

**ISA RC52** | Interim Meeting 2019

# **Book of abstracts**

**(in chronological order)**



**FLORENCE**  
**4-6 JULY 2019**

University of Florence  
Social Sciences Campus



**Thursday, July 4th**

11.15-13.00

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**Session 1 (a)**

**Varieties of professionalism. Exploring heterogeneity within and between professions**

*Exploring heterogeneity within South African textile designers*

Debby Bonnin

In South Africa textile design was acknowledged as an expert occupation. After attaining a recognised qualification graduates found full-time employment in South Africa's thriving textile industry. Here they enjoyed secure employment with good conditions of service. This paper examines how the economic and labour market challenges of globalisation and new technologies, have flipped this story of 'good jobs' with varying results for designers. Drawing from qualitative in-depth interviews, primarily with textile designers, the paper explores the different ways in which textile designers have responded to this change in the economic and job environment. The outcome has been increasing heterogeneity in the profession with some on the margins and others being able to become quite successful. The paper will discuss two different trends both with varying outcomes for textile designers. Firstly, are those textile designers who moved into freelancing and contract work to maintain some form of employment, amongst this group many find their existence precarious and insecure. However, there are exceptions and some 'independent professionals' have become very successful and enjoy the 'freedom'. Secondly are those textile designers who have become self-employed through entering the online-economy. Here again are variable outcomes – huge successes for some and continued precarity and marginalisation for others. The paper also tries to understand what might lie behind these different outcomes by taking into account the effects of race, class, age and location.

*Platform labour: a new layer of differentiation within professions?*

Davide Arcidiacono, Ivana Pais, Giorgio Piccitto

The platform economy (Snircek, 2017; Pais, 2019) is creating new jobs, it is automating others and it is transforming traditional jobs. In this paper, we focus on liberal professions. The research hypothesis is that the spread of labour platforms is strengthening the internal stratification of these professions.

The symbolic-interactionist approach headed by Hughes (1958), in opposition to the functionalist hypothesis (Parsons 1954 and 1968; Goode 1957), highlighted the differentiation within the professions in terms of prestige, income and power (Freidson 1986; 1984; 1983), attributed to professional sub-specialties (Tousjin 1987) or to the type of clients (Speranza 1999; Abel 1985). The spread of digital platforms introduces a new level of differentiation that has relevant implications not only for professionals who use digital platforms, but also for those who do not.

The main research questions concern:

- The characteristics of these two groups of professionals and the risk of polarization: it can be hypothesized that the professionals who turn to digital platforms are the weakest ones on the labor market;
- The characteristics of the customers using the platform: it is assumed that the customers who turn to digital platforms are the weakest ones on the market;
- The professional reference system: it is assumed that in the platforms the profane reference system prevails over the expert one
- Conflicts between professionals who use the platforms and those who do not: it is assumed that the service conditions offered through the digital can lead to a lowering of the prices and of the standards of the services, with effects also for those who do not work online.

We have constructed a research design based on:

- Mapping of labour platforms that are currently operating in Italy;
- Two exploratory focus groups with platform workers and association (CNA, ACTA, SMARTit)
- An ethnographic analysis of the "platform organization" (Kozinets, 2009)
- 20 in depth Interviews with platform workers

### ***Smart for whom? Inequality processes in smart organizations***

Luisa De Vita, Silvia Lucciarini, Valeria Pulignano

The term 'smart' is often used for organizations that are knowledge-driven, internetworked, dynamically adaptive to new organizational forms and practices, learning as well as agile in their ability to create opportunities offered by the new economy by responding positively and adequately to change and uncertainty. In accordance, inequality is expected to be attenuated – or at least not enhanced – within 'smart' organizations. This is because the smart organization will leverage the power of 'smart' resources, i.e. information, knowledge, relationships, brands, and innovative and collaborative intelligence which are distributed equally among its members or affiliates (Lacity and Willcocks 2016). These members are mostly self-employed – e.g. creative workers - who lay at the blurring line between independent and dependent work (i.e. grey zone). On the other hand, recent studies have illustrated the way in which the concept of 'grey zone' fleshes out the differences between the traditional dualism (i.e. 'core' and 'periphery') by introducing the 'hybridity' of the status of self-employed workers (e.g. Bureau and Dieuaide 2018). The question thus becomes one of accounting for this social fact. That is, what dynamics and social processes have enabled the smart organisation to limit uncertainty and inequality, if any?

In this paper we draw on widespread qualitative data from a national study in Italy of creative workers across different professional profiles (i.e. photographers, video makers, audio engineers). We developed semi-structured interviews and organized focus groups with 70 creative workers linked to a smart organization (SMD as a pseudonym), which involves around 8000 workers within the cultural and creative sector in Italy. SMD can be considered a smart organisation as it promotes inclusivity for and between workers by implementing actions and services that reduces transitional costs and increases employment opportunities for the enterprise as labour intermediators (Matheson & Matheson 2001). By using Lamont's (2002) concept of 'boundary work' we explain the relational dynamics and processes at the intersection of cultural, cognitive and strategical aspects which foster uncertainty by shaping inequality among SMD members. In particular, we identify and in-depth examine three processes creating boundaries among creative workers i.e. recruitment; training and careers. Thus, we illustrate how inequalities are created by organisational strategies and business practices in SMD.

### ***The role of the client in the professionalization process of independent knowledge workers. The case of executive coaching in France***

Scarlett Salman

The "corporate professionalization" model (Kipping et al., 2006; Muzio et al., 2011) identifies the new strategies that are followed by managerial occupations: new forms of closure (based on competences rather than qualifications), new membership propositions (multi-tiered membership and organizational membership schemes), new legitimization strategies (focused on market value rather than achieving legalistic forms of closure) and new jurisdiction (international rather than national). However, this model focuses on occupations integrated into large organizations and ignores the professionalization of expert-based occupations exercised by independent knowledge workers, solo practitioners and freelancers. It seems relevant to explore this latter kind of process, since the number of "autonomous workers" – knowledge workers

who work as independent contractors in professional and intellectual services – has exploded in recent years in Europe (Rapelli, 2012).

This paper proposes to explore a different look on new professionalization processes, by analyzing, at a collective and institutional level, the professionalization of a knowledge-based occupation – executive coaching – carried out by independent and autonomous workers, in the context of France. It does so by drawing on an ethnographic survey conducted over several years in the 2000s in France, carried out via more than 80 in-depth, audio-recorded and semi-directive interviews with the three main actors of the coaching service (consultant coaches, HR coaching's prescribers, high executives coached); a lot of multi-sites observations, in coaches professional associations, in training schools, and in HR trade-shows; and two quantitative surveys (National Association of HR Directors; French Society of Coaching). It highlights the place of the client organizations in such professionalization processes, which tends to reinforce the market orientation and favor new strategies of differentiation, of regulation and of dissemination.

### ***Tools and targets of activist professionals: theorizing work in professional movements***

Joris Gjata, Matthew S. Rowe, Shawhin Roudbari

Professionals are influential social actors who leverage their skills and social status to provide specialized services to the public. While sociologists have worked in recent years to highlight professionals' roles as agents of institutional change, existing research does not account for forms of work – such as humanitarian projects and other forms of social justice organizing – in which professionals engage beyond their fields of practice. As a result, professionals' involvements in social justice activism remains undertheorized in sociology. In this paper, the authors extend conceptions of professions as linked ecologies to offer a novel analytic framework for activism and other forms of professional work that take professional work and identities across institutional boundaries. The framework draws upon Abbott's concepts of hinge and avatar to theorize the practices through which professionals extend their expertise into new social domains, as well as neo-institutional research into institutional logics and social change. The paper illustrates the proposed framework by comparing the variety of professional formal and informal organizing around social problems in two design professions: architecture and civil engineering in the United States. It sheds light on how heterogeneity between professions shapes heterogeneity within professions and explores when professional movements may lead to a new hybrid professionalism, and a new actor—the activist professional.

### **Session 3 (a)**

#### **New challenges for professionals, new standards, new work routines?**

### ***Transforming professional discretion: standardization and case-based rationality in welfare encounters***

Kirstine Zinck Pedersen, Anja Svejgaard Pors

In public sector research, studies of street level bureaucracy, and the sociology of professions, discretion has predominantly been studied either as frontline professionals' coping strategies or as a defining trait of professionals' fight for domination and autonomy. At the same time, the implementation of new standardizing policies in the public sector are often directed at reducing or transforming frontline professionals' possibilities for exercising discretion in order to increase control, responsiveness, or efficiency of welfare encounters. Drawing on ethnographic field studies of three different types of welfare encounters in a Danish public sector setting, we explore how the work practices of doctors, midwives and citizen service bureaucrats are af-

ected by standardizing policies. We show that although new standards are supposed to accelerate, optimize and/or delegate discretion, such intentions are transformed in the encounter and present new types of discretionary dilemmas and challenges to the frontline professionals who are concurrently struggling to balance client orientation, case-based but equal delivery of service and increasing managerial demands. On this basis, we suggest that neither the understanding of discretion as coping or as autonomy adequately account for the discretionary practices of frontline professionals in welfare encounters. Rather, our cases display how, on the one hand, frontline professionals struggle to live up to their obligations as office-holders – even when experiencing conflicting professional virtues and duties. And on the other how this endeavour is challenged by the unintended effects and new types of complexities caused by current policy attempts to eliminate discretion in the welfare encounter.

### ***“Betwixt and between” – Educational managers between the market and profession***

Hilde Hjertager Lund

Social changes, globalization, changing conditions and framework, and new competitive situations have challenged the Kindergarten sector in Norway in different ways. In the Norwegian context, there is a general perception that the sector needs a quality boost (White paper 41-Quality in kindergarten 2008). The educational managers are more than ever facing multiple challenges. In this article, I discuss how external conditions, as marketization and political influence, both national policy and from OECD, affect management and educational managers as professionals in the tension between policy, customers (parents) and values when it comes to preservation of cultural diversity in kindergartens. The theoretical approach to management is value-based and relational (Vedøy 2017; Fuglestad 2006; Fuglestad and Lillejord 1997). In addition, I use translation theory to capture how external requirements and expectations become integrated into kindergarten practices and how such processes take place (Røvik 2008). When analysing the diverse identities of educational managers as professionals, I use Bourdieu's (1977; 1994; 1996; 2004) concepts; *illusio*, *habitus*, *capital* and *fields*. A link between theory of management and Bourdieu's concepts opens up to capture how values, norms and external expectations affect leadership, both institutionally and individually. How do deal with tension with conflicting ideas and goals from political authorities, owners and parents (as customers) when it comes to cultural diversity? What role of leadership develops in these conditions? How does this challenge ideas and conceptions of profession in kindergartens? The article is based on data from fieldwork in four kindergartens and group interviews with educational managers and documents.

### ***“Nobody here makes decisions on their own”: deliberative routines and collective decision-making at the frontlines of public services***

Anne Mette Møller

Few frontline professionals work in complete isolation from their peers; a characteristic which is only reinforced by the emergence of new organizing and connective forms of professionalism (Noordegraaf 2015). Recent studies have shown that frontline workers often engage in consultation and deliberation with co-workers, managers and external partners, resulting in collective uses of discretion (Raaphorst 2018; Rutz et al. 2017). Others have pointed to the crucial role of routines and group dynamics in relation to team learning (Foldy and Buckley 2010). Even so, research into frontline decision-making tends to follow Lipsky (1980) and focus on structural similarities of street-level work, or on individual sources of variation (e.g. May and Winter 2000), while few studies explore how organizational routines, team or group dynamics and collaborative practices may influence decision-making and outcomes (Hupe, Hill, and Buffat 2016). Failing to address these dynamics implies missing a crucial aspect of everyday professional practice.

This paper seeks to deepen our understanding of collaborative decision-making practices. I focus on the field of child protection, where the professional literature highlights precisely the importance of deliberation and collaborative decision-making (Egelund and Thomsen 2002; Munro et al. 2017). Specifically, I develop the concept 'deliberative routines' and show how this particular type of routines shape decision-making on the ground, by including and excluding participants – and, with them, specific forms and sources of knowledge. The analysis is based on qualitative data generated through 150 hours of fieldwork and 29 interviews with frontline workers and managers in three Danish child protection agencies.

***Connective routines: an ethnographic analysis of how standards work in medical practice***

Marlot Kuiper

The proposed paper brings together the main conclusions from my PhD dissertation. I conducted ethnographic research at the surgical departments of two hospitals in the Netherlands to answer the main research question: "How and why do professional standards work in medical practice?" The Surgical Safety Checklist serves as an exemplary case of standardization of professional work. New standards are introduced in professional fields to improve service delivery, and make practices more transparent and uniform. The Surgical Safety Checklist herewith instigates 'hybridity'; a mingling of professional and organizational logics.

To study on a micro-level how professionals give shape to new standards in the everyday course of their work, I built an analytical framework informed by Routine Theory and Sociology of Professions literature. Routines were conceptualized as dynamic systems (e.g. Feldman et al. 2016). This perspective affords a relational and contextual understanding of how standards work in professional contexts. I analytically traced routine dynamics, routine interactions, and artefacts.

The findings of this study first of all show that there is no such thing as 'the checklist'. Routine participants hold very different understandings of what the checklist is or should be. Secondly, notions of resistance do not come about fundamental resistance towards standards, rather, practicalities lead to incompatible routine demands. Working around the formal procedures is one of the strategies professionals adopt to cope with conflicting routine demands. Thirdly, artefacts that represent the standard (e.g. material or digital checklists) not automatically lead to patterns of action. Creating workable artefacts is a continuous struggle.

**Thursday, July 4th**

15.00-16.45

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**Session 5 (a)**

**Professions, power and the market**

***The forces shaping regulation of the health professions in Australia: from "club government" to inclusive regulatory institutions***

Anne-Louise Carlton

The past few decades have seen transformational change in the institutions that regulate the health professions in Australia. In 2010, over 90 profession-specific state-based regulatory bodies were abolished, and single national multi-profession regulatory regime was established. Over 700,000 Australian health practitioners from 15 health professions (23 separate health occupations) are now subject to uniform national registration requirements under the Australian National Registration and Accreditation Scheme (NRAS).

This paper presents the findings of a study of the forces shaping regulation of the health professions in contemporary Australia. The study examined a series of regulatory reforms that commenced in the 1990s in the State of Victoria and then extended nationwide in 2010.

The study examined how power is exercised by the professions and other structural interests in the policy decision-making and regulatory reform processes – the complex interplay of institutions, interests, ideas, individuals and context that has shaped the terms of the legislation and the governance structures of the regulators.

The paper links these institutional changes to broader forces at work in Australian society that are transforming the relationship between the professions, the state and civil society.

It is argued that these regulatory and institutional reforms reflect the 'slow march of democracy' - towards more inclusive and pluralist regulatory institutions. Checks and balances on the exercise of professional power are being further institutionalised through government regulatory policy initiatives such as competition policy, red tape reduction and strengthened regulatory governance. It is suggested that this incremental reform process is likely to continue and in doing so, will further challenge and constrain the dominant structural interests of the professions.

### ***Performative professionalism. Occupational profiling of nurses in (or by) the Dutch post-welfare state?***

Jan-Luuk Hoff

In western (post-)welfare states, the nursing occupation is professionalising by defining new standards, competencies and new (academic) educational programs. Coming from a subordinate position as occupational group, this appears to be a positive and emancipatory development. However, professionalisation of nursing is inextricably connected to welfare state politics.<sup>1</sup> Professionalisation literature suggests that state-led professionalization processes can have disciplining effects on practitioners.

In the Netherlands, the Dutch nursing association is explicitly developing new professional profiles, in collaboration with universities, financed by the state. These professional profiles delimit the occupational domain and define new nursing competences. In this paper, Foucault's theory of governmentality is used to understand the relationship between professionalisation of Dutch nursing and welfare state politics. Nursing professionalisation is seen as a state tactic for governing the bodies of citizens, according to its dominant political rationalities. In order to unravel these political rationalities, the new professional profiles were analysed and deconstructed.

Empirical results show that nursing professionalism is construed as a performative set of 'professional' competences that conform to a neoliberal definition of health and the healthcare market. These performative competences serve the neoliberal health agenda of the Dutch state, which wants to 'responsibilise' citizens, aimed at making them 'healthier'.

The 'professionalisation' of nursing is crucial for achieving this neoliberal agenda. By stressing their professionalism, nursing mentalities and practices are disciplined. This generates academic and practical questions, as nurses – the largest group of healthcare professionals – have distinctive relations with their patients, who regard them as 'independent' and 'caring experts'.

### ***Changing nature of medical education***

Murat Atalay

Turkey is shown as a model country in terms of transformation of healthcare (WHO, 2012). Recently many new medical schools have been established in order to increase the number of MDs (Medical Doctors) in the scope of health transformation policies. Thus, Turkey has become a country which experienced the fastest growth rate in terms of the number of medical schools in the last 10 years. While student quotas were rapidly increasing in existing medical

schools (TMA, 2015), many experienced academicians in the public medical schools resigned along with the full-time practice law (Atun et al., 2013). This development was resulted with the withdrawal of the experienced academic MDs from the educational activities. In addition, due to the performance-based payment system pressure, the provision of health services in university hospitals has become priority while the education and research activities have been pushed into the background. All these developments have profoundly affected the academic educational processes and career choices of the MDs.

This study based on data from a thesis study will focus on the problems of academic education and career processes of MDs affected by HTP. A qualitative research design was employed, and the data was collected through document analysis and interviews. As a result of the research, it has been found that the quality of the medical education in teaching hospitals has declined, the master-apprentice relationship, which is traditional in medical education, has been weakened, and that there have been radical changes in the MDs' career specialty choices. The findings of the study have a potential to contribute to the deprofessionalization discussions of the medical profession (See Saks, 2015; Wilkesmann, 2016; Erdem and Atalay, 2017).

### ***The gendered division of the labour market and occupational transitions in Austria***

Nina-Sophie Fritsch, Bernd Liedl, Gerhard Paulinger

The gendered division of the labour market is prevalent across Europe and has been a remarkably persistent characteristic of Western societies. In this context, female employees tend to be overrepresented in service occupations or in health and social services, while men are more likely to be active in technical occupations. This imbalance remains relatively stable within recent decades, despite the increase in women's human capital, climbing female labour force participation rates and adapting employment careers between the sexes. Alongside this stability, research highlights the growing importance of dynamics especially within the last years, accelerating the ongoing processes of flexibilization and deregulation. As a result, of these recent developments employment biographies are infiltrated by different episodes of career interruptions and occupational transitions become an indispensable demand.

Against this background, we endeavour to shed light on gender-specific labour market mobilities in Austria by contrasting occupational transitions where gender boundaries have been overcome or where still unimpaired. The Austrian welfare state is particularly interesting in this regard, since gendered division of the labour market is quite pronounced and flexibilisation reforms are gaining increasing relevance. Thus, we pursue the following research questions: (1) How can we describe occupational transitions in Austria between 2007 and 2017? And which factors determine gender(un)typed occupational transitions? For our empirical analysis we use the Austrian Micro Census. We prepared a data set by joining the longitudinal data from 2008 to 2017 with five quarterly measurements of occupation per person, each in order to track the potential gender(un)typed transitions over 4 quarterly periods. We restricted the data to dependent employees aged between 16 and 65. The gender-specificity is operationalized as categorical measure based on all occupations in Austria. Following international studies in this field, we define male occupations as with a female percentage of 0-30; respectively female occupations with a female percentage of 70-100 percent and mixed occupations with a female percentage of 30-70 percent (Anker 1998; Busch 2013). First, we describe the development of transitions visually and numerically to explore gender(un)typed specific trends. We then examine predictors of different occupational transitions using multinomial logistic regression models (there are four possible transitions between gender-typical and gender-atypical occupations). In the last step, we extend the analysis to a multilevel logistic regression in order to decompose effects of individual characteristics and the period of measurement. First results indicate, that we can observe a decrease in occupational transitions in general, and among these transitions an increase of the share of gender-typical changes and a stagnation

of atypical changes across gender- boundaries. Depending on the type of transition, our preliminary models suggest that gender has an effect on typical/atypical transitions (compared to no transition at all).

## **Session 8 (a)**

### **Between techno-optimistic and techno-pessimistic perspective. A third way to consider ICT in health professional-patient relationship**

#### ***ICTs, doctor skills and professional power: searching for a conceptual framework***

Stefano Neri

In order to move from the two antithetical positions of the “techno-optimistic” and the “techno-pessimistic” perspectives, the debate on the effects of ICT on both doctor-patient and intra-professional relationships within medical profession needs not only to carry on more empirical studies, but also to identify conceptual frameworks to analyse the effects of ICTs on the job of doctor. For this last purpose, the paper suggests to recall the jobs’ classification based on two skill dimensions (routine/non-routine; cognitive/manual), elaborated by the skill-biased technological change theory. While this theory suggested that cognitive and non-routine jobs like professions were confirmed and strengthened in their nature by technology, we argue that ICTs in healthcare may have different effects on doctoral skills and doctor’s work. In some cases, they preserve the non-routine skills of doctors by improving them, while in other cases they contribute to enhance the routinized content of their work, up to challenge the very nature of the cognitive and technical basis of the profession. Following the classical contribution of Larsson Sarfatti on the relationships between cognitive basis of a profession and its power, we make the hypothesis that the different effects of ICTs on medical skills and doctor’s work may have relevant consequences in terms on both doctor-patient relationships and the internal stratification of doctors, reshuffling the differences among different segments of the profession. In the paper we elaborate on this framework, using also empirical cases to illustrate it.

#### ***Organization, ICT and professional practice in health and social care integration in Italy***

Roberto Lusardi

This contribute intends to analyse how organisational designs and ICT practice produce different forms of health and social care integration. The ethnographic study, carried out in two different Italian organisations, highlighted two forms of integration, which the authors term mechanical and cultural (Lusardi, Tomelleri, 2018). The first is characterised by the prevalence of codified and hierarchical forms of coordination and the substantial isolation of professional groups, with limited contact opportunities. Communicative interactions between the social and health entities are mediated by ICTs, the emphasis is on the informational content, and the semantic structures are codified, hierarchically arranged, and spatially and temporally limited. Under these conditions, integration is mainly achieved in the final product through the independent and uncoordinated delivery of specific social and health services. In the second, codified tools (protocols and ICT tools) occur alongside informal coordination activities, based on face-to-face interactions and the sharing of knowledge, values and goals. Integration takes place in daily formal and informal interactions and in the development of professional intimacy. The results of the study confirm that public policies need to be clear about the form of integration at which they aim (Pavolini, Vicarelli, 2012). The mechanical form is appropriate for product integration, while cultural integration is the preferred form for process and professional integration. In the latter case, ICTs are undoubtedly useful but not sufficient (Greenhalgh, Stones,

Swinglehurst, 2014). To stimulate informal coordination, mutual trust and professional reciprocity, analogic communicative patterns are needed to allow the symbolic dimension to be expressed.

### ***From a reactive to a proactive medicine using ICT. A third way in health-professional-patient relationship***

Massimo Magi, Vincenzo Telesca, Paolo Misericordia

General practitioners are the primary point of contact for patients and constituents of health care. In recent years there has been a growing interest in digital health from patients and there will be more so in the near future. GPs are also interested in this innovation and they wish to exploit these technologies for taking care of their patients through advanced sensors and diagnostic devices that are easy to use in telemedicine.

With the help of telemedicine, GPs become the point of care for the patient rather than hospitals or medical facilities that will only manage important or urgent problems.

Through smartphones and medical devices, the study of the GP becomes the fulcrum of every patient's health, thanks to the possibility of knowing in real time the vital parameters and accessing specialist services in a short time. The medical technology in telemedicine put into the hands of the GP allows to effectively carry out prevention activities and to quickly diagnose pathological conditions with significant cost savings and uniform access between rural and non-rural areas.

Primary Care Digital Technology is a tool offered to general practitioners, simple, repeatable, inexpensive, reliable that allows doctors to perform tests such as ECG, cardiac and pressure Holter, spirometry, polysomnography, retinography and much more in order to monitor health conditions of their patients. All these types of tests are / can be incorporated into an I-pad that allows doctors or their assistant to choose the required test for their patients and quickly obtain a specialized interpretation in telemedicine.

So we think that between the techno-optimistic position and the techno-pessimistic one there is a professional position that will make it possible to move medicine from a reactive discipline to a proactive one. It will also allow patients and their families to become empowered and engaged.

### ***ICT at the service of a changing territorial health care***

Paolo Misericordia, Nicola Calabrese, Alessandro Dalle Vedove, Massimo Magi

General Practitioners (GPs) are the highest fragmented category in the public sanitary service. Here we present the case study of the Netmedica Italia (NMI) project, designed by FIMMG GPs association in Italy, that has been able, in the last 5 years, to set up one of the first GP's Healthcare Information System, connecting all the providers, and providing full access to clinical and health-related data independently from the healthcare software that generated the data itself.

This goal was achieved providing a novel technological infrastructure for data sharing based on interoperability specifications recognized at the national level for messages transmitted from GP providers to the central domain, adopting Healthcare Enterprise Integration (IHE) profiles which refer to HL7 standards.

At present, the system manages more than 8.000 GPs with about 7.500.000 patients. Hence the NMI healthcare system is a fully interoperable healthcare system connecting patients, GPs, healthcare organizations, and healthcare professionals in a large and heterogeneous territory through the implementation of data standards with a strong focus on cybersecurity. Results of the application of this scenario at a national level could have a relevant impact on the sanitary system and on GPs every day professional activities with a strong improvement of efficiency and a reduction of social costs.

## ***Beyond empowerment and dependence: a co-engagement for chronic diseases***

Alberto Ardissonne

This paper contributes to the debate about the change in the doctor- patient relationship due to the increasing use of m-Health devices, by presenting a research, that was conducted in Italy in 2018. To assess this phenomenon, the study focused on diabetic chronic disease, because of its social relevance, and the growing availability of wearables (insulin pumps and sensors for glycaemic control) for self- management.

The research included 50 people with diabetes and 20 diabetologists, through semi-structured interviews; participants were engaged through local patients and professional associations and by snowball technique.

The findings indicated two chief areas of change: (1) the increasing use of remote practices (via email, messaging platforms, and/or through the cloud) by patients, which has eased their chance to ask for information and to share data that are produced by wearables, and (2) the growing amount of data that is available to both patients and doctors, which is challenging due to the need for interpretation.

In this context, the participants showed ambivalence between autonomous self-management and increasing contacts with diabetologists; in other words, between empowerment and dependence. Indeed, the results revealed an increasing interdependence among diabetologists and people with diabetes, which goes beyond ideological juxtapositions between technologies' promises and nightmares, and techno-optimism vs. techno- pessimism. Thus, through Elias' theoretical lens, it is possible to configure a third way in which the doctor-patient-mHealth relationship can be conceived as a dynamic process of interdependence among these actors. The outcome is a shared co- engagement, featured by the collegiality of decisions and the constant negotiations of power in every visit and in concrete daily management.

## **Thursday, July 4th**

17.15-19.00

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### **Session 2**

#### **Inequalities and the professions: patterns and processes in the Global South**

#### ***Graduate professors of the National Autonomous University of Mexico: ethical elements that guide their work***

Anita Hirsch

In the new global context, shared scientific principles, values and norms are relevant to the research community and the public (InterAcademy Council /IAP-The Global Network of Science Academies, 2012). The principal tendencies are: 1) sciences had constructed interdisciplinary connexions and had merged and new technologies are generating a search for intensive approximations to data, accelerating the creation of new knowledge; 2) The financing of research is increasing and also the number of researchers in the world; 3) the growing globalization has influenced a variety of academic fields about research integrity and 4) research has a growing influence in public debates in diverse areas. With this approach as a theoretical framework, the porpoise of the paper is to communicate the central aspects that 34 graduate professors from the National Autonomous University of Mexico, from different knowledge areas, answered to the open question: Which ethical principles guide your work? The open question is part of an interview guide applied in 2017 and 2018. We will present what are ethical principles and other ethical elements that are articulated with them, such as: virtues, norms and rules, values and misconduct in research. For the empirical work we defined categories and features with all the answers. Some of the responses are that ethical principles are

essential and that they are part of the general rules of science; the virtues indicated were fairness, integrity and conscience; the rule most cited was veracity and the most expressed values were honesty, respect, responsibility and compromise and social responsibility.

***Academic careers in a rapidly changing world: biographies of academics who stayed or left Belarus after the year 1991***

Svetlana Poleschuk

In my PhD project I examine academic careers of a single cohort of Belarusian scholars who started their tertiary education at the beginning of the 1990s. I am particularly interested to describe and understand how the fall of the Iron Curtain and the specific historic situation after the collapse of the Soviet Union have affected three types of Belarusian academics: those who graduated from a university in Belarus and then continued their career outside the country, those who pursued careers within the country, and those who returned to Belarus after their studies or employment abroad. In addition to the three migration patterns (Stayers, Leavers, and Returners), I differentiate between 'soft' and 'hard' sciences as well as gender (which gives 12 subgroups in total with minimum five career cases in each subgroup). The research questions are: Over the last two decades, how similar or different have careers of individuals been within the three migration patterns? The life course theory is used to organize the data collection and analysis. The data were collected through retrospective semi-structured problem-oriented qualitative interviews (67 in total) which covered both the chronology and persons' interpretations of transitions experience and their activities in moving in and out of status passages in the domains of education, employment, and family. Interviews help to explore events in the context of individual lives and trace the cumulative effect of previous experiences and transitions.

***"Portfolio of competencies" in high-tech areas – New challenges for robotics and biotechnology professionals***

Natalia Shmatko

Requirements for employees' competences are changing significantly due to digitalization and the introduction of breakthrough technologies at enterprises. Even the concept of "profession" is being transformed, since the set of competences that an employee who has received training in a particular profession should possess ceases to be fixed, static; competency profiles become volatile, they are modified following technological and organizational changes, and turn into "dynamic portfolios".

The paper analyzes the most in-demand and dynamically changing sets of competencies in two high-tech areas – robotics and biotechnology. The analysis is based on the evidences collected during the empirical study conducted in 2017-2018 in Russia. A study was carried out among researchers and engineers employed by 170 R&D organizations. In addition, 56 in-depth interviews with the employers who represent the robotics and biotechnology sectors were conducted. The findings indicate that skills received during the period of study at the university can no longer be considered as sufficient for career of researcher or engineer. Life-long learning is becoming the dominant model and should become an integral part of all career plans by means of constantly updating and developing the individuals' "portfolio of competencies". Successful companies focus not on the staff, but on the organizational stock skills, i.e. the aggregate "portfolio of competencies" of employees with different professions, which allows the company to formulate for specific tasks and projects different sets of competencies required in each specific case.

### ***Emiratisation: implications for health workforce governance***

Stephanie Short, Nikhil Hawal, Nasser Albusaidi, Farah Purwaningrum

Emiratisation, which dates back to 1980, is a strategy unique to the United Arab Emirates (UAE), in which the Government has sought to increase the participation of UAE nationals in the private sector, including the private health care sector. Nonetheless, despite direct government interventions, less than 10% of Emirati nationals are employed in the private sector. This has implications for health workforce governance<sup>2</sup> concerning the training, recruitment, integration and retention of local Emiratis vis-à-vis internationally qualified health professionals, many of whom derive from the Global South.

A qualitative exploratory methodology was utilised for the fieldwork component of this study: document analysis of newspapers, policy documents and official statistics. In addition, semi-structured interviews were conducted with 14 key stakeholders, including employers in the health and higher education sectors in Ras Al Khaimah, human resources managers, regulators and public health professionals and scholars, facilitated by the Al Qasimi Foundation in 2015-2016.

It is our view that further study is required to understand Emirati and expatriate views regarding Emiratisation within the healthcare sector: their perceptions of the best employers; their ideal employment in the future; and the best way for employers to attract and retain Emiratis and expatriates, would serve as a resource for government officials, employers and members of the community who seek to better understand the employment experiences, motivations, perceptions and preferences of Emirati professionals and their expatriate peers.

## **Session 4**

### **Spatial and temporal aspects of welfare sector professional work**

#### ***De-spatialising professional identity in social work: a mixed teaching-research experience on virtual communities***

Andrea Bellini

As it has been observed in relatively recent years, the crisis of social work is first and foremost a matter of professional identity (Asquith et al. 2006).

Defined as a socially recognised way for individuals to identify with each other in the field of work (Dubar 2000), what we commonly call “professional identity” has to do with being a professional, which refers to a particular context of meaning and a system of values (Dent and Whitehead 2002). Generally speaking, dealing with professional identity, and its inherently relational nature, is therefore essential to understand how professionals operate within organisations, how they interact with colleagues and other professionals, and how they relate to their clients/users. On the other hand, professional identity always has a provisional character, as such implying the possibility of change. It thus takes on significance in the connections with the experiences and practices that involve the values, objectives and competencies of professionals, in the specificity of the contexts in which they operate and of the networks they are embedded in.

In this sense, the identity of social workers, as professionals that operate in a variety of complex organisations, is crucially influenced by different “organisational cultures”, understood as specific mixes of values, beliefs and customs. As Abbott (1995) noted, then, they often ceded control to other professionals and, also for this reason, they are in a permanently precarious position. The image of social work in the public discourse, finally, is bivalent (Webb 2017).

Given these premises, this presentation focuses on professional practices as the loci in which knowledge is produced and resources are found to be used to incessantly re-negotiate indi-

vidual identity (Wenger 1998). It then assumes an analytical perspective that looks at the professional community of social workers and its fields of action as communities of practice, as such potentially “reflexive”, that is, where critical thought can arise and develop. So defined, communities of practice can also be seen as “learning” communities, through which competencies, abilities and practical tools for solving problems and managing changes are acquired. The presentation also assumes the idea that nowadays professional identity is more and more constructed in the context of intertwined physical and virtual worlds, that is, between offline and online. And professional communities, as communities of practice, can strengthen themselves, develop or even rise through the formation of web-based communities. A further assumption is that “virtual” communities work differently than “physical” ones, relying much more on mechanisms of “identification” rather than of “differentiation”.

To investigate these issues, the presentation illustrates the very first results of a mixed “teaching-research” experience, based on the activities of a university workshop addressed to MA-level students. The basic idea, here, is that, in the course of the learning process, the students – professionals or aspiring professionals in the field of social work – become to an extent “researchers” in the context of practice.

A preliminary activity of the workshop was to map and explore the existing communities of practice in digital spaces, such as forums, blogs, Facebook groups, and so on, either of or for social workers. The primary activity, then, was to simulate a virtual community, built in a Moodle environment. Key elements of the teaching approach, then, were: (a) learning by writing; (b) learning as conversation; (c) the use of digital technologies as facilitators of learning. The dual objective was to (1) improve the participants’ knowledge in the dynamics of identity formation in the professional field, and (2) make themselves agents in the process of identity formation. Pursuing an ideal of quasi-experiment, participants were divided into two groups: a first group which benefited from face-to-face interaction, in the classroom, and subsequently reported their feelings online; a second group whose members attended the course remotely, through e-learning tools.

The presentation will focus primarily on the teaching approach, its methodological aspects and research implications. This programme, in fact, was thought as a pilot experience, to be tested and repeated in the next years. This would also allow the incremental collection of data.

### ***Regional variations in the effect of externalisation on working conditions within the childcare sector: the role of social and political factors***

Stefano Neri

In the last decade outsourcing and the recourse to private provision in childcare services (i.e. crèches, kindergartens) constituted an important strategy for public administration in Southern Europe, to tackle an increasing service demand by the population under conditions of austerity policies (1; 2). This allowed exploiting the differences in employment regulation between the public and the private sector within services where labour represents a prominent source of cost (3). In the case of Italy, outsourcing and the increase in private provision were quite extensive, leading to a worsening in the employment and working conditions of the involved staff (kindergarten teachers, nursery and crèche practitioners, ancillary workers). However, specific forms assumed by externalisation were partially different according to Italian Regions, leading to relevant differences in staff pay and working conditions, especially for professional workers. In order to investigate on these differences, the paper analyses the cases of Emilia-Romagna and Lombardy, two “rich” Regions in the North of Italy. The analysis, implemented by elaborating quantitative data and carrying out semi-structured interviews to relevant actors at local level, highlights the role played by social, political and institutional factors. In particular, the institutional and organisational heritage within local administrations as well as the role of educational publicly-run services in the history and identity of local communities seem to largely explain regional variations in the consequences of externalisation on employment and working conditions.

### ***Governance reform and the differentiation of employment and working conditions – The case of upper secondary teachers in Sweden***

Karolina Parding, Anna Berg Jansson, Meghan Stacey, Susan McGrath-Champ

In previous research, the conditions for welfare sector professionals' work have largely been studied without taking the employing organizations or the local and regional circumstances into consideration. In this article, we question and seek to counteract this de-contextualized approach. We show that the conditions of the specific workplace context are essential in understanding welfare sector professionals' working conditions, especially so in current governance contexts characterized to varying degrees by choice, competition, privatisation, marketization and devolution. This line of argument is illustrated in relation to how upper secondary teachers in Sweden experience their conditions for work and employment in a number of schools, in three different 'market types'. We argue that whilst different conditions in different workplaces can to some extent always be expected, current governance agendas in the welfare sector seem to exacerbate these differences. The main theoretical contribution of this article is to examine and discuss welfare sector professionals' work, in relation to how current governance agendas play out and are experienced in different local and regional workplace contexts. In further studies of conditions for welfare sector professionals we therefore suggest a spatially informed frame of reference be applied.

### ***Stress in boom times: understanding teachers' economic anxiety in a high cost urban district***

Jane Rochmes, Elise Dizon-Ross, Susanne Loweb, Emily Penner

Certain professions—including nurses, doctors, and teachers—require not only high levels of education or specialized skills, but also a geographically dispersed workforce. Although we commonly worry about the supply of professionals in rural and low-income areas (Ricketts 2005, Continelli et al. 2010), highly prosperous urban areas pose their own challenges. For professionals with middle-level incomes, the expense of living in extremely high-cost areas may prevent their staying. For those who stay, high costs may push them to take on lengthy commutes, accept suboptimal housing situations, and experience increased personal anxiety. This problem is particularly acute in the San Francisco Bay Area, where the median home price and monthly rent are at least three times the U.S. national average (Zillow 2017). Despite growing concern over teachers' ability to live comfortably on stagnant salaries, we know little about the systematic impacts of affordability on teachers' well-being, particularly in high-cost urban areas. We use novel survey data from San Francisco to identify the patterns and prevalence of economic anxiety among teachers and assess how this anxiety relates to teachers' attitudes, behaviours, and turnover. We find that San Francisco teachers have far higher levels of economic anxiety on average than a national sample of employed adults, and that younger teachers are particularly anxious. Furthermore, anxiety relates to job performance and teacher retention—economically anxious teachers tend to have more negative attitudes about their jobs, have worse attendance, and are 50 percent more likely to depart the district within two years after the survey.

### ***“Tell me where you practice, and I'll tell you what/how you do it” – A health profession in education workplace contexts***

Nilly Waiserberg, Paula Feder-Bubis

The Israeli Special Education Law specifies physical therapy (PT) services for children with motor disabilities are provided by the Ministry of Education within education settings. Despite being one of the health professions, most pediatric PT practice occurs in educational, not medical settings. This poses questions about the nature of the professional practice provided

to these children. Aiming to describe the perceptions of key policy makers regarding the professional practice of PT in education workplace contexts, we conducted a qualitative study including in-depth semi-structured interviews with 10 key persons and policy makers at the health and education systems. The interviews were transcribed and a thematic analysis was conducted. Study trustworthiness was ensured using the constant comparison method, peer debriefing, reflexivity and audit. We found uncertainty and lack of knowledge regarding PT professional practice in education workplaces. Policy makers expressed concerns regarding the nature of the professional practice, revealing boundary professional contestations at three different levels: the overall PT profession, viewed as a professional disadvantaged minority pointing to a sense of erosion of professional jurisdiction; paediatric PT – a small, non-formalized specialization, losing their dominance over areas of work; the organizational level – a hosting field with identified advantages while threatening the expected standard of practice. Lack of access to professional resources and artifacts and lack of representations of expertise, shape occupational boundaries. We conclude that the context of a profession practiced in a hosting environment, challenge the professional jurisdiction, probably to the detriment of the recipients of these professional services.

***How unequal medical career systems structure clinical autonomy. Developing a professional space perspective***

Sirpa Wrede, Antero Olakivi, Piitu Parmanne

This paper presents the evolving conceptual framework of an ongoing multi-method study of Finnish medical profession that focuses on medical work and clinical autonomy. We conduct the study in collaboration with the Finnish Medical Association in two stages, the first of which involved semi-structured interviews with 38 doctors, half of whom were in an early career stage and the second half in a late career stage. The second stage will build on the analysis of several different sets of already collected survey data with representative samples of Finnish doctors. This paper develops a conceptual framework focusing on the concept of professional space. The conceptual work makes use of the analyses of the results of the interview study that we have reported in a research report (Wrede et al. 2016) and in one article focusing on the early career stage from a gender perspective (Olakivi & Wrede 2019). The paper aims at advancing an understanding of how medical career systems structure clinical autonomy of physicians in unequal ways. We further argue that professional agency is shaped by the ways doctors perceive the professional space available for them in different career stages and in different organizational positions. We consider examples of unequal career patterns and career paths within the profession and argue for the need to consider intersecting inequality regimes as dynamics underpinning medical career systems.

**Session 10 (a)**

**Open session**

***The interlacing of professions with civic society***

Helena Flam

Sociological theorizing about professions sets professions mainly in relationship to the state and the market, and more recently, to each other but not in relationship to the civic society. Overall it has blended out the interlacing of professional activities with collective civic engagement and political activism. Yet members of professions engage in civic action and political activism not just as citizens or single professionals but also as the (founding or regular) members of their professional associations. They also establish think-tanks, research and counsel-

ing centers, consortia, and on occasion even citizen initiatives or social movements. Professional life can be explored more comprehensively when these professional interactions and activities are included in the analysis. The presentation will provide a standard definition of professions and civil society, and present various ways in which professionals and their associations inhabit and interact with civil society. Examples will be drawn from Germany, US, Hong Kong and Japan, each demonstrating a interesting ways in which members of a legal profession and professional bodies inhabit or interact with the civil society. Examples highlighting civic or political activism of other professions will also be taken up.

### ***In search of the balance: the conflict between work and family among Romanian social workers***

Florin Lazar, Daniela Gaba, Anca Mihai, Georgiana Rentea, Alexandra Ciocanel, Munch Shari

One of the major challenges faced by frontline social workers is the conflict between their work and family life. Based on the spill-over theory (Staines, 1980) we investigate employment related factors, personal/socio-demographic factor and professional quality of life factors (Stamm et al, 2010) associated with the work-to-family (WTF) and family-to-work (FTW) conflict (Kalliath & Kalliath, 2015) in a sample of 716 Romanian social workers recruited online through the national professional organisation. We use two multivariable linear regression models to test for significant associated factors: M1. in which WTF is dependent variable (adjusted R square = 0.436) and M2. where FTW is dependent variable (adjusted R square = 0.362). WTF conflict is positively associated with FTW spill-over, burnout, compassion satisfaction and working with children; a negative association was found with satisfaction with work-life balance, weekly time/hours dedicated to each case, appreciation of availability of social workers within department for tasks, perceived family incomes and working outside hometown. FTW spill-over is positively associated with: WTF conflict, secondary traumatic stress and appreciation of availability of social workers within department for tasks and negatively with compassion satisfaction. Our data confirm a bi-directional relationship between WTF-FTW conflict, social workers feeling their work life and personal life influence each other, making them less satisfied with how they handle the balance, but also with job-related factors (working with children, insufficient social workers, less time for cases) or family incomes. However, social workers manage better than other employees to keep the balance between work and family (Eurofound, 2017).

### ***Income inequality within professionals: an analysis of the Japanese Life Course Panel Survey Data***

Shuhei Naka

The purpose of this study is to clarify whether income of professionals increase as the number of working years is longer. Recently, technological change (such as ICT, Digitalization) have affected professionals and their life course. Friedman and Laurison (2019) found that there are quite huge income gaps within high-status occupations in the United Kingdom. However, very few studies examine income of Japanese professionals. Therefore, we need a research to understand income structure of professionals. To describe the long term change within individuals, we used data sets from the Japanese Life Course Panel Surveys (JLPS). The first wave of the JLPS was conducted in 2007, and the randomly selected respondents were aged from 20 to 40. The total sample size used in the following analysis was 4,800. The dependent variable was logged annual income of respondents. The independent variables were occupation based on EGP categories (Erikson et.al. 1979) and length of service as a proxy of accumulation of professional skills. Using JLPS data (2007-2018), we conducted by fixed effect models and clarified three main findings: (1) income of Japanese professionals has not been increasing even after working several years; (2) there is income gap between upper and lower professionals (male only); (3) the difference by educational background (B.A. or Non B.A.) at the time of entry into professionals has been continuing for their life course. These results

demonstrate that income inequality in the early life stage has accumulate their disadvantage even if people take time to improve professional skills.

### ***Searching for fruitful paths between professions and organisations***

Helena Serra

The link between professions and their organisational contexts has been described over the years in different and contrasting ways in professions studies and organisations theory. However, the emphasis of the antagonisms between professions and organisations, stressed in most perspectives, neglects other more fruitful positions, allowing the emergence of transversal models built from the contributions of different disciplinary areas, going beyond the classic debates promoted by sociology of professions and professional groups. In this way, this paper discusses the current perspectives in the sociology of the organisations, on the professions, which allow capturing the complexity of the relational dynamics between professions and organisations. Concretely neo-institutional approaches will be explored, clarifying the importance of institutional context and change. This line highlights the importance of professional socialisation and networks that cross organisational boundaries, emphasising the need to incorporate perspectives that deepen the nature of social relations in organisational contexts, identifying resources and professional identities.

Research on the health sector, in particular on the medical profession and multi-professional health teams, illustrate the virtuosity of the intersection between professions and organisations, particularly in the context of health reforms in Portugal. Specifically, in the public sector, cross-fertilization between organisations theory and professions studies enables understanding particular organisational contexts where actors cooperate, in view of the compromise between old governance models, professional control and autonomy and new management criteria, which circumscribe the contexts of professional action, reflecting an ideological shift on how the public sector should be regulated.

### ***Politicising hybridisation – On professional values and employees' interests in contemporary professionalism***

Christiane Schnell

The paper asks for the strategies professions and individual professionals pursue to defend their interests related to organizational aims conveyed by managerialism. Hybridized professionalism is a term to describe the integration and interrelation of professionalism within organizational contexts and challenged by economic values and measurements, which have been traditionally understood as incompatible with professional autonomy. Empirical research from different professional fields at the very border of classic professionalism indicates that the relation between professionalism and managerialism is neither harmonistic nor outright confrontational. But at the same time the question of labour relations and employees' interests become more important in the field of professional work. Lead by the thesis that in the frame of managerialism professional values get increasingly interrelated with the question of bargaining power, the paper will discuss the politicization and also dynamics of de-politicization of hybridized professionalism. Therefore it will be referred to ongoing research on the European Central Bank (ECB) and to former empirical works about cultural professions and doctors working within the pharmaceutical industries.

### ***[Distributed Paper] Social innovation: an effective managerial approach to develop societies and economies***

Mohamed Meri

Before the technological and computer revolution, the concept of technological innovation covered the field of innovation in applied sciences and its practices. But, a few decades ago,

after the great wave of social science development, it was replaced by social innovation developed by universities, research centers, presented and implemented in public and private, national and international organizations. The social dimension of innovation was mentioned to designate processes, namely the diffusion and appropriation of technological innovation. This new vision is posited as a principle according to which technical invention certainly requires social change. This change was part of a vision of the world that simultaneously favored social progress and economic growth, coupled with rising incomes and consumption. The social innovation approach is the result of a change that has sparked questions from researchers and practitioners, in synergy with critics of innovative organizations and practices in various contexts.

This paper reviews some published literature on this research topic and analyzes the key elements of social innovation by showing the methodology for implementing the approach as well as the models used by researchers and practitioners. The paper proposes a practical model for applying social innovation in the societies and economies of both developed and developing countries.

## **Friday, July 5th**

09.00-10.45

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### **Session 7 (a)**

**Professional power matters. Connecting professions and organizations in the context of managerialism**

*Shaping professional connections with the locals – Strategizing discretionary police work*  
Bertil Rolandsson

This paper engages in public reforms, aiming to tackle negative consequences of new public management (NPM) by both centralizing management and strengthening civil servants' discretionary power in local practices (Lundgren-Sörli and Larsson, 2018). By investigating the police reform in Sweden, and how police officers strategically tackle partly strain societal and organizational demands for local policing, the paper complements previous research investigating primarily how broader managerial conditions constrain discretionary autonomy. In focus is how police officers assess the professional value of different connections with citizens and local communities (Friedson, 2001), as well as their ability to manage these connections with discretion. The study encompasses 40 interviews conducted with police officers and municipal actors involved in partnerships with the police. They all represent strategically chosen police districts in Sweden (big city districts, rural districts, as well as districts struck by extensive criminality) recognized by different demands on police officers' ability to apply discretion in connections with the local community. Theoretically, the analysis draws on the strategy-as-practice perspective (Whittington, 2006), allowing the study to investigate how the police officers in practice, strategize different local connections in relation to both organizational and broader normative demands on discretion. The results show how different strategies guide the police officers when they assess their own discretionary ability to connect with citizens and local communities.

*Professionals conflict due to changes in the role of Japan public research institutes: group solidarity and professional independence in institutional change*

Masayo Fujimoto

It is not uncommon for national research institutes to change missions due to policy change. In Japan as well, at the beginning of 2000, the National Institute of Science and Technology

was changed from a focus on basic research to a recommendation for industry-academia collaboration. This reform has also made possible for public organizations to be economically rational. Therefore, the organization system was reorganized with an emphasis on rationalization. The professionals are said to be self-sustaining by the organization because they have knowledge independent of the organization. However, in Japan, there are many professionals who work for a long time in the same organization, so the degree of reliance on the organization is high, and reorganization has had a significant impact on the researcher community. Many researchers were confused by this change in organizational structure. Among them, it was discovered that the degree of confusion differs depending on the attribute. The first is whether it belongs to a group where many former members remain, and the second is whether it is a field with long-term projects are premised or not. In the field where solidarity between members is important in research, the fact that the action standard has been changed and there is no place to be relied upon has given the members great anxiety. From this it has become clear that even for professionals considered to be independent to the organization, the collapse of the group causes the loss of the professional's belief system of working in strong solidarity.

### ***Reforming kindergarten teacher education in Norway – The role of the organizations and the professions***

Solveig Marie Borgund

The focus on teacher education is increasing all over the world (Trippestad, Swennen & Werler 2017). Teacher education in Norway is no exception from this trend. On the contrary, Norway seems to be a quite interesting case for studying this. Both teacher education and kindergarten teacher education have been at the centre for policy makers over the last decade. This is not only a result of the Norwegian authorities wanting reform, but also the fact that supranational bodies such as the OECD have contributed to a quite great extent. The reform of the kindergarten teacher education in Norway from 2012 was all about providing a high-quality education. The solution seems to be increased standardization and management through a new framework plan and national guidelines. However, it is an important notion that policy shapes the context and vice versa. Ball, Maguire & Brown (2012) uses the concept policy enactment when describing how policies are interpreted, received and put into practice. The aim in this article is to investigate how the kindergarten teacher educators has responded to the new education. Is there still room for professional autonomy and local variations? The article is based on a qualitative case study of three Norwegian Universities offering kindergarten teacher education. The material consists of both interviews and documents. The findings suggest that despite national authorities attempt to standardization and increased effort to govern the education, the variations are rather great.

### ***Norwegian ECEC teacher professionalism between marketization and welfare state ambitions***

Kari Ludvigsen

Efforts to enhance professionalism of teachers in both primary education and ECEC is an integrated part of Norwegian policies aimed at increasing educational quality in line with international trends. Since 2006, ECECs is an integrated part of the Norwegian educational system. Access to services is defined a right for all children, and marketization has been a tool for expanding the ECEC-system. Norwegian ECE teachers work in public and privately owned ECECs, with legal monopoly to leader positions. The government aims at increasing the density of educated teachers with a bachelor's degree, but still ECEC depend on a large group of unskilled and vocationally trained workers. A national framework plan gives large commercial owners as well as municipalities a crucial role in implementing qualitatively good services, based on a mix of principles from the Nordic ECEC model and ideas related to learning skills. In this context, teacher professionalism, is regarded an important tool, and teacher education

plays a crucial role in providing professionalism amongst ECEC teachers. This paper will scrutinize the discourses of ECEC teacher professionalism in national public policies as well as in teacher educational plans and strategies, through analysis of policy documents, plans and programmes. How is the role of professional ECEC teachers defined in an expanding field of services with rising policy ambitions, mixed ownership and a large number of unskilled staff? The paper is based on material gathered through a project on leadership and organization in Norwegian kindergartens.

***The competencies of the new professions of globalization: a great challenge common to organizations and individuals***

Mohamed Meri

In the era of globalization, competencies become irrefutable assets to make businesses and administrations succeed. Scientists and practitioners have tried to find methods and tools to support this approach to expect sustainable development and better performance. This new competency-based approach consists in acquiring and developing the competencies block (knowledge / experiences / know-how / behavior), either at the individual or the organizational level, in order to master a profession and a professionalism that adapts to the referential of competencies. Competencies and trades in developed countries (competencies-based management) that facilitate the movement from (traditional) occupation to (digital) occupation in terms of the labor market components of the job market. The scope of the use of the professions by competencies approach, the world of work will be broadened to encompass the interaction between (labor market competencies requirements and competency profiles of employees or job seekers in order to balance the market balance from job to person competencies profiles, and to propose or change profession and professionalism according to the changes made to the qualifications required by the globalization work market.

This research follows a methodology of analysis of the competency-based approach implemented or applied to satisfy the needs of both parts of the work (employees and employers) and is part of a sphere of innovation permitting methods and new tools applied in modern enterprises / administrations in order to adapt trades / professions to the permanent change of the external and internal environment. The research will eventually provide a practical model for developing adaptable professions to changes in the labor market and modern businesses.

**Session 8 (b)**

**Between techno-optimistic and techno-pessimistic perspective. A third way to consider ICT in health professional-patient relationship**

***Victims of scenario-thinking. On the making of optimism and unrealistic expectations about ICTs***

Enrico Maria Piras

The pervasiveness of ICTs in healthcare is modifying professional-patient relationship. The debate, as often happens with innovations, is polarized and technology is considered with enthusiasm or sheer pessimism. Several works have tried to move beyond this simplistic positioning and address the intricacies and complexities of adopting technologies (Pols 2012; Piras and Miele 2020). Despite such efforts, the dichotomy tends to repeat itself and to move beyond we need to understand how this is created and reinforced.

Focusing on the professional community of computer scientists, the paper analyzes techno-enthusiasm to understand how it originates, how it is re-created over time and discursively performed and enacted.

The argumentation will be twofold. Firstly, I will show how the professional culture of informatics is imbued with high expectations with regard to the possibility of reshaping society through technology. In the scientific community, these values are promoted favoring the presentation of success cases instead of reflections about failures.

Secondly, I shall focus on the role of 'scenarios' in shaping an enthusiastic perspective with regard to technology. Scenarios, formally created to present a realistic use case, are powerful rhetorical devices that shape the desired future and foster a culture techno-enthusiasm by oversimplifying the complexities that technology will need to address thus making possible develop over-optimistic expectations regarding its adoption.

I argue that both techno-enthusiasm and techno-pessimism, far from being personal positionings, demarcate professional boundaries they are reproduced in patterned activities. Moving beyond the dichotomy requires identifying the locus and the practices in which each professional community performs and reinforces between techno-enthusiasm or techno-pessimism.

### ***"Mind the gap". Digital health literacy, professionals and technology: the Choosing Wisely Italy App***

Arianna Radin

The interactions between healthcare professional and patient are built on the balance between theoretical and practical knowledge and factual knowledge between information reserves and information asymmetry. The rise of digital in the healthcare world puts this balance at risk for at least two reasons. First of all, the so-called eHealth threatens to increase the digital and generational gap between patients and professionals. Secondly, the wide availability of information is lost in communicative and scientific channels that are not always adequate, risking to become an obstacle rather than a digital health literacy tool.

The literature has often focused on the role of the so-called digital health literacy in the development of patient empowerment. Instead, this work focuses on technology and decision making, adopting the point of view of healthcare professionals. The case study presented is the Choosing Wisely Italia app, digital evolution of the homonymous project, built in 2018 by a multidisciplinary team of health professionals, health communication experts and computer scientists.

The first evidence highlighted three aspects: the construction of the app obliged the health professionals to further reflect on inappropriate practices and on communication skills; the list reworked in digital format is built to be useful in the decision making process and at the same time a tool for health literacy; interdisciplinary work has led to the creation of trans-disciplinary filters.

### ***ICT transforms care practices towards teaching and empowering***

Angela Genova

ICT have been reshaping the relationship between patient and health professionals transforming the spaces and the modalities of power. Going beyond the dualistic techno-optimistic and techno-pessimistic perspective, this paper investigates the transformations of the relationship between health professionals and patients focusing on the relationship between OSS and patients within elderly residential care in Italy.

The relationship between patients and health professionals is observed at micro level, focusing on the process and results of teaching experiences by OSS to elderly of the basic competences to use PC to accessing internet and social media. The use of PC with internet and social media for elderly is considered a treatment to maintain mental health conditions, promoting social relationships through social media.

The use of ICT has transformed the power relationship twofold: from one side, the OSS as health care professional has widened his /her main activities including teaching the use of PC to elderly as tool to "foster social integration and maintenance and recovery of personal identity"

as one of the main activities foreseen. In so doing caring activities has been turned in teaching activities. From the other side, the teaching activities has transformed care in elderly empowering process.

The introduction of ICT within the relationship between OSS and elderly in residential care seems to have moved caring activities towards teaching and empowering practices, in line with the increasing attention for the social relational paradigm of care.

### ***“Social” communication (technology) in health: the case of AOU Cagliari strategies***

Fabrizio Meloni, Elisabetta Gola, Claudia Loviselli

When communicating with patients, healthcare facilities and staff are increasingly using technologies. In the debate between the two antithetical positions - techno-optimists and techno-pessimists - it is possible to find a “third” perspective. The key is to focus on a more effective communication in which patients can not only use improved health services (e.g. online diagnosis, booking, getting reports), but also be protagonist and empowered (Gola, Meloni, Porcu, 2018a; 2018b; Lovari, 2013, 2017; Laurita, Venturini, 2014).

At the Polyclinic of Azienda ospedaliero universitaria of Cagliari (AOU) this kind of “good” communication has been implemented through two different strategies that converge on the same purpose: reduce the barriers of space and time by creating a dialogue between physicians, nurses, employees, etc. and patients, their parents, and their caregivers.

Some case studies show that this can have positive effects on the reputation of healthcare actors and can contribute to raise patients' confidence. Data can prove it: Aou Cagliari Facebook page (over 14,000 fans) has engagements with 90-100,000 users every month. Instagram exceeded 4,000 followers.

The same participatory approach has been also implemented in a case of “traditional” communication. Some specialists of communication have activated a support service in the AOU Emergency Department, aimed at informing relatives step-by-step about the conditions of patients. The results have been excellent: complaints fell by 90%. These case studies suggest that by focusing on a “social” and participatory communication (Volterrani, 2016) it is possible to overcome the potential risks of depersonalization of the health professional-patient relationship due to mediation of “cold” technologies.

### ***Technology as a source of health information for youth in Egypt***

Alhassan Hassan

Background: Health information access is an important domain in which technology plays an increasing role. Egypt is a lower middle-income country with 61% of its population under the age of 30 and there is an increased access and use of Internet in the country.

Objectives: The aim of the study was to measure the overall use of Internet based health information among youth in Egypt; and the association between gender, age, health status, family income and parental education level and the use of Internet to obtain health related information.

Methods: This study design was based on an Internet questionnaire-based cross-sectional survey with questions regarding age, gender, perceived health status, family income and parents' education. Respondents were recruited from two schools and universities in Cairo. The total sample size was 301 participants aged 16-26 years.

Results: The prevalence of using the Internet among participants of this study was 72.8%. The results of the multivariate analysis showed that the strongest statistically significant predictor was having a high family income (OR=1.95; CI95%: 1.14 – 3.33). Gender was also a statistically significant predictor for using Internet for searching for health information. For females, the odds ratio was 1.90 as compared to males (OR=1.90; CI95%: 1.11 – 3.27).

Conclusions: The prevalence of using the Internet among youth in Egypt to search for health information is relatively high. The results were used as a rationale for recommendations of relevance for future interventions programs and online health information related research.

## **Friday, July 5th**

11.15-13.00

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### **Session 1 (b)**

**Varieties of professionalism. Exploring heterogeneity within and between professions**

#### ***Neo-Weberianism, social closure and professional rewards: the veterinary profession vs. the medical profession***

Mike Saks, Stephen May, Martin Whiting

This paper begins by outlining the main features of the neo-Weberian approach now widely applied to the study of professionalization in modern Western societies, including in the sociology of health. Drawing on the tools related to neo-Weberian exclusionary closure, it compares and contrasts the heterogeneous development of veterinary medicine and medicine as professions in Britain. It is observed that historically – and especially over the past two decades in a period of increasing ‘regulated self-regulation’ in medicine – the veterinary profession has had significantly tighter social closure in the market than the medical profession, as well as higher entry requirements for a much smaller number of training schools. Yet, according to various indicators, practitioners of veterinary medicine fall substantially short of the medical profession in terms of income, status and power in the private/public sector contexts in which they work. This differential pattern of professional rewards raises intriguing questions in terms of neo-Weberian social closure theory as it might otherwise be assumed that the position would be reversed. This drives the paper to consider broader explanations of the comparative contemporary position of veterinarians as opposed to doctors in terms of the dynamics of supply and demand, mediated by the state. The corollary is that more subtle considerations are needed in applying the concept of social closure more generally to the study of professions and professionalization in future – not least as regards the complementary neo-institutionalist approach which points to wider factors at work in defining the relative position of each profession.

#### ***Professionalism in the broadcasting sector: a case study on workers of private and public television stations in Sardinia***

Clementina Casula

The debate over the future of professions shows that, although in face of similar challenges – globalization, marketization, managerialism, technological innovation - current variation within and between professional groups follows specific paths (Abbott 1988; Bellini & Maestripieri 2018), to be explored through empirical investigation. With reference to the questions raised by the call and, more specifically, by S1, the paper considers professionalism processes in the Italian broadcasting sector. Evidence will be drawn from the author’s contribution to an ongoing interdisciplinary research studying production models of private and public broadcasting companies in the region Sardinia, since the liberalisation of the sector in Italy, ending the monopoly of the national public broadcasting company (RAI), and marking the advent of the so-called ‘neo-television’ era (Eco 1985), shifting the model of production/consumption to a continuous cycle. The paper, adopting a neo-institutional perspective (Powell, DiMaggio 1991, Saks 2016), after a general reconstruction based on documental analysis of the normative changes in national and subnational regulation of the broadcasting sector (Menduni & Catolfi

2001, 2002, 2009, Ardizzoni & Ferrari 2010), offers a preliminary analysis of the differences and similarities registered within and between its occupational groups, as registered through the interviews with different workers of private and public television stations in Sardinia. Particular attention will be paid in investigating the role of variables such as gender, age and territory (Ardizzoni 2007), both during the time lapse (the last four decades) and within the organizational contexts of production (private and public) considered by the research.

### ***Migrating into a regulated profession: comparing doctors and engineers in a context of evolving professional systems***

Jean-Luc Bédard

Foreign-trained professionals (FTPs) face a series of steps towards practicing a regulated profession in their host country. In Canada, each province has its own professional system, with rules, by-laws, regulating organizations, training establishments and local organizations helping FTPs along their entry into local professional practice. By looking at cases of doctors and engineers in Quebec and Canada, this presentation aims first at comparing how institutions involved in this process (immigration, regulation, training, community organizations) act differently towards doctors (operating in a public system, with public funds) and engineers (mostly working for private organizations). After this « between » gaze, we will show how this public/private difference acts within each profession, creating different spaces of professional integration within and around each of these regulated professions. Theoretically, our analysis is based on Douglas (1985), Freidson (2001) and Abbott (1988). Methodologically, we use data collected through semi-conducted interviews with professionals and actors involved in institutions of Quebec's professional system, public media discourse on protection of the public and documents from these institutions. Our analysis underlines the importance of alternate pathways among engineers, while doctors using such pathways face further underuse of their skills and financial disadvantages. Furthermore, contextual aspects (state of the economy, high demand of professionals, known underuse of immigrant professionals in public discourse) play an important role in the varying availability and attractiveness of these alternate pathways for FTPs. Comparing relative presence of FTPs in different Canadian provinces' workforces also supports these arguments.

### ***Architects in Europe: bringing sense to statistical data with the help of research on professions***

Harald A. Mieg

Data from the Architects' Council of Europe show a very inhomogeneous distribution of architects in Europe, e.g. high numbers of architects in Italy and Germany vs. low numbers in UK and France. The discrepancies cannot be explained by differences in the construction market. This paper applies theories from research on professions to an explanation of statistical differences in numbers of architects. In particular, the combination of two theoretical approaches seems relevant: firstly, the distinction between the Continental model of professionalization vs. an Anglo-American model; secondly, the cooperation of three "linked ecologies" (states, professions, universities) in forming professional architectural work. Our discussion covers the positioning of architecture within the system of professions, the growing role of standards in the construction sector, and the future options for the architectural profession in Europe.

### ***Architecture collectives. Molecular structures in contemporary urban practice***

Cristina Catalanotti

In recent years, groups and collectives involving architects, urban designers, planners and artists and occupying a space in between activism and professional practice, have emerged. While being often interpreted as part of the pro-active society, recently attention was driven on

the fact that they express the need for architecture and urban planning to build an alternative commitment to society and to re-engage with politics, mainly fostering citizen involvement in transformation processes to create self-managed situations (Menu, 2018). Their work tries to be independent from the market demands and uses a Do It Yourself approach, returning to direct action and self-building as “an act of resistance against the commodification of architecture” (Zaera-Poo, 2016, 257).

This new approach to urbanism, implies a deep revision of disciplinary knowledge and the role that architects, planners and designers assume, but it also involves necessary reflections on how professional practice is changing, toward a molecular structure and tailored trans-disciplinary teams, far from traditional descriptions of architecture firms (Coxe et al., 1986).

The emergence of those new practitioners questions professionalism as represented a way to control and protect a specific disciplinary culture (Cuff, 1999; Larson, 2005), yet underlines the peculiarity of architecture, design and planning, that only exist as social practices, in a dialogue with the client (Cohen et al., 2005; Winch & Schneider, 1993), and many others. The exploration of how those practitioners work, through the biographies of some selected individuals, will discuss the recent definition of architecture professional practice as constellations and communities of practice.

### **Session 3 (b)**

#### **New challenges for professionals, new standards, new work routines?**

##### ***Electronic notifications: organizational challenges for torts lawyers in Argentina***

Jeronimo Cracogna

The practice of torts law in Argentina, particularly in larger jurisdictions, requires lawyers to handle multiple cases simultaneously if they wish their activity to become profitable, either for them individually or for their employers. Both small and big law firms are therefore faced with a demand for increasing workloads to be managed according to quality and efficiency objectives as well, exerting pressure on professional lawyers who are compelled not only to endure longer working days but also to devise strategies to cope with such an amount of cases.

In this context, the emergence of electronic notifications in legal cases has added a novel element of pressure on lawyers. With the substitution of traditional notices by means of a public officer for an online 24/7 system, work flux has become faster than ever before. Aware of this, clients and stakeholders now demand quicker responses and more immediate results. Professional boundaries, moreover, have grown blurrier as lawyers lose control over time and their field has become more visible to a larger public, including not only their own clients and stakeholders, but also regulators, government agencies, and even competitors.

Overcoming simplistic distinctions between pure and controlled professionalism, lawyers need to develop strategies of organized professionalism in order to cope with the challenges posed by the introduction of technological innovations in their field.

##### ***Digital media investigators: analysing practitioners' perspectives***

Dana Wilson-Kovacs

The increased use of digital forensics in the examination of crime brings to scrutiny the changing ways in which forensics is used in an investigation and the professional outlook and developing skills of those carrying out such examinations. This paper explores the new role of the Digital Media Investigator, a police professional who helps Senior Investigating Officers in England and Wales to develop digital strategies for dealing with digital evidence collected at a crime scene. It does so by examining (1) the development and need for this position, and (2) individual understandings of its challenges and fit on a spectrum of forensic expertise. The discussion draws on ethnographic fieldwork in progress and interviews with police officers and

digital forensic practitioners in four English police forces, to illuminate the uptake and integration of digital forensics knowledge in current investigative practices and reflect on the complex professionalisation project therein.

### ***Negotiating state, citizen and professional agency in Danish pre-schools and education***

Gitte Sommer Harrits, Mathilde Cecchini

For several decades, Danish law on pre-schools and education have contained competing goals, including goals on learning, care, development (Bildung) and citizenship. More recently, new goals have been added, such as prevention of social and health risks. In our own research, we have demonstrated how this results in hybrid identities and logics. Many recent studies similarly point toward the emergence of hybridity as a response to complex tasks. However, fewer studies move beyond description. In this paper, we therefore ask: How is hybridity established and negotiated in professional work within pre-schools and education?

We answer this question in two steps: First, we re-analyze existing data, to explore how pre-school teachers and school teachers negotiate and reconcile different logics. We build on two different studies, one containing 42 semi-structured interviews with Danish pre-school teachers and school, and one containing observations, interview and focus group data from 25 weeks of field studies in two different Danish schools.

Second, we discuss how to theoretically understand and conceptualize the establishment and negotiation of hybrid logics. Here, we rely on the notion of state and citizen agency as suggested by Musheno and Maynard-Moody and develop the concept of professional agency to supplement these concepts. The conception of 'agency' here points toward an understanding, where both the institutional context and the individual professional practices needs to be taken into consideration. We use this idea of agency to conceptualize how different forms of agency are negotiated, and how the institutional context may influence or condition this negotiation.

### ***Changing roles and strategies of professionals in the (co)production of public services***

Nicolette van Gestel, Marlot Kuiper, Wiljan Hendriks

This paper investigates the changing roles and strategies of professionals in a context of welfare state reform that is based on marketization and managerialism (New Public Management, NPM) as well as ideas for collaboration and co-production (New Public Governance, NPG). Professions are thus more exposed to market regulation and a process of rationalization, and simultaneously required to work across professional borders in co-producing public services with their clients and stakeholders (Hendriks & Van Gestel, 2017).

This study aims to explore the impact of this mix of public sector reform on various professions. We adopted a comparative perspective, studying the views of diverse professionals (surgeons, teachers, social workers) on the implications of NPM- and NPG-based reforms for their work in Dutch hospitals, secondary schools and agencies for local welfare.

Findings are based on a study of literature, policy documents, and (group)interviews with professionals across three sectors (health, education, welfare). Two prominent findings are (1) Where the literature of professionals often suggests huge variety between so called classic/full professionals (e.g. medical doctors) and semi-professionals (e.g. teachers or social workers) (Bekkers & Noordegraaf, 2016), we found that different types of professionals meet highly similar challenges and tensions related to welfare state reform. (2) Our data also demonstrates that professionals are not simply passive 'victims' of the new, often hybrid context of professionalism. We outline strategies that professionals develop in coping with tensions between NPM-based and NPG-based reforms. Our findings contribute to understanding new professional roles and strategies in a changing relationship between professions and society.

**Friday, July 5th**

15.00-16.45

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Session 5 (b)

Professions, power and the market

***Regulating the market while playing its rules: the case of M&A transnational professional services***

Valérie Boussard

This communication explores the case of occupational groups that have gained monopoly on their market without relying on traditional exclusionary social closure. Far from escaping the « consumerism » logic, some occupational groups like transnational professional service firms expose themselves to the market, and its logic of competition, as a way to professionalization. These firms develop a global corporate professionalism that raises questions concerning professional regulation regimes. Indeed, in contrast to the classical professions, the professionalism they claim to embody is neither legally recognized nor certified by nation states and does not guarantee the professionals any monopoly on their activities. However, the rise of global professional service firms demonstrates their monopolization of services and the labour market. This communication analyses the kind of professional closure regime that use these services to delineate their jurisdictions, defend them against outsiders, and legitimize their monopolies. The communication focuses on one of these services, those specialized in the financial mergers and acquisitions (M&A), through a major empirical investigation of M&A services in Paris, London, and New York.

By critically engaging with Abbott's insights, it shows that the closure regime is based on a boundary work that succeeds in disciplining the market. It highlights that this regulation of the market relies on boundaries that are more normative than legal. Through this boundary work M&A firms succeed in constructing a kind of professionalism, which does not appear at odd with a liberal vision of deregulated markets, while it relies on discrete and subtle mechanism of closure.

***Financial analysts: valuing and legitimizing a market expertise***

Alexandre Silva, Luisa Veloso

Financial analysts, the professionals that specialise in valuation and issue investment recommendations, have been a topic of attention for sociologists studying financial markets. Their role as market intermediaries has been linked to dimensions such as conferring legitimacy to securities (Zuckerman, 1999), and framing calculations (Beunza & Garud, 2007) in order to tackle uncertainty. Research in sociology of finance has shown that knowledge, theories, models and categories move markets and direct financial action and that market intermediaries like financial analysts organize these categories and provide interpretation frames for other participants in financial markets (Beunza & Garud, 2007). We propose to discuss the institutionalization of financial analysis by setting in dialog two main approaches: Drawing from the sociology of finance literature where the rise of financial analysts as an occupational group has been linked to a process of occupational closure and observational closure (Preda, 2009); and drawing from research in sociology of professions where the institutionalization of knowledge has been consistently addressed as organization of occupational expertise.

The paper proposed is based on a study developed in Portugal between 2014 and 2015 that comprised 18 semi structured interviews (e.g. financial analysts, financial journalists and university professors) and documental analysis (e.g. association statutes and deontological norms, university brochures and curricula, regulator body papers and academic literature on analysts). The research shows how financial analysis as knowledge is reproduced and institutionalized

through a variety of occupational configurations and how these configurations are characterized by different strategies and opportunities for occupational power and occupational control. Market value emerges as a key element of occupational legitimacy either directly, by issuing recommendations that deliver gains, or indirectly, by providing information for better decision making.

### ***Three experts on a boat (to say nothing of the consumer)***

Arianna Radin

Chiefs and doctors work using recipes. This promiscuity, underlined by Fischler, is not only linguistic and certainly not new, as the story of the gastronomist Brillat-Savarin remembers. However, in the area of weight management, no matter if it is a case of healthization or medicalization, there are many stakeholders: the food industry, the so-called Big Pharma; the professional – dietician, nutritionist, diabetologist, but also doctor or nurses without any specific specialization – and, last but not least, the consultants – life coaches, cooks, personal trainers, food bloggers, etc. – who all work in the same market.

This work focuses on the role of experts in the specific sector of childhood obesity, through the analysis of the Public Health Agenda and the comparison of health prevention and multi-stakeholder programs. This work presents three important evidence. Firstly, knowledge and expertise of food, as a very important part of lifetime, are available to everyone, but health professionals define the vocabulary of childhood obesity and the disease itself - or proto-disease - through scientific recommendations. Secondly, healthcare professionals must not only defend themselves from the market – or create an alternative one – but also from the so-called common-sense cure. Thirdly, Big Food turns out to be an ally for professionals and consultants. But for the consumer?

### ***Professions and the risk society***

Wenche M. Kjæmpenes

Antimicrobial Resistance (AMR) is a major European and global challenge. The European Institute for Disease Control has estimated that about 33,000 people die annually in Europe due to resistance to antibiotics in pathogenic bacteria. The new “one health” action plan against AMR recognises that human and animal health are interconnected. Animals consume the bulk of antimicrobial. In combat of resistance to antibiotics, EU adopted a new regulation of veterinary medicine (regulation (EU) 2019/6) allowing only veterinary surgeons the right to prescribe veterinary drugs. The EU, through the new veterinary regulation, wants to achieve a harmonized and more restrictive and proper use of antimicrobials in animal husbandry. In particular, one wants to overcome the practice of using antibiotic-preventive and growth-promoting drugs in livestock production. Today, only veterinarians are authorized to prescribe veterinary medicine in Europe, but the exception is the EEA member Norway, where aquamedicine biologists and veterinarians share jurisdiction in fish health including the right to prescribe medicine.

The new EU regulation that through the EEA agreement will be incorporated in Norwegian law could have major consequences for the work of Norwegian professions in fish health. The use of antibiotics both in animal and fish health are low in Norway compared to other European countries. The aquamedicine biologists complements the veterinary expertise with their background from fishery science, together the two professions have been important contributors to the reduction of the use of antibiotics in Aquaculture.

EU wants to play a leading role in the fight against AMR, however the new veterinary regulation does not take into account new models for interprofessional cooperation, and there is apparently no interest to look into the Norwegian model of shared jurisdiction between professions in fish health. Norway is the largest aquaculture nation in Europe and produces more than all the EU countries in total, and according to the Food and Agriculture Organization aquaculture accounts for nearly 50 percent of the world's food fish. Norwegian success story, where fish

health biologists and veterinarians have worked side by side for over 20 years, developed professional knowledge and methods for application of it in preventive fish health can be out-dated. The Norwegian Government wants to allow aquamedicine biologist to prescribe veterinary medicine, and are now negotiating, as a EEA member, about how to incorporate the new veterinary medical product regulation into the Norwegian Animal Health Personnel Act.

This case brings to the fore several interesting issue that I want to address in the presentation:

- Risk society strategies and implications for use of professions and experts – old or new solutions;
- Professionalization and deprofessionalisation;
- Shared jurisdiction.

## **Session 10 (b)**

### **Open session**

#### ***How top managers perceive the crisis impacts on innovation: “Nothing can stop us!” versus “It’s not our fault!” profiles***

Ana Ferreira, Ana Roque-Dantas, Ana Lucía Teixeira

It has been previously shown that top managers of firms facing periods of economic recession, either engage on proactive innovation development or rather act conservatively, decreasing costs. However, the cognitive and emotional roots of these strategies were not previously addressed. Focusing socio-economic crisis period in Portugal, this study starts to overcome this knowledge gap. It characterises firms’ intra- and extra-organizational contexts, as well as top managers’ perceptions and expectations for the future. 309 firms of the information and communication technology sector were characterized and two profiles, mostly discriminated by financial resources and number of clients, were identified. Additionally, these profiles were associated with opposite top managers’ perceptions and expectations. More specifically, this study shows that top managers of firms with increasing financial resources, clients and innovation activities, present strong feelings of empowerment, perceiving the multiple layers of their organisation and leaderships as the sole drivers of innovation under the adverse scenario of the crisis. These firms correspond to a “Nothing can stop us!” profile, with top managers feeling confident on their companies’ future and thus being able to thrive even under adverse conditions. In the opposite pole, top managers of companies characterized by decreasing financial resources, clients and innovation activities, perceive innovation as hinging on factors outside their control. These firms belong to the “It’s not our fault!” profile, with their top managers presenting feelings of decreasing confidence in their companies’ future. This study reveals first hints of the cognitive and emotional dimensions of companies’ strategies during the socio-economic crisis.

#### ***Professional continuity in career strategies of S&T professionals***

Irina Popova

Global processes in the labour market lead to instability in employment and careers in professional groups, which are characterized by a high level of skills, creative work and autonomy. Professional continuity can be seen as a strategy to mitigate this instability by relying on family resources to build a professional career in S&T at the initial stage. Career models can be developed in strategies to prepare younger members of the family for a particular profession (for example, continuing a professional dynasty) or through the identification of their propensities to the type of professional activity new to the family. This report attempts to identify specific models of such career strategies. It is interesting to show the differences in the impact of the

social context on them among representatives of different generations of scientists and engineers. The analysis is based on biographical interviews with Russian scientists, N=40 (project "Professional career as the factor of reproduction of the professional groups in the field of science and technology", RFBR № 16-03-50220) and expert interviews with engineers ("Professional dynasty as a social mechanism of reproduction of professional groups", RFBR 18-011-01129).

### ***Decline of credentialism: post-industrial transformation of professions in Turkey***

Lufti Sunar, Elyesa Koytak

Since Duncan and Blau's study on the American occupational structure (1968), occupational prestige has been considered as an essential indicator of socio-economic status and stratification among sociologists. Based on the survey data acquired from a quantitative study that we conducted with a sample of 2500 people from rural and urban areas of Turkey, this paper aims to analyze the occupational prestige scale that consists of 126 occupational groups which are adapted from ISCO-08 classification. To correlate the prestige scores with the objective socio-economic conditions, the paper begins by offering a description of how the work and occupational structure have been transformed from 1980 on in the country. In several decades, Turkey witnessed a rapid transition from an agriculture-oriented society to a service oriented one with an insufficient level of industrialization; which paved the way for increase of low-waged employment, income polarization and unbalanced growth of unskilled service jobs. Combined with mass participation in higher education and on-going rural flight to metropolitan districts, the marketization and tertiarization of Turkish society caused an erosion of educational credentials and a contestation of professional status in terms of both income and prestige. Accordingly, the occupational prestige scale that our survey offers represents the effects of current proletarianization and labor diversification on the social prestige of manual and non-manual jobs comparatively. From physician to dancer, sharp contrasts and distinctions among traditional and emerging professions' prestige scores are analyzed in relation to educational level, gender and worldview of participants. After all, the social honor attributed to "good" white collar jobs and working life is weakening with the post-industrial transformation in Turkey.

### ***Creative work for humble professions: micro-entrepreneurs innovating the food and beverage sector in Italy***

Alessandro Gerosa

Recently, the successful Creative Industries imaginary allowed an expansion of the professions in which to 'Be Creative' is an imperative (McRobbie, 2016). This is also happening in traditionally labour-intensive professions, far from the high-tech industries (Ocejo, 2017), deeply transforming the identities and experiences of these 'new' professionals from the precedent ones.

The proposed research analyzes this trend through an ethnography of micro-entrepreneurs in food and beverage businesses in Milan, with a focus on two fields: 'creative bartenders' from upscaling neighbourhoods and gourmet food truckers.

Three main results are discussed.

First, unlike the previous ones, new professionals are generally middle-class individuals with high cultural capital that choose these professions as the easiest entry-point to creative industries, in a stagnant and precarious labour market. Thus, we advance a summary of their nature as hybrid workers, sharing traits with both traditional and creative sectors but with distinctive features. Secondly, we propose three ideal types of professionals, suggesting that the cultural and creative component of labour becomes fundamental to define their identity of dealers and assemblers of authentic taste and experiences, in opposition to traditional ones. Lastly, we analyse the tactics enacted to sustain the high levels of stress and economic precariousness, proposing that they operate a 'passionate sacrifice': besides a separation of the identity value

of work from its monetary value (Arvidsson, Malossi, Naro 2010) they accept to sacrifice economic profits in the name of passion and distinctiveness.

***Negotiating non-heterosexual professional images in heteronormative contexts: structure, agency and the self***

Christiana Ierodiakonou, Andria Christofidou

Organisations are often assumed to be gender neutral and asexual (Acker, 1990), a condition which gives heterosexuality an axiomatic status that makes it normative and natural, dominant yet invisible (Colgan & Rumens, 2015). In such organisational settings, LGB individuals are often at disadvantage, negotiating their position as professionals vis-à-vis their non-heterosexual identities (Rumens and Kerfoot, 2009). Despite the growing body of research focusing on LGB employees and their inclusion in organisational life, knowledge remains limited on how LGB individuals negotiate their professional self at work (Rumens and Kerfoot, 2009). Considering this, we present the findings of a qualitative study among LGB individuals that was conducted between 2017-2018 in Cyprus, a context that remains widely traditional, heteronormative and conservative.

In analysing LGB employees' strategies of constructing and negotiating a professional image that enables them to exist in organisations, we conceptualise agency as multidimensional, yet influenced by the constant interaction of individual, organizational, structural and cultural factors. To frame our arguments, we bring two prominent human action theories into dialogue: Archer's (2000) morphogenetic approach and Bourdieu's (1990) theoretical framework, which revolves around the concept of habitus. We analyse the stories and narratives of LGB employees through this dual sociological lens to identify emerging patterns in the tactics LGB individuals employ to 'exist' in organisations. Our analysis emphasises the multi-dimensional functioning of human agency and the complex factors enabling or limiting transgressive acts in organizations.

**Saturday, July 6th**

09.00-10.45

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**Session 7 (b)**

**Professional power matters. Connecting professions and organizations in the context of managerialism**

***Sawing off the branch you are sitting on? The impact of hospitals' managerialism on young physicians***

Paula Feder-Bubis

Hospitals cope with diverse environmental pressures: from national level reforms to patients' demands for improved services; from technological innovations to claims from unions of occupational groups. These pressures crystallize in managerial prerogatives, and juxtapose with different cohorts of professionals that bring age-related perspectives into these organizations. The literature indicates that younger cohorts of occupational groups are more interested to engage in a better work/life balance than their predecessors, thus challenging the work ethos expected both by hospitals and by some of the professions that practice in them. Specifically, young physicians during their residency – the period of graduate medical training, during which they perform supervised work in a clinical setting – find themselves conflicted by hospital managerial pressures and their own life-preferences.

This paper aims to describe this conflict among residents in Israel. A qualitative study was conducted including face-to-face, in-depth interviews with 63 resident physicians in internal

medicine and general surgery in four public hospitals. Thematic analysis indicates that young physicians perceive national policies, and especially insufficient hospitals funding, as the main source of their constrained professional practice. This far-from-ideal practice not only affects their work/life balance, but also erodes their potential professionalism, due to lack of learning and research time, "bed-side" time, and lack of tutoring and mentoring at the hospitals. Thus, residents doubt whether they will seek full-time employment with these organizations, questioning the latter's capacities as socialization agencies in the future.

### ***Client-centeredness, or accountability? How medical professionals deal with peer support workers in mental health care***

Aukje M. Leemeijer

In mental health care, 'peer support workers' (former patients formally employed as team members) contribute in organized service delivery in order to enhance 'client-centeredness'. Not much is known about the impact of this development on mental health professionals during service delivery. It may challenge the dominance of professional knowledge, as peer support workers bring so-called 'experiential knowledge' into decision making processes. It may also influence professional powers and identities.

This study explores whether and how mental health professionals incorporate perspectives, knowledge and experiences of peer support workers, related to their professional identities and positions. We studied – using observations and interviews - the interaction between professionals and peer support workers in three multidisciplinary teams, working with the same standardized method, in three different organizations. We expected differences between types of professionals (as well as teams), backed by available research and theories on professionalism and team dynamics in multidisciplinary health care.

The first results indicate that professional decision making may be determined by the fact that professionals are held accountable to prevent risks for clients. Professional opinions on clients' quality of life and pressure to meet production targets are other factors affecting decisions. These factors seem to outflank peer support workers' contribution in service delivery. Furthermore, peer support workers carrying comparable responsibilities and accountability seem to be more incorporated and influential in their team, but this might challenge their specific characteristics and role.

In conclusion, professional norms and institutional factors like accountability and production pressure seem to hinder the incorporation of peer support workers' perspectives, and thus the intended enhancement of client-centeredness.

### ***Managerialization processes and health professionals: a qualitative study on the nature and implications of managerial training addressed to medical managers in Italy***

Federico Sofritti

The Italian National health service has changed significantly in the last decades, as reforms have introduced New Public Management (NPM) as primary organizational technique within the whole public sector. The process of marketization has transformed health organizations in (public) enterprises, introducing the principle of managerialism within the domain. As a consequence, healthcare professionals are required to acquire and improve their management skills through a specific mandatory training.

In this framework, this paper deals with an ongoing research aimed at investigating the changing relations between medicine and management in Italy through focusing on managerial training addressed to medical doctors. The aim is to investigate how the medical profession is changing as part of healthcare middle management. This exploratory qualitative study consists of two phases: the macro level analysis is focused on the main laws that have reformed managerial training for medical doctors since the Nineties and investigates the training provision on

a regional basis; the meso level analysis consists of interviews to key informants (representatives of professional bodies and medical trade unions, healthcare managers) and observation of training sessions in the Marche Region.

The research is currently underway. Results are expected to shed light on the change of the emerging role of doctors as part of healthcare middle management, particularly in relation to how this role has been thought and forged in the Italian context. It is assumed that managerial training is prompting a change of the relation between medicine and management and a gradual reframing of medical doctors' professional identity.

### ***Advanced practice nursing and the medical profession in three francophone countries***

Ricardo Ayala, Mike Saks

As the future of healthcare profession's jurisdictions is decided, actors are not always aware of the political aftermaths of the process. At the beginning of the twenty-first century, the rules of the 'doctor-nurse game' seem to have become fairly straightforward. The profession of medicine is arguably no longer dominant, and a new socio-political environment has developed as a result of this and other long-term transformations such as gender and class relations. It is in this environment that nurses and other 'allied professions' are said to have gained a reasonable level of autonomy. In investigating recent developments, however, such rules appear entangled, contested and highly politicised. In a still ongoing healthcare reform that most industrialised nations have undergone over the past three decades. What strategies concerning the professions are implemented? What new code of powers unfolds? Just what new rules have been, and are being, set?

Discussions about dominance and domination often refer to power relations. These may indeed have changed. And yet, by shifting the focus from the micro-level onto the system of representations, and then further on to the meso- and macro-levels, several tactics that involve other faces of power gain salience.

This paper critically analyses the role of group interests surrounding the legitimation and regulation of advanced practice nurses (APN) in three francophone countries, and more specifically the partaking of the medical profession as a group holding disproportionate power in public policymaking and the response from stakeholders such as nurses themselves.

## **Session 9**

### **Feeling professionalism: emotional aspects of professional identity**

#### ***Mixed feelings about the crisis: when emotional expressions are not in line with narratives***

Ana Roque-Dantas, Ana Ferreira, Brenda Silva

2010 marks the beginning of the sovereign debt crisis in Europe that had deep impacts in firms, resulting in declining investments and negative economic performance in many sectors of economic activities in Portugal, including the knowledge intensive sector. Altogether, the crisis undermined organizational strategies, identities and outcomes as well as leaders' feelings towards the company. Moreover, since the seminal work of Hochschild it is clear that organizations are pervaded by feelings and that leadership is inherently an emotional (management) process. Also, since emotional contagion processes were found to be stronger during crisis situations, our work aimed to understand how unfavorable contextual background impacts on the organization, leaderships and companies' outputs. This goal was achieved by analyzing leaders' perceptions and feelings display about their organization during the crisis.

Mobilizing qualitative data from 22 in-depth interviews in Knowledge Intensive companies, we analyse the narratives and emotional expression indicators of their leaders. Data was gathered

between 2017-2018, allowing to reconstruct (and give meaning to) the crisis setting, exploring the emotional aspects that underlie leadership and organizational identity during that period. Our exploratory results indicate that the crisis is positively perceived as an opportunity for the company. However, the decoding of the information provided by face/body/voice reveals leaders discomfort with the successful identity of the organization. Altogether, results suggest a disconnection between the narratives of achievement and the emotional expressions of the leaders revealing mixed feelings about the crisis: explicitly proud of the organization positive outcomes but embarrassed with the negative social impacts of the crisis.

### ***Building trust within the doctor/patient relationship: the point of view of some Italian doctors***

Valentina Cappi

This paper aims to reconstruct the physicians' point of view on the changes that have occurred in their daily professional practice during the last three decades.

The collection of twenty semi-structured interviews with a sample of Italian doctors of different age, gender and medical specialty led to the identification of several factors perceived by physicians as problematic and hurtful within the professionals-clients relationship. Leading motif of these narratives is the topic of trust, a concept that had been widely explored in sociological literature (Luhmann, 1979; Giddens, 1990; Freidson, 2002, Brennan et al., 2013) and which is here understood as a generalized symbolic medium of interchange (Parsons, 1969). The factors that the interviewed doctors identified as determining the transformation of the trust relationship with patients will be analysed at the interpersonal level (within the dyadic relationship between doctor and patient, and between doctor and doctor), at the institutional/organizational level (concerning the organization of the health system and its rules, licenses and professional codes) and at the systemic level (concerning trust in biomedicine). Subjective reflections, strategies and situated practices will be highlighted in order to understand how physicians, in everyday situations, choose whether to trust their senses or to question them, whether to rely on evidence based medicine or on the patients' words, confronting themselves with the subjective and objective limits of their own clinical and human practice.

### ***Elite identity contestation and meaningfulness in consulting work: narratives of practicing management consultants***

Navneet Agnihotri

The ongoing debate around professionalisation including the professional status and identity of management consultants remains ambiguous, precarious and contested. This paper highlights the management consultants' struggle for professional identification as a result of contestation of their 'elite identity and status' by 'outgroup' (i.e. non-consulting workers/client managers, family and friends).

Identities are often precarious and under threat, being subject not only to an individual's self-doubt and emotional instability (Brown and Coupland 2015), but also the judgements of others (Humphreys and Brown 2002). Through a detailed exploration of the lived experiences of management consultants, this study engages in highlighting the implications of 'elite identity' contestation on the consultants' meaningfulness of work. Management consultants' reveal which 'others' (among outgroup) are most significant in rendering a sense of meaningfulness, and how do they determine who these others are and why they matter. In-depth life history interviews with participants from leading consulting firms in the UK and Denmark were carried out for this study. These interactions with participants included a visual inquiry into their life events (working lives) through self-generated images of events, people and issues.

The contradictions to elitism and the presence of multiple, shifting, and competing identities are drawn out in the resultant analysis. The conformance to elite identification by participants

emphasises limited agency and points to dysfunctional framing of meaningfulness in consulting work.

### ***Navigating the emotional landscapes of the Neoliberal University and of its challengers***

Alessandro Pratesi

The growing neoliberalization, commercialization and corporatization of academia by which many universities at a global level adopt market-driven models put many scholars at risk and pressure them to be increasingly competitive, become successful and efficient fundraisers whilst being involved in growing amounts of bureaucratic tasks, produce quantifiable and high-ranking results, and follow the logics of supply and demand (Taylor & Lahad, 2018). This neoliberal climate produces feelings of isolation, exclusion, precariousness, failure, helplessness and frustration which should be taken seriously, and firmly challenged through a collective and politicized response. Differently from other recent work on neoliberal academia (Gill, 2009; Ball, 2003; Whelan, 2015; Smyth, 2017), Taylor and Lahad's collection (2018) gives a particular emphasis to the role of emotions in academia and suggests feminist strategies of resistance against (or escape from) the increasingly corporate structures of contemporary university; but no mention is made of the positive feelings associated with being an academic.

Drawing on the analysis of some of these contributions, this paper critically reflects on how it feels today to be an academic in higher education but also—and perhaps primarily—on how it feels to interpret such critical contributions, which ultimately seem to suggest only partial solutions or no solutions at all. Besides shedding light on some of the positive feelings associated with being an academic (such as: pleasure, satisfaction, gratification, altruism, etc.), it provocatively raises and discusses the following question: if we are unhappy with current measurement criteria to define academic success, is failing the neoliberal model of success a real unsuccess?

### ***Emotions at (professional) work: care, cure and the health professions***

Lorenzo Speranza

Emotions are important for defining professional identities and the classical dichotomy between “emotionality” and rationality seems symmetrical to the dichotomy between “care” and “cure” in the health sector. Cure describes the elimination of the cause of a disease from an exclusively technical point of view. In this (biomedical) model, the traditional doctor-patient relationship is transformed into an encounter between therapist and disease, understood in the rational and purely biological sense of the word. Care concerns instead a combination of informal procedures of assistance based on elements such as attention, encouragement, support, compassion and, first of all, on the personal and emotional involvement of the person administering the treatment with the person who is suffering (bio-psycho-social model). Curing and caring are medical practices by definition, but the two concepts have not always gone hand-in-hand. Recently they have been considered as two mutually exclusive terms and therefore alternatively connected to different social actors. Nursing and medicine (particularly surgery) have been seen, and in many ways still are, as two ideal-typical examples of professions with opposite attitudes towards caring and curing. Drawing on researches carried out in Italy, this paper tries to show that the difference of professions is not the only variable involved in shaping caring and curing attitudes. Other dichotomies are concerned: rationality/emotionality, male/female, public/private, productive/reproductive, scientific/affective, all work together to complicate the unilateral occupational expectations. Cure, today, perhaps cannot exist without care and without emotions and there are not so many specific and clear-cut distinctions anymore.

## **Saturday, July 6th**

11.15-13.00

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### **Session 1 (c)**

**Varieties of professionalism. Exploring heterogeneity within and between professions**

#### ***Changed governance and labour market regulation in welfare sector professional work – Differentiation within professions***

Karolina Parding, Anna Berg Jansson

Today's society is often described as characterized by processes such as individualization, flexibilization, choice, and competition (c.f. Sennett, 1998; Beck, 2001; Blomqvist & Rothstein, 2000). These characteristics inevitably sift through to the labour market, impacting on work and conditions for work. In this paper, we discuss how current governance and regulation of professional work mirroring the above-mentioned processes impact on conditions for professional work. We identify differentiation in conditions for work among welfare sector professionals; nursing and teaching in Sweden – a typically social democratic welfare state - being the empirical example (c.f. Parding & Berg-Jansson, 2016). We discuss ways in which changed governance and regulation amplify differentiation in workplace and employment contexts for welfare sector professionals. We argue that these changes drive a differentiation within professions, such as possibilities for learning and development (c.f. Parding et al., 2017; Berg-Jansson et al., under review). Moreover, current governance and regulation trends involve a distinct breach against previous centralised welfare sector governance in Sweden. However, whilst having particular relevance and importance in the Swedish context, we argue that they highlight a more general change in conditions for professional work, across professions and across national borders.

#### ***The gendered effect of university transformations: the case of academic life-sciences***

Camilla Gaiaschi

Recent transformations of the University, from a liberal-humanistic model toward a system based on economic productivity, have been the object of a rich strand of literature. Many scholars have argued that these changes may reinforce existing inequalities based on gender, race and class. In Italy, academic transformations have been fostered by the last University reform (which has flexibilized early-career phase, law n. 240/2010) and by the introduction of systems of evaluation of researchers' productivity (VQR). Both elements occurred in parallel with the cuts in the public funds for higher education and the limitations in the turn-over leading to a decrease of the academic work-force over the last ten years.

This paper aims at investigating the effects of these recent transformations for women's advancement in Academia and in the life sciences more specifically. A mixed-model design has been adopted by focusing on the University of Milan (UMIL), Italy. Repeated cross-section record data have been collected with the aim of mapping the gender composition of UMIL's academic population by fields and steps and across time. Afterward, in-depth interviews to faculty, post-docs and drops-out of the Department of Biosciences have been conducted in order to grasp the organizational mechanisms and the individual strategies underneath women's advancement in the life-sciences.

Preliminary results point out a deterioration of the female representation in the early-career phases after the University reform, while the growing reliance on quantitative-based evaluations may reinforce gender-blind discourses on "merit". On the other hand, new opportunities for women may occur as long as University transformations reinforce team-work dynamics and because of the increasing need to rely on external funds.

## ***The “shape” of relationships faced by associations in an emerging corporate profession – The case of the Association for Project Management (APM) in an engineering firm***

Kun Wang, Ian Stewart

APM is a typical case of an association in a ‘corporate profession’, which has to adapt to different business contexts wherein the employer has more power to determine the content of the work (Fincham, 2012) and the association/profession’s power is challenged by the ‘solo-practice’ (Maestriperi, 2016) of the management practitioners that it claims to represent. The APM has developed the tactic of integrating itself into the organisational hierarchies of project-led firms by embedding their certifications in the promotion process (Hodgson and Paton, 2016). However, its efforts have to be accepted by project practitioners in the organisation, who may have alternative professional identities from being part of more established professions such as Engineering (Paton and Hodgson, 2016) or other organisational or peer norms, forming a lateral influence over practitioners. Clearly the influences in professionalisation in this context have both hierarchical and lateral structure; therefore, the authors propose that relationships faced by APM are a network shape (Figure 1). How does this network of new and pre-existing relationships affect the APM’s status in a case firm and how should the APM manage their corporate relationships to attract wider participation among project practitioners in such a context? Wang and Stewart (2018) proposed the utility of social exchange theory (SET) in examining the interactions in professionalisation and ensuing power relations and here (Table 1) will use it to demonstrate how management associations can identify the effects of subtle lateral influences and so therefore offer practitioners useful resources and also encourage participation within such challenging contexts.

## ***Between the profession and the employee***

Marta Panaia

Within the framework of the processes of labor market flexibility, professionals with a university degree have undergone frequent changes in their forms of insertion into the labor market, both in terms of hiring options, in the stabilization processes of their positions, in the difficulties in accessing a career with continuity and training and access to hierarchical positions.

In general terms, two types of processes can be observed as a trend, a process of salarisation of professionals who, based on stability in the company or in the civil service, spend most of their time in salaried employees committed to the project. entrepreneur or bureaucratic agency that gives them insertion, or a strong blurring of the boundaries of professional fields, increased multifunction and loss of professional identity, interdisciplinary and multidisciplinary activities or what could be defined as problematic forms of professionalization.

Both trends constitute a challenge to analyze the transformations that occur with the professional responsibilities in the organization of work and in the labor market and have become a fertile field of sociological analysis both in a micro-sociological direction linked to productive activity and the interactive analysis of the professional group and with other professional groups and the individual or collective destiny of the professional trajectories; as at a more macro-social level, in terms of its classificatory hierarchy, competences and monopolies of knowledge and its powers of structuring the institutions and the social totality.

### Session 3 (c)

#### New challenges for professionals, new standards, new work routines?

##### ***Post-professionalism: how is the managerial agenda affecting the health professions in the 21st century?***

Susan Nancarrow, Alan Borthwick

This paper examines the way that the health workforce is being redefined and reshaped in the 21st century under the managerial agenda which has the joint goals of increasing health service safety and efficiency while responding to workforce shortages. Drawing on specific examples from the allied health professions, we examine the way that new roles and workers have been systematically engineered through a process of disaggregation of elements of allied health profession work into discrete tasks then reconfigured into new roles that may not align with traditional profession values or communities, but meet local service and population needs. This approach contrasts with the more unified, Weberian approach of the professional project, in which groups establish common goals, tasks and a unifying philosophy to achieve the monopolization of professional knowledge.

A suite of managerial tools is now widely endorsed which aid task disaggregation, re-engineering and re-allocation of roles based around service risks and needs. Evidence based practice alongside professional accountabilities paved the way for the deconstruction of professional work around suites of competencies. Competency frameworks, supported by new technologies such as micro-credentialing, facilitate the disaggregation of professional work into a series of tasks, disconnected from the value base and social order of the professions. Workforce tools such as the Calderdale framework specifically unpack and re-allocate health profession tasks based on a risk and competency framework rather than a profession-based frame. Interprofessional team work further challenges the traditional professional values of autonomy by demanding collaboration in bureaucratically structured services models.

We draw on three case studies of what we have termed a "post-professional" workforce; the rural generalist allied health practitioner in Australia; the diabetes educator role; and assessment / case management roles in the intermediate care setting to explore the impact and implications of managerialism on the workforce in the 21st century.

##### ***Hybrid professionalism in health and social services: the new normal?***

Mike Dent

The professions have had to adapt and change over recent decades. This is particularly so of the two professions under scrutiny here: nurses and social workers. The certainties of the twentieth century, shaped by the welfare state have been replaced by the challenges of neo-liberalism and new public management. These have been reflected in a reorientation of what it means to be a professional. This is reflected by a general shift to a far more of a 'process-driven' professionalism that emphasises team working along 'pathways' or similar. Integral to this development is the increasing normalisation of the hybrid professional, trained and socialised to manage the tensions of working between occupational and organisational rationalities; the social and cultural assumptions currently surrounding the term 'professional' are different from previously. The question this raises is what does this mean in terms of being a professional? Is it merely an honorific term or does it have particular meaning and effectiveness within the workplace.

In this paper the effects of this protocolisation and related process-driven forms of professional practice in social work and nursing are examined and the implications this has had for their professional identities will be explored. The formation of work identities is a relatively malleable process which has been reconstructed to a large part through the proto-professionalisation of student social workers and nurses. With these changes has emerged a set of professional

identities that reflects the new reality of organisational rationality currently reflected in performance measurement, accountability and governance.

### ***Professional processes and changes: hearing rehabilitation audiologists as a case study of health professions***

Tali Bar-Moshe, Paula Feder-Bubis, Dan Greenberg

Healthcare professionals face changes that influence their professional environment, identity and practice. The professionals' attention to these changes can contribute to the understanding of the dynamics of professions and professional identity development. It can also help envision required changes and the profession's future. Audiologists responsible for the hearing rehabilitation process including hearing-aids fitting to the elderly, face changes such as population aging, technological innovations, healthcare regulations, and social processes that influence the rehabilitation process.

We aimed to explore audiologists' perceptions of their professional identity and their perceptions of the influence of environmental changes. One-hundred twenty-four audiologists, who practice hearing-aids fitting to the elderly in Israel, participated in a survey. It included questions regarding their professional identity, their perceptions of changes' influences and their ability to cope with them.

Our findings suggest that the professional identity of senior audiologists is stronger than that of juniors. Audiologists in management positions and senior audiologists perceived changes' impact as more negative. Linear regression analysis indicates that audiologists' perceptions of the effects of changes on audiologists as individuals and on the profession are influenced by the perception of their own ability to cope with changes, their seniority and job position in the clinic.

Changes in the professional environment are perceived as influential and impact differently on professionals with diverse characteristics. Audiologists report the changes affect their professional practice, yet the implications on the profession's identity and autonomy remain unclear.

### ***Protected or connected professionals? How well-connected professionals can remain "autonomous" and "authoritative" experts***

Mirko Noordegraaf

Traditionally, public professionals such as medical doctors, academics and judges are well-protected. They work within well-defined jurisdictions, belong to specialized segments, and have been granted autonomies as well as discretionary spaces. In this way they can be trained and supervised, case-related considerations and decisions can be highly substantive (instead of e.g. commercial), and decisions can be taken independently. Ideally, these expert decisions are authoritative and easily accepted, both by clients as well as society (stakeholders) who trust professional services.

This ideal-typical but also 'ideal' imagery has always had its flaws; nowadays, its shortcomings are increasingly becoming clear. 'Protected professionalism' as well as 'protected professionals' have become largely outdated. Due to heterogeneity and fragmentation within professional fields, interdependencies between professional fields, and dependencies of professional actions on outside worlds, professionals can no longer isolate themselves from others and outsiders. This is fuelled by financial-economic pressures (e.g. cost control), socio-cultural transitions (e.g. multi-problems, declining trust), political turmoil (e.g. polarization), and technological innovations (e.g. social media, Google and Facebook, algorithms).

This might lead to a 'decline', 'withering away', 'hollowing out', and so on, of professionalism. Many experts would like a 'return to' professional values and spaces. It might also lead to a 'reconfiguration' of professionalism. Professional identities and actions become 'hybrid', 'organized' and 'connected'. In this paper we move beyond 'hybrid' and 'organized' professionalism and contribute to the more far-reaching debate on connective professionalism. We argue that

a move towards connectivity can be/feel quite natural, but it calls for quite fundamental reflections and redefinitions of what professionalism means and what professionals are. We especially focus on the question how professional action can be related to others and outsiders and remain 'knowledgeable', 'autonomous' and 'authoritative' at the same time. This can no longer be a matter of 'expertise', 'autonomy' and 'authority' as fixed entities. These crucial dimensions of professional action become relational and processual, i.e. fluid. They have to be enacted on a continuous basis, backed by certain mechanisms that accentuate (instead of 'protect') key aspects of professional acts, such as 'insight', 'independence' or 'integrity'. How can public professionals be 'knowledgeable', 'independent' and 'trusted' in complex webs of relations?