<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>'Organizations Here are just not that Interested in This' Or are they? Negotiating Ways of Giving Feedback to Professionals in Hong Kong</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Author(s)</strong></td>
<td>Zayts, OA; Schnurr, S</td>
</tr>
<tr>
<td><strong>Citation</strong></td>
<td>The 2009 BAAL-CUP Seminar on Connecting Discourses: Academic and Professional Worlds, Coventry, UK., 15-16 May 2009.</td>
</tr>
<tr>
<td>** Issued Date**</td>
<td>2009</td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td><a href="http://hdl.handle.net/10722/65039">http://hdl.handle.net/10722/65039</a></td>
</tr>
<tr>
<td><strong>Rights</strong></td>
<td>This work is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License.</td>
</tr>
</tbody>
</table>
“Organisations here are just not interested in this” Or are they? Negotiating ways of giving feedback to professionals in Hong Kong

Olga Zayts & Stephanie Schnurr
University of Hong Kong & University of Warwick

BACKGROUND
Providing feedback to participants should be an integral aspect of workplace research.
- Doing research for rather than on & with participants [1]
- Directing research at participant needs and interests [2]
- Making research applicable to the work setting of practitioners [3]

However, most research tends to focus on academic outputs and seems to overlook “how these outputs are negotiated in situ” [4]

QUOTES FROM PRACTITIONERS
Beginning of the project:

“Organisations here are just not interested in all that relational stuff."
(Anna, Section head)

“... we have a business to run.
"(Anna, Section head)

NEGOTIATING WAYS OF PROVIDING FEEDBACK

RESEARCHER STRATEGIES
- Follow-up Actions
- Relational Work
- Balance Invisability with Presence
- Gather Contextual Info
- Elicit Preferred Feedback
- Specify Feedback Options

PROJECT PROGRESSION
- Initial contact and Meeting
- Recordings
- Informal Chats
- Follow-up Interviews
- Feedback Session

PRACTITIONERS’ ATTITUDES
- Open yet Insouciant
- Cooperative
- Contented

During follow-up interviews:

“I’d really like to know your insights, [...] what you thought were the important things that came up, I’m very much a believer, … yeah, [...] you know a lot more about this area, [...] I’d love to know- yeah obviously I do want feedback.
(Anna, Section head)

“I would like to know how can [...] because I didn’t attend any training about holding meeting or something. But I do want to know that how I can um um motivate my staff to to open the communication, to share more in the meeting.
(Connie, Senior administrator & Meeting chair)

VERDICT
Giving feedback is researchers’ responsibility and should be taken seriously. Researchers should put some effort into giving back something useful to those who participated in the research.

RECOMMENDATIONS
- Try to bridge gap between academic and real world
- Strive towards some form of collaboration
- Don’t get data and run [5] but acknowledge researchers’ responsibility towards participants

REFERENCES
(1) Cameron et al., 1992; Kasper, 2000; Mullany, 2009
(2) Holmes & Meyerhoff, 2003: 10
(3) Roberts & Sarangi, 1999
(4) Cheng and Kong, 2009
(5) Mullany, 2007

Acknowledgements - the authors would like to acknowledge the generous help of Mr. Mart van de Van with the preparation of this poster

CORRESPONDENCE
s.schnurr@warwick.ac.uk
zayts@hku.hk