge of the integration among different methods in a single research”</i> 15.15-16.15: Panel debate & plenary discussion Discussant: Prof.dr. Lensvelt-Mulders
	16:15	Canteen	Drinks
Wednesday Apr 12	9.30 – 12.00	1.40	Morning 9.30-10.00: Arrival, coffee and thee 10.00-11.00: Keynote lecture 2: Prof. Dr. Gobo, Un. of Milan <i>“The interaction as a resource (not a hindrance) for improving survey data quality: empowering the interviewer”</i> 11.10 - 12.00: Panel debate & plenary discussion Discussant: Dr. T. Glasner
	12.00 - 12.45	1.15	Poster presentations GS1 PhD-students and invited posters
	12.45 – 13.30	Canteen	Lunch Break
	13.30 – 16.45	0.22 & 0.38	Afternoon 13.30-15.00: Oral presentations I (parallel sessions) Session 1: 0.38 Breed, Van der Leer, Van Nieuw Amerongen - Meeuse Session 2: 0.22 Levy, Smit, Scharf 15.15-16.45: Oral presentations II (parallel sessions) Session 3: 0.22 Van Rooijen, Herben, Schutte Session 4: 0.38 Winsemius, Wijnhuizen, others
	16.45	Canteen	Drinks

KEYNOTE SPEAKER PROF. DR. GOBO



Giampietro Gobo, Ph.D., is Professor of Methodology of Social Research and Evaluation Methods at the University of Milan. He holds degrees in Sociology (Msc) and in Methodology and Social Research (Ph.D.). Since 2016 his chair is established at the department of Philosophy, until then he was affiliated at the department of Social and Political Studies. For many years, he served as Director of the center ICONA (Innovation and Organizational Change in the Public Administration) at the University of Milan. He has published over fifty articles in the areas of qualitative and quantitative methods, as *Glocalizing methodology? The encounter between local methodologies* (in *Int. J. of Social Research Methodology*, 2011). His books include *Constructing Survey Data: An Interactional Approach* (Sage, 2014, with S. Mauceri), *Doing Ethnography* (Sage 2017, 2nd ed., with A. Molle) and *Qualitative Research Practice* (Sage 2004, co-edited with C. Seale, J.F. Gubrium and D. Silverman). Gobo has taught research methods, evaluation research, ethnography and applied ethnography at various universities in Italy, Germany, Norway, Spain and US.

KEYNOTE LECTURE 1

Tuesday April 11, 2017 14:00 – 15:00. Room 1.40.

“Mixed” or “Merged” Methods?

The challenge of the integration among different methods in a single research.

Giampietro Gobo - University of Milan

In the last twenty years, we have observed a decline of quantitative (QT) methods in social sciences. The recent dominant position of qualitative (QL) methods can be noticed, for example, at the Conferences of ISA (International Sociological Association) and ESA (European Sociological Association) where the presentations of QL-research-based papers are the majority. One effect of the rebalance between QL and QT is (also) the recent ‘resurgence’ of mixed methods. A resurgence, because they are not a novelty.

The rationale for mixing both kinds of data within a single study is that neither QT nor QL methods are sufficient in themselves to fully capture the phenomenon. When used in combination, QL and QT methodologies supplement each other and permit a more forceful analysis with benefits from the strengths of each.

However, combining them within the same research project may be costly and time-consuming. In addition, mixing diverse methods in a single study raises the problem of what should be done when the findings of one investigation method conflict with those of another. Whilst this conflict might be considered an enrichment, in the sense that it yields additional insights useful to the researcher, it may be highly problematic. In addition, before mixing a method, an “ontological” analysis about its nature, pros and cons, it is very important. Because, adapting Actor-Network-

Theory to methodology, each method has a specific agency and it is part of the environmental 'researcher-participant-method-context' network.

A new challenge faces social research: creating new methods, which could combine both QL and QT approaches *in a single instrument*, squeezing the advantages of both *in a single technique*. With the benefit of lowering the costs and making more consistent the research findings. Some integrated or "merged" methods already exist: 'Delphi', 'mystery shopper', 'calendar and time diary methods', 'conversational survey' (or 'inter-vey'). Still others may be invented.

Keywords: Qualitative methods, Mixed methods, Quantitative methods, Merged methods

Literature

- Bazeley, P. (2016) *Mixed or merged? Integration as the real challenge for mixed methods*, in *Qualitative Research in Organizations and Management: An International Journal*, 11(3): 189-194.
- Gobo, G. (2015), *The next challenge: from mixed to merged methods*", in "Qualitative Research in Organizations and Management: An International Journal", 10(4): 329-31.
- Gobo, G. (2016), *Why "merged" methods realize a higher integration than "mixed" methods. A reply*, in "Qualitative Research in Organizations and Management: An International Journal", 11(3): 199-208.

PANEL DEBATE & PLENARY DISCUSSION

Discussant: Prof.dr. Lensvelt-Mulders

Tuesday April 11, 2017 15:15-16:15. Room 1.40.

DRINKS

Tuesday April 11, 2017 16:15. Canteen.

KEYNOTE LECTURE 2

Wednesday April 12, 2017 10:00 – 11:00. Room 1.40.

The interaction as a resource (not a hindrance) for improving survey data quality: Empowering the interviewer

Giampietro Gobo - University of Milan

This talk deals with a highly controversial issue in survey data collection: the standardization of the interviewer's behavior. For decades, the dilemma between open-ended and closed-ended response alternatives occupied the methodological debate. Over the years, dominant approaches in survey have reacted to this dilemma by opting for fixed response alternatives and the standardization of interviewer's behavior.

Whether this methodological decision has been the survey's fortune (making it the methodology most widely used in the social sciences), however it produces a large amount of biases well known in the literature: misunderstanding of the response alternatives by the interviewees; the multiple word meanings of response alternatives due the communicative functions of quantifiers; the invented opinions (or lies) phenomenon; the influence of the response alternatives on formation of the judgment; social desirability effects; the yea-saying and response set phenomena, etc..

In the light of a large set of data drawn from several methodological studies published in the last 50 years, the author documents a counter-intuitive issue:

1. Interviewer's errors are of secondary importance and far smaller than respondent's errors;
2. In order to minimize respondent's errors, we need to broaden the interviewer's tasks.

It follows that data quality can be achieved by entrusting to the interviewer a more active role. According to this idea, an innovative technique for collecting survey data, named "inter-vey" (blending *in-depth* and *survey* interview), has been recently crafted, basing upon the previous seminal work of Rensis Likert (his technique called "fixed question/free answers"), John Galtung's procedure (named "open question/closed answer) and the idea of "conversationalizing the survey" (Schober, Conrad, Maynard, Schaeffer).

Of course, the aim of reducing respondent's errors by broadening interviewer's tasks will surely produce an increase in the interviewer's effects on answers. However the dilemma is about which kind of errors we prefer (and are more useful) to minimize.

In addition, the interactional turn into survey methodology achieves, as a collateral outcome, a "re-humanization" of contemporary survey research: its historical origins are rooted in a mutual exchange between social science and societal knowledge, skills and competence. After the parenthesis of positivist and behavioristic approaches to survey (from 1930s to 1980s), the interaction turn brings back the human relationships as a lever to collect high quality data.

Keywords: data quality, standardized interview; interviewer's role, questionnaire design; response alternative, scaling, flexible interviewing, inter-vey.

Literature

Towards standardization of meanings: the interactional survey approach in Gobo G. and Mauceri S. (2014), *Constructing Survey Data*, London, Sage, chap. 8.

PANEL DEBATE & PLENARY DISCUSSION

Discussant: Dr. T. Glasner

Wednesday April 12, 2017 11:10-12:00. Room 1.40.

POSTER PRESENTATIONS

Wednesday April 12, 2017 12:00-12:45. Room 1.15.

There will be a poster presented by:

Lisette Bastiaansen (GS1)

Deanne Boisvert (GS1)

Trees Coucke (GS1)

Eric Elbers (GS1)

Annelies van der Horst (GS1)

Nicole Immler (UvH staff)

Nico van der Leer (GS2+)

Ina Luichies (GS1)

Janine Meins (GS1)

Jacob Oeverbeek (GS1)

Saskia van de Ree (GS1)

Renate Schepen (GS1)

Janeke Wienk (GS1)

POSTER ABSTRACTS

Lisette Bastiaansen

The role of attentive involvement in student teacher relationships

Introduction: The idea that relations matter in education in a fundamental way is difficult to contest. 'The science of education can only begin with a description of the educator in his relation to the one being educated', so Dilthey already stated in 1894. However, knowing that relationships matter does not immediately provide answers to the question what the more concrete meaning and significance of aspects of (building) these relationships are. Various researchers make a case for more research on aspects of this theme, in order to try to truly understand how student teacher relationships matter.

Research: In this research I will explore 'attentive involvement' as a central aspect of the interpersonal teacher student relationship. What is the meaning and significance of attentive involvement for education, how does it become visible in daily teaching and which qualities or working principles from teachers being attentively involved can be apprehended?

For the theoretical part of my research I explore a number of theories that focus on relationships and how they matter. The empirical part of my research consists of a case study on teachers on multiple sites, using the phenomenological line of approach.

Keywords: Education, pedagogy, relationships, attentive involvement

Deanne Boisvert

Confronting the Anthropocene: A Multiple-case Exploration of Community Resilience and Social Innovation in the Face of Environmental Catastrophe

Background: Unprecedented, human-driven changes to our planet have hastened the mass extinction of species, ocean acidification, deviations to Earth's weather patterns, and other strains to our ecological systems. Natural scientists were the first to recognize these environmental calamities and to conceive the term, the Anthropocene. However, humanities scholars have begun to recognize that the issues raised by the Anthropocene are first and foremost bound to our values, ethics, attitudes, beliefs, behaviors, and socio-political systems. Thus, there is a growing call for an "environmental humanities" to rethink our collective approaches to contemporary life. Resilience - "the capacity of a system to absorb disturbance and still retain its basic function and structure" - is one concept that has crossed over from the natural sciences into the humanities.

Aim, Design, Methods, and Study Population: This qualitative study takes a grounded theory approach to research resilient responses and social innovations to the challenges and crises of the Anthropocene. The multiple-case study design will use mixed data collection methods to identify, explore, and compare collective actions to climate-change and other Anthropocene issues among three network organizations that represent geographic or social communities.

Keywords: Resilience, Climate-change, Anthropocene, Social Innovation, Community

Trees Coucke

Is empathy enough? A search for action intention to deliver good nursing care

The purpose of the review is to examine whether the concept of empathy and other related concepts lead towards an intentional provision of care?

Analysis of the concept empathy and related concepts shows that mostly cognition and emotion are highlighted. Moral evaluation plays a more prominent role in compassion but little is known about what precisely determines the intentionality of taking action in care. Exposure and simulation in a care ethics lab reveals that empathy and related concepts may stimulate the motivation to deliver good care but do they imply action?

In nursing care initiatives were taken to broaden insight in the process of caring and the way care providers attune in a good way with care receivers. Analyses of the concepts enlightens that more basic elements are needed to deliver 'good nursing care'. The most pressing question is what exactly impels to action and how can this action intention be strengthened. The analysis shows that the concepts have no direct action motivation and are therefore not sufficient to motivate care providers to search for the perspective of the other and his concerns.

Further research is needed to explore what elements in care are needed to widen the care providers insight in the situation of the care receivers and in how an impetus to compassionate caring is formed.

Keywords: Empathy, compathy, sympathy, pity, compassion, care ethics lab

Eric Elbers

Haptonomy as a way to foster resilience of people in organizations

While treating his own patients, the Dutch physiotherapist Frans Veldman (1921-2010) experienced profoundly different ways to touch a patient. Traditionally, western therapists regard their patients as human 'objects' with a defect that must be fixed. The corresponding touch is functional and one-way. Inspired by the French philosopher Maurice Merleau-Ponty, Veldman discovered that a 'good and human touch' leads to affirmative connectedness. Being affirmed, patients can experience their basic self and contribute actively to their own recovery. Based on this insight, Veldman transformed the diagnose-based treatment into a holistic approach, called haptonomy. Haptonomy – literally meaning: the theory and practice of tactile sense – requires from both therapist and patient a radical other way of being.

To participate in a complex society in a meaningful and humane way while facing adversity, one must be resilient. The buzzword resilience was introduced by Holling in 1973, borrowing it from the natural sciences: a metal spring bounces back to the original steady state after being bent or pushed. Translated to the human world, resilience can be understood as the individual or social competence to recover from adversity, or more broadly: to uphold a relational autonomy under (social, cultural) pressure.

This PhD aims to understand and to demonstrate how haptonomy, as a way of being or an art of living, can foster and enhance the resilience of people in organizations.

Keywords: haptonomy, resilience, corporeality, philosophy, touch

Annelies van der Horst

Theme Centered Interaction, the societal ambition: disseminating key elements to promote tolerance and inclusion

In current times of populism and incompatibility, publicists often conclude that there is a lack of consciousness of values, deficiency of interaction skills and inability to participate in productive dialogues. This project aims at transferring the value-based essentials of Theme Centered Interaction to the general public. Theme Centered Interaction was invented in the sixties of the past century by psychoanalyst Ruth Cohn (1912 – 2010). She developed an intelligible structure of four equally important components: I (individual), WE (group), THEME (purpose) and GLOBE (context). This basic structure is completed with simple interaction rules. The purpose of my project is to realize the societal ambition of Ruth Cohn to promote TCI as social therapy.

In cooperation with international experts, I will extract the key elements and grounds of TCI. These foundations are ingredients for an animation/video. The experimental part of the project consists of a testing phase. An experimental video-trained group and a non-trained control group discuss the same societal dilemma. Analysis of video must lead to answering the following questions:

- Is TCI transferrable
- Which conditions are decisive
- Can TCI promote tolerance and inclusion

Keywords: Societal therapy, Interaction, Inclusion, TCI, Experiment

Ina Luichies

Adult children caring for their ageing parents

The ageing population is growing rapidly and the government faces increasing pressure to provide the elderly with adequate care. However expenses are being cut. Thus, a growing number of children have become carers for their ageing parents. These children are confronted with the increasing vulnerability of their ageing parents, they take responsibility and experience considerable difficulties. So far research exploring this area has focused on concepts such as burden, wellbeing and duty. There are few qualitative studies related to the experience of the encounter with a vulnerable parent. Therefore the questions this study addresses are: how do children understand the caregiving for their ageing parents, what themes can be distinguished across children's accounts on taking responsibility and how can we relate these themes with the quality of given care? The understanding of these themes, will be augmented and improved through a discussion from a care ethical perspective, drawing upon theoretical and philosophical viewpoints of Levinas, Ricoeur, Tronto, and Walker. We argue that a better understanding of the caregiving experience of adult children, caring for their ageing parents can help professionals to support caregiving children, and the children themselves to sustain the caregiving role and to improve the quality of care.

Keywords: ageing parents; vulnerability; responsibility; good care

Nicole Immler

Compensation Policies and Trans-generational Narratives of (In)Justice

Narrated (In)Justice.

Aim of this poster presentation is a demonstration: an example of how to put on display how your research contributes to society.

Janine Meins

Fix the women or fix the culture?

Worldwide women are still heavily underrepresented in leadership positions and women of ethnic minority background even more so. Female executive positions in the Netherlands are decreasing. Against this background what needs explanation is how some women still reach the top.

This research aims to get insight in what enabled women of different ethnic background have to overcome impediments and become a successful leader. The impediments like stereotyping based on gender and race are well-known. Yet, we know very little about the opportunities these women saw for themselves, what were their sources of inspiration and what strategies they developed and whether these vary between women of different ethnic background. Taking the Netherlands as a case-study I hope to get insight in the X-factor of successful female executives that may inspire other women to become successful, despite of personal, organizational, or social limitations.

Central Question

How can we explain/What explains why female executives of different ethnic background were able to reach and keep their career position successfully?

Research framework

- 1) Literature study: female and ethnic leadership, barriers and successful strategies.
- 2) Theoretical approach: an intersectional perspective.
- 3) Empirical research in the Netherlands including survey and biographical interviews.

Keywords: women, leadership, ethnicity, success strategies, culture, gender discrimination.

Jacob Oeverbeek

Shared values and the integration of refugees in the Netherlands

Recent political narratives keep putting forward the allegation that cohesive society has been threatened by the growing influx of migrants and by the increasing ethnic diversity that it entails. In response, migration strategies have put more focus on the notion of cultural values, as conformance towards a static set of national core values is more and more to be believed as indispensable for social cohesion. This cultural based understanding of social cohesion permeates most European integration policy. At the same time, the literature on migration strategies and social cohesion criticizes this nationalistic approach, as it tends to exclude minorities from society. But, if there is a strong connection between social cohesion and shared values, how can the notion of shared values be understood in a way that it helps the integration of refugees in society instead of excluding them? This PhD-project aims to answer that question by investigating how the practice of sharing values plays a role in the social support provided to refugees by the Dutch Council for Refugees. On this poster, I want to depict the socio-political context of this research subject, sum up relevant findings in literature on social cohesion and migration strategies and present the direction of this project.

Keywords: shared values, social cohesion, integration, refugees, Dutch Council for Refugees

Saskia van de Ree

'Remember, do not forget to live.'

Valuable artistic co-creation in dementia-care

Music and dementia, dance and Parkinson's disease, dementia storytelling: the creative practice of the arts in the elderly or dementia-care domain is a special one, valuable to both individuals and society. For any special reason, or just for the sake of it, the arts are an expression of one's humanity. The arts can help to visualise complex feelings, creating a space for social contact or a shift of attention from basic care giving to living.

The contribution of the arts to the well-being of elderly people is more and more a subject of cultural and health-care policy. Leaning on a variety of arguments, from medical to neurobiological and social, policy-makers and art-organisations alike, seek to give the value of this social artistic practice a scientific ground. At the same time the community of practice is struggling to anchor these, often co-creative cultural projects in the context of the health and elderly-care domain.

Observing a situation where the motivation of art projects in dementia care with care staff, families, artists and management is both manifold and inconsistent and its implementation is mostly dependent on chance and external resources, this study is pursuing insight into the multi-value character of the artistic co-creative process.

Renate Schepen

Intercultural philosophy and epistemic in/justice

Intercultural Philosophy aims to take philosophical traditions and - discourses from different regions and cultures of the world as equal contributions to the domain of philosophy. Heinz Kimmerle (1930 -2016) who held the first Chair in the world in Intercultural Philosophy, worked for 25 years on intercultural dimensions of philosophy.

This study will map and examine Heinz Kimmerle's late philosophical works (2006-2016) and explore its philosophical implications for the development of intercultural philosophy and epistemic in/justice.

Kimmerle proposed three dimensions to further develop intercultural philosophy, namely:

- 1) the affinity of philosophies of (sexual) difference and intercultural philosophy.
- 2) the need for dialogues between non-Western philosophies.
- 3) distracting philosophical discourse from mythological, religious, narrative or consultative discourses (Kimmerle 2008).

In this study, these dimensions will be related to epistemological diversity.

Boaventura de Sousa Santos (2014) observes an increasing global awareness of multiple dimensions of injustice, but argues that 'cognitive injustice', the failure to recognize different ways of knowing, is still rarely acknowledged.

In a hermeneutic process of analysis and through philosophical discourse analysis, I will compare Kimmerle's work to feminist – and post-colonial notions of epistemic injustice. This comparison will form the basis to consider the value of Kimmerle's work for contemporary scholarship on epistemic justice and aim to thus strengthen intercultural philosophy.

Janeke Wienk

Art, humanity and education; new artistic-pedagogical approaches to bring art and the question of being human into dialogue

Summary

This research explores how art teachers and artist educators can address the existential dimension of art in educational contexts. Although there is a strong and natural connection, historical as well as in contemporary perspective, between art and the question of what it means to be human, this connection is hardly addressed in contemporary education. This study explores new artistic-pedagogical approaches through case study in the context of the Dutch subject 'culturele en kunstzinnige vorming' (CKV) to bring art and the question of being human into dialogue in light of the urgent need for meaningful and relevant contemporary education.

Research summary of the research proposal in layman's terms

Although it is important for all people and for the world to relate to existential questions, contemporary education not really dwells on it. This study explores the natural role that art and its educators can play finding new ways to address the question of being human in the 21st century

Keywords: Art, being human, contemporary education, CKV, pedagogy

LUNCH

Wednesday April 12, 2017 12:45-13:30. Canteen.

ORAL PRESENTATIONS I (PARALLEL SESSIONS)

Wednesday April 12, 2017 13:30-15:00

Session 1: Research in the context of care

Room 0.38

Breed, Van der Leer, Van Nieuw Amerongen-Meeuse

Session 2: Researching municipalities, organizations and public administration

Room 0.22

Levy, Smit, Scharf

SESSION 1 Research in the context of care

Room 0.38

Marieke Breed

What it takes to be a participatory action researcher in a nursing home

In our participatory action research project conducted in a nursing home, we work together with 14 action researchers of this organization (who are care workers, chaplains, and policy makers). Our research projects aims to gain insight in 1) what is needed to create room for connection and mutual understanding in dementia care (development of an approach), and 2) in what really matters to those who live and work in this care organization (knowledge outcome). Together we investigate different perspectives and experiences of people who care for people with dementia. We aim to include all groups engaged with dementia care; care professionals, volunteers, family, clients and managers. After the investigation of different perspectives, we now continue our research by (homogenous) group meetings. These research activities not only provide insight but are also in itself creating room for connection and mutual understanding, thus informative for the development of our approach.

In my presentation I will reflect on my position as a participatory action researcher in this nursing home and the care ethical underpinnings of this study. During this research I noticed that the search for what is needed is a joint process with the action researchers. Instead of being a researcher I aim to be an equivalent partner in this project. This means that I try to be as an equal partner for the volunteers as for the managers (for example). In this presentation I will further discuss what it takes to be a participatory action researcher in a nursing home, including my own critical thoughts upon this subject.

Nico van der Leer

The care-ethical researcher: integrating responsiveness, reflectivity, embodiment and relationality into transformational research

The aim of my research is to understand what it means for someone to stay, live or work in the context of a Dutch nursing home for rehabilitation and long-term geriatric care. My research is carried out in the institution where I am employed as a chaplain.

In care-ethics the research practice is seen as a practice of care in which responsiveness, reflectivity, embodiment and relationality are central elements. This makes me as researcher a participator in the relational context rather than an objective observer. Likewise, care professionals and residents are not mere respondents but participants in a joint endeavour to come to a shared understanding.

To reach this goal several methods of inquiry were chosen, like observations, shadowing, interviews and focus groups. In the meantime the research design emerged out of a process of attuning to what was needed in this particular practice.

By reflecting on emotions, reactions en relations to the context and the participants, deeper layers of meaning can be distinguished for all involved. The research thus appears to have a transformational dimension/character/impact.

The format of my presentation will be interactive and dialogical, as to engage the audience in a joint reflection on what it means to be a researcher with a care-ethical outlook on care practices.

Keywords: Care-ethics, qualitative methods, emergent design, researcher's role, transformational research

J.C. van Nieuw Amerongen-Meeuse

'Just nurses you know': patients' needs of religion/spirituality (R/S) integration in complex mental health care

Objective: Last decennia attention for R/S in mental health care has considerably increased. However, the effect of R/S interventions remains controversial and patients' care needs have scarcely been investigated. The objective of this study was to find out patients' care needs concerning R/S integration in complex multidisciplinary mental health care.

Method: Thirty-five semi-structured interviews were carried out among psychiatric patients, receiving day care or clinical care in a secular and a Christian mental health care center in the Netherlands. Qualitative methods have been used for analyses.

Results: The results show different types of R/S care needs. Patients appreciate (1) individual conversations between patients and care team members (mainly nurses) concerning R/S, (2) a special R/S program and (3) familiarity of habits / patients/ health care professionals. Furthermore, (4) social aspects of R/S might play a role in rehabilitation of patients. Patients vary in their presentation of R/S care needs from (a) explicit, mostly in the Christian mental health care, to (b) implicit, predominantly in the secular mental health care, or may experience (c) hidden care needs.

Conclusions: Integrating R/S in mental health care may pertain to a range of types of care needs. The presentation of care needs shows considerable heterogeneity, also depending on the R/S affinity of the institution. Mental health care professionals in complex care settings – not in the least nurses – could pay attention to the diverse R/S care needs patients may experience, especially when they have an implicit or hidden way of presentation.

SESSION 2 Researching municipalities, organizations and public administration

Room 0.22

Liesbeth Levy

The dialoge, more than a pacification tool. Lessons from Rotterdam

My PhD research identifies various dialogue initiatives taken by the municipality of Rotterdam in the period 1998-2010. It evaluates them from a critical philosophical perspective. It describes and analysis policy making efforts of the city Rotterdam to realise more understanding between cultures. From both political sides, left and right, an anti-dialogical attitude and philosophy dominated. An confrontational, politically driven debate-culture was developed based on the idea of cultural assimilation.

In contrast, in my research I develop a positive definition of the concept of dialogue and develop a critique on the Enlightenment idea of 'debate'. The dialogue philosophy as developed by the Jewish philosophers Martin Buber and Emmanuel Levinas, is taken as point of reference. According to Buber and Levinas, dialogue is a special form of conversation, in which the idea of difference is crucial. In their view, dialogue is not a confirmation of the Self, but the encounter with the Other. Encountering the Other is however not merely lingual and without obligations but - to quote Levinas - "a living experience older than the cogito".

How can this conception of the dialogue help us in developing a metropolitan praxis that does justice to the many differences in terms of generation, culture and socio-economic class that characterize the population? Under what conditions can a city like Rotterdam flourish and in which way can a more differentiated understanding of the dialogue contribute to new forms of citizenship?

Based on empirical and theoretical research this study aims to enrich and apply the theory of dialogue by relating its existentialist en spiritualist insights to a current urban practive. Theoretically, a thorough analysis of the philosophical dispute between Martin Buber and Emmanuel Levinas brings new insights to the theory of dialogue. Moeover, the study also aims to develop a framework that enhances the quality and effectiveness of Rotterdam dialogue initiatives. Particular attention is paid to the methodology and setting of the dialogue. This research aims to develop a practical method for evaluating the organisation and realisation of of contemporary urban dialogues.

Marion Smit

Moral courage and management accountancy

Management Accountants¹ present themselves in publications and professional codes as the financial conscience of the firm, suggesting this profession is preventing misbehavior or even fraudulent behavior. Recent scandals in the Netherlands suggest that the profession either fails to live up to its self-imposed standard, or that is not realistic to assume that Management Accountants can effectively act as the firm's conscience. In an organizational climate or culture that can be perceived as dangerous, it takes moral courage to voice values and endure hardship when acting according to these principles. This PhD research adds an academic insight from the

¹ The international term for the Dutch 'Business Controllers'

perspective of the Management Accountant, eventually leading to effective encouragement and support for the 'financial consciousness of the firm'.

The proposed research design consists of two parts; a survey followed by narrative interviews. The survey (aim: 350 respondents) focusses on

- the normative social context of the Management Accountant and its influence on self-reported normative behavior.
- The organizational ethical climate
- Personal characteristics of the Management Accountant (e.g. education, moral competency, stress, commitment)
- Job Characteristics (fixed or temporal contracts, bonuses)

The narrative interview (aim: 20 respondents) focusses on heuristics. What is their narrative of moral courage and what triggers or hinders professional moral action?

The PhD researcher is Marion Smit, lecturer HRM and Business Administration at the Amsterdam University of Applied Sciences (AUAS). She is interested in prevention of ethical misconduct and hypothesizes that professionals show moral courage all the time, but we do not hear about it enough. Researching occurrences of Moral Courage could by itself boost moral behavior. Marion Smit studied Cultural Anthropology and Organizational Psychology in Leiden. After a career in HR and Consultancy, she started working for the AUAS in 2006. Her promotor is Ronald Jeurissen, professor of Business Ethics at Nyenrode Business University. Marion teaches there as a guest lecturer on the subject of Ethics.

Rainer Scharf

Three methods to create a theory of citizen-related PR of administration

Public administration can be autonomous, hierarchical, cooperative or responsive. According to these different models authorities do their PR in different ways. Thus, different types of administrative PR come into consideration: PR as relations of systems, PR for a legitimization of organizations, PR for creating societal understanding, PR for the reproduction of structures. Both the administrative models and the PR functions can be grounded on the same sociological theories. This raises the following question: Which combination of PR and administration – grounded on the same basis – enables a free formation of citizens' opinion?

To answer this question theoretical assumptions as the results of a literature review were implemented into semi-structured interviews with PR experts of public administration. The developed hypotheses as the results of the interviews are the issues of three visualised conducted group discussions with three main target groups of authorities' PR.

By using these three methods three different perspectives on the research object can be received that allow to get a comprehensive picture on the research object and to formulate a theory of citizen-related PR of public administration.

ORAL PRESENTATIONS II (PARALLEL SESSIONS)

Wednesday April 12, 2017 15:15-16:45

Session 3 Research related to child care, youth care and normative education

Room 0.22

Van Rooijen, Herben, Schutte

Session 4: Rethinking the concept of Dutch citizenship in the 21st century

Room 0.38

Winsemius, Wijlhuizen, and others.

SESSION 3 Research related to child care, youth care, and normative education

Room 0.22

Martin van Rooijen

Realistic Evaluation in exploring influencing factors on professional's attitude towards risk-taking play

The possibilities of engaging outdoors risk in play in structured environments like childcare or schools are limited, due to a narrow focus on children's safety instead of developmental benefits of challenging activities (Brussoni et al., 2015). Professionals willing to involve children in more risk-taking play are confronted with five barriers: cultural expectations, regulatory frameworks, parental beliefs and, on an individual level, personalized characteristics and their constructs of children (Van Rooijen & Newstead, 2016).

To investigate how these five barriers influence professional practices, we will conduct a study using the approach of Realistic Evaluation (Pawson & Tilley, 1997). Realistic evaluation (RE) aims at finding an answer to the question 'What works, how, in which circumstances and for whom?'. This method is therefore specifically suitable for studying social worlds, attitudes and effects in particular contexts. RE starts with formulating a middle-range theory based on existing theories, past evaluations and previous experience which provides an appropriate program for the specific setting. In analyzing the change 'mechanism' in the program more can be learned about participant's reasoning and the working of appointed resources. In five different childcare settings the researcher will conduct a trajectory in collaboration with the professional teams. This study has three goals: a better understanding of the mechanisms behind the influencing factors in daily childcare situations, to grow professional awareness for potential barriers and in doing so to change attitudes and enhance possibilities for outdoor risky experiences of children in structured environments. In this session I want to discuss the study-design giving due notice to methodological issues as well as ethical considerations on intervening in children's play environment. By examining barriers and how they influence individual practitioners in their specific context, more can be learnt about how to facilitate professional practice in enabling children taking appropriate risks in their play.

Marion Herben

Onderzoeksmethodieken ReSet en NP / *Research methods ReSet and NP*

Wat maakt werkelijk dat een jeugdinterventie werkt? Wie bepaalt dat en hoe? Deze vragen vormden de aanleiding voor dit promotieonderzoek dat uiteen valt in twee delen. Het onderzoek is gestart met ReSet en later uitgebreid in mijn eigen praktijk waar wordt gewerkt met de Nieuwe Perspectieven (NP) methodiek. Onderzocht zijn twee methodieken gericht op multi problematiek (beter gezegd: meervoudige ondersteuningsvragen).

ReSet is een methodiek voor risico en multiprobleem gezinnen. Het is een laagdrempelige vorm van systeemgerichte thuisbegeleiding. ReSet gaat uit van de eigen kracht van gezinsleden en werkt vanuit inzichten van de presentietheorie, oplossingsgericht en netwerkgericht werken.

Nieuwe Perspectieven is een methodiek voor jeugdigen van 12 tot 24 jaar (inmiddels verruimt tot 27 jaar). Deze jongeren zijn vastgelopen en veroorzaken vaak maatschappelijke overlast. Het is een laagdrempelig, intensieve, netwerkgerichte begeleiding met elementen van de presentietheorie. In de begeleiding krijgt de jongere een nieuwe kans aangeboden.

Beide methodieken vervullen regelmatig een brugfunctie naar reguliere hulp en dienstverlening waar deze gezinnen/ jongeren niet (meer) goed worden bereikt. Treffend in de (voorlopige) uitkomsten is het gebrek aan basisvoorzieningen waarmee deze jongeren en gezinnen kampen. Het blijkt noodzakelijk om daarbij aan te sluiten en mee te starten.

In het onderzoek wordt gebruik gemaakt van een mixed methods benadering, i.e. een combinatie van een literatuurstudie, kwantitatieve (enquêtes), kwalitatieve (interviews en focusgroepen) en een uitgebreid dossieronderzoek (400 gezinnen en 700 jongeren) dat een combinatie van beiden omhelst.

Ingrid Schutte

Preparing undergraduate honors students for global citizenship

The presentation covers a case study on the global citizenship course 'Society 2.0' for undergraduate honors students (N = 25) in the Netherlands. We had three sub-questions: (S1) Do students show an increase in ethical sensitivity and global citizen competence after taking the course? The Ethical Sensitivity Scale Questionnaire and Global Citizenship Scale were used in a pre- and posttest design to answer this question; (S2) How do students express themselves regarding knowledge and ethics; and (S3) Which insights do participants report regarding knowledge and ethics? To answer (S2) and (S3), blogs that students wrote about knowledge (S2) and reflection (S3) were analyzed deductively, using theory-based focal points regarding global justice citizenship education. Also, a follow-up blog and interview were analyzed to answer S3. Quantitative results reveal increased ethical sensitivity, global civic engagement and global competence among the participants. Qualitative results point in the same direction and provide deeper insight in the content of students' learning and the impact of the course on their attitudes and behavior. Results will be discussed in relation to theory on justice oriented global citizenship and honors education as well as educational practice.

Authors: Ingrid W. Schutte; Elanor Kamans; Marca V. C. Wolfensberger (co-promoter) and Wiel Veugelers (promoter)

Key words: global citizenship, honors education, ethical sensitivity, social justice.

SESSION 4 Rethinking the concept of Dutch citizenship in the 21st century

Room 0.38

Session organizer: Rik Winsemius

Dutch neighborhood associations as the prelude of 21st century Dutch citizenship?

The new wave of Dutch neighborhood associations, founded between 2007 and 2012, have been able to reach out to a diversity of residents of Holland's more problematic neighborhoods. In these associations residents of a diverse range of ethnic, cultural and social backgrounds have been able to encounter each other in a non-hierarchic cooperative way. And those associations enable their participants to closely work together and form a tight group. These tight group of residents have on more than one occasion been able to put a pressure on their local governments to change the behavior and policies with regards towards the neighborhoods they live in. With the influence they have they're almost forcing the government to support the Do It Yourself mentality of the participants. It ensures that neighborhood associations take back some of autonomy that has been fading in exactly those problematic neighborhoods.

To summarize:

- this new wave of neighborhood associations gets new groups of citizens involved, which cannot be reached in that many other ways
- They are able, on a very practical level, to change the relationship between government and citizens, with the latter gaining more autonomy and influence.
- They are active in the neighborhoods where there are a lot of residents are in a from ideal position concerning, their household economy, health and political awareness,

So, when looking at the foundation for a new 21st century citizenship, could we learn a thing or two from those active residents in the problematic neighbourhoods of the Netherlands? Or, putting it more boldly, do we see the foundations of a Dutch 21st century citizenship in the attitudes adapted by residents in those neighborhoods associations?

Outline of the presentations:

- *The necessity of new political morality in Dutch politics; Monique Wijnhuizen Phd UvH*
- *Neighbourhood associations as prelude towards new political morality; Rik Winsemius, Phd UvH*
- *Discussion with professionals & residents, with Pieter de Stefano (connecting societal initiatieven & program manager for the researchproject about the participations Society, funded by diverse Universities of applied science.), Mostafa El Filali (Resident & ke figure Lucas Community Nieuw West), Frank Eekelder (ovb) (kwartiermaker bewonersbedrijf Berflo Es)*
- *Debate with all persons present.*

DRINKS

Wednesday April 12, 2017 16:45. Canteen.