Om organisering av det regenerativa arbetet

samtal om roll, process och interaktivt meningsskapande

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Academic Dissertation which, with due permission of the KTH Royal Institute of Technology, is submitted for public defence for the degree of Doctor in Philosophy on Thursday the 10th June 2010, at 1:00 p.m. in Sal F3, Lindstedtsvägen 26, KTH, Stockholm.
Abstract

The focal point of this thesis is an interest in the phenomena of regenerative work, which is a work that has the potential of recreating and developing human resources and energy. The aim is to make a contribution, by presenting a supplementary perspective, to this area of research by considering regenerative work through a process perspective where the centre of interest is transferred from being a question of what to a question of how? The guiding research question is as follows: How could the organizing processes of regenerative work be understood? - more specifically - through an interactive approach the purpose is to describe, analyze and understand those everyday processes that have implications for regenerative work.

This general inquiry took place at a number of wards/departments at a hospital in southern Sweden. Above all, the empirical focus concentrated on two specific occurrences: (1) an implementation of a new work model at the various wards/departments and (2) the function of the ward managers and their work situation. Empirical material was collected in collaboration with assistant nurses, registered nurses and ward managers through forum dialogues, interviews and observations. Narratives as formation of knowledge are a significant tool that constitutes an important foundation of this thesis. The chain of events and actions of complex processes are thus interpreted and understood by means of using narratives as a research device. The narrative form was also a source of inspiration for a large portion of the results presentation.

The comprehension of the construction of experiences that may be related to regenerative work must be interpreted and understood beyond an individualistic perspective. Overconfidence in rules and routines, and a predetermined execution of the work proved also to be problematic in a complex and symbolically charged reality. Consequently, regenerative work must be understood in the light of a reality/world that consists of regularities and irregularities as well as predictability and unpredictability. It is in the complexity of such worlds, actors are required to interpret what their work/assignment is about and to carry it out satisfactory and to the best of their ability. Hence, two crucial questions are derived: How is the work/assignment interpreted? Are their prerequisites in the organization enabling and supporting good performances? In conclusion, these two questions are interconnected and discussed further in view of local basic conditions for conversation and action as well as leadership in terms of organizing for sensemaking.

Keywords
Regenerative work, Organizing, Sensemaking, Leadership/Management, Wellbeing and Health care