

Index

- Abels, Garbiele, 9, 138
access problems, 104–5
accomplice, interviewer as, 67, 68–9
accuracy standards, 248n7
active participants, 24–5, 38n12
Aichholzer, Georg, 12, 252
analysis, 35–6
 data, 35–6, 132–5, 245–7
 effect, 240
 secondary, 143–9
anonymity, 110n9, 252–3
archaeological model, 55–8, 73, 75n10
argumentative/discursive interview
 approach, 11, 210–12
assessment, of experts, 129–31
asynchronous interaction, 166
Austrian Technology Delphi, 12, 252,
 256–68
authority, interviewer as, 64–5, 68–9
- balloon effect, 237
bargaining, process of, 187–91, 199
Bauman, Zygmunt, 88
Behrens, Maria, 9, 138
benefit motivation, 192–4
Berger, Peter L., 88
biographical interviews, 32
biographical structures, 26–7
Bogner, Alexander, 1, 7, 43
Bourdieu, P., 221
Burke, L. A., 165
Busse, G., 163–4
- canonical documents, 90
case studies, 54
catharsis effect, 144, 146, 209, 243
certification, 88, 89
Christmann, Gabriela B., 9–10, 157
Cicourel, A.V., 204
classical Delphi, 259
closed questions, 165–6
coding, 36
co-experts, 58–60, 68–9, 162
common ground, 76n21
- communication
 everyday, 205
 practices, 27–8
 rules of, 11
 as sensemaking process, 218–19
communicative validity, 186
competence, 83–5, 195–7
competence ascriptions, 58–69
Complex Societies, 23
conditions of work, 127
confidentiality, 110n9
constructionism, 217
constructionist discourse, 21
constructivist definition, 49–50
contemporary society, 20–1
content of work, 127
contextual knowledge, 46
conversational form, 87
conversational interactions, 142–50
cost-benefit analysis, 240
counter-expert systems, 21, 38n11
critic, interviewer as potential,
 65–7, 68–9
Cross-Impact Analysis, 255, 268–70
- data, dependence of, on performance
 levels of researchers, 121–9
data analysis, 35–6, 245–7
 quality of experts and, 132–5
 secondary, 143–4, 145–9
data collection, 31–5, 204
decision Delphi, 252, 257, 259–60
decision-making, questions on, 33–4
Delphi method, 157, 238, 252–71
 basic features of, 252–3
 combination of methods, 268–70
 development of statements and
 questionnaires, 262–4
 evaluation results, 253–4
 Expert Delphi, 12, 252, 256, 268–70
 motivation and, 264–6
 online, 270–1
 Real Time, 270–1
 selection of experts, 260–2

Delphi method – *continued*

Technology Delphi Austria, 256–68
 technology foresight and, 254–6
 democratic theory, 3–4, 51

democratic research, 185–91, 198–9

Dexter, L.A., 139, 140

diachronic secondary analysis, 143

disciplinarity, 22

discursive consciousness, 29–30, 31, 38n16

discursive interview structure, 11, 210–12

distortion effects, 241, 248n11

doctors, 87–8, 118

dual career couples, 27

effect analysis, 240

Eliade, Mircea, 88

elite interviews, 98–103, 105–9

elites

access problems with, 104–5

definition of, 99, 110n3

vs. experts, 107–9

functional, 34, 50, 83

global, 84

local, 83–4

sampling, 103–4

empirical research, 37n2, 203–13

enactment, 218

epistemic cultures, 23, 27–8

ethics, research, 10, 184–99

ethnographic research, 28

evaluation research, 11–12

application-oriented dimension, 237

development of approaches to, 236–8

expert interviews in, 235–47

methodological dimension, 237

methodological variation in, 236–40

evaluator, interviewer as, 64–5

everyday communication, 205

everyday knowledge, 220

exam situation, 241, 245

executives, private lives of, 205

expectations, 57–8, 206

expert/counter-expert distinction, 5, 21, 38n11

Expert Delphi method, 12, 252, 256, 268–70

expert interviews

advantages of, 2–3

analysis of, 35–6, 245–7

application of, 37n2

archaeological model of, 55–8, 73, 75n10

concepts of, 117–19, 139–42

conducting, 243–5

data collection, 31–5

debate over, 1, 43–5, 98–9

vs. elite interviews, 99–103, 107–9

epistemological interest of, 81–4

ethical considerations, 184–99

ethnographic embedding of, 87–91

exploratory, 7, 46, 101, 160–2

gender-specific interaction effects in, 9, 142, 145–6, 149–52

guided, 203–7, 226

interaction effects in, 7, 45, 56, 57,

141–2, 144–50, 243

interaction model of, 55–8, 73, 105–6

interaction structures in, 55–72

in interpretive organizational research, 217–32

introduction to, 17–18

with managers, 203–13

methodological ambiguity of, 43–8

methodological pluralism in, 72–3

methodology in, 5–12

neutrality in, 70–2

open, 225–6

in political science, 138–52

practical aspects of, 240–7

pre-knowledge for, 162

preparing, 241–3

procedural consequences of, 223–6

in programme evaluation, 235–47

quality differences and, 129–35

systematizing, 46–7, 101, 160–2

techniques for, 84–7, 105–7

telephone-based, 9–10, 157–78

theory-generating, 7, 47–8, 50, 53–5, 74n9, 101

types of, 7, 46–8, 101

uses of, 1, 230–1

expertise

external, 222, 223, 224, 230

reflective subject matter, 222, 224

research, 223

social science research on, 3–5

technical, 3

types of, 220–3

- expert knowledge, 3, 4–5, 82–3, 220–3
 as analytic construction, 28–9, 52–3, 72–3, 102
 defined, 7, 18–19
 explicitness of, 29–30
 negotiating, 27–8
 relevances of, 23–31, 53–5
 societal change and, 21–3
 socio-cultural conditions of the production of, 25–7
- experts
 access problems with, 104–5
 as active participants, 24–5, 38n12
 assessment of, 129–31
 bargaining with, 187–91, 199
 competence of, 83–5, 195–7
 constructivist definition of, 49–50
 definition of, 7, 18–19, 24–5, 48–52, 54–5, 99–100, 107, 220–1
 vs. elites, 107–9
 “good” and “bad”, 119–21
 identification of, 87–90
 laicization of, 5
 vs. laypersons, 19, 20
 male, 34–5
 motivations of, 191–8
 perceptions of, about interviewer, 57–69, 106
 post-traditional, 4
 quality of, 8–9, 117–19, 121–9, 132–6
 reformulation of concept of, 48–55
 relational concept of, 44
 relationship management with, 191–8
 relevances of, 26
 researchers and, 185–7
 selection of, 229–30, 260–2
 sensitive, 194–5
 social embeddedness of, 197–8
 social science research, 3–5
 as stakeholders, 11–12, 236, 240–1, 244–5
 status of, 18, 23, 139–40
 trained, 118
 voluntaristic concept of, 49
- expert systems, 21
 explicitness, 51
 exploratory expert interview, 7, 46, 101, 160–2
 external expertise, 222, 223, 224, 230
 eye contact, 173
- face-to-face interviews, 166–7, 169
 feasibility standards, 248n7
 feedback, 252–3
 feedback effect, 144, 148–9, 243
 female researchers, 34–5
 see also gender-specific interaction effects
 focused interviews, 74n5
 follow-up questions, 34
 foresight activities, 255
 see also technology foresight
 formative power, 107–8
 Foucault, M., 28
 Froschauer, Ulrike, 11, 217
 functional elites, 34, 50, 83
- gender relations, 34–5, 140–1
 gender-specific interaction effects, 9, 142, 145–6, 149–52
 Gläser, Jochen, 8–9, 117
 global elites, 84
 Global Risk Society, 23
 Greenpeace, 38n10
 guided expert interviews, 203–7, 226
 guidelines, 87
- habitus, 221
 Häder, Michael, 254
 Häder, Sabine, 254
 harm motivation, 194–8
 harm reduction, 185
 Honer, Anne, 84, 87
- iceberg effect, 76n25, 144, 146–7, 243
 implementation evaluation, 239–40
 implicit knowledge, 51, 81–2
 indexical language, 85
 informational conversations, 139
 informed consent, 186
 insider knowledge, 38n12
 Institute of Technology Assessment (ITA), 257
 institutionalization, 38n10
 institutional-organizational context, 35
 institutional reflexivity, 4
 institutions, life-worlds of, 28
 intellectuals, 88
 interaction effects, 7, 45, 56, 57, 141–2, 150–2
 catharsis effect, 144, 146, 209, 243

- interaction effects – *continued*
 in expert interviews, 144–50
 feedback effect, 144, 148–9, 243
 gender-specific, 9, 142, 145–6, 149–52
 iceberg effect, 144, 146–7, 243
 paternalism, 63, 66, 86, 144, 145–6, 243
 profile effect, 144, 149–50
- interaction model, 55–8, 73, 105–6
 interaction structures, 55–72
- Intergovernmental Panel on Climate Change, 28–9
- interpretation method, 226
- interpretive knowledge, 8, 38n17, 52–3, 54, 72, 99, 107
- interpretive organizational research, 217–32
- interpretive paradigm, 45
- interpretive power, 107–8
- interviewee
see experts
- interviewer
 as accomplice, 67, 68–9
 as authority, 64–5, 68–9
 as co-expert, 58–60, 68–9, 162
 as expert from different knowledge culture, 60–2
 female, 34–5
 as layperson, 62–4, 68–9
 neutrality of, 56, 70–2, 141–2
 perceptions about, 57–69, 106
 personal qualities of, 34
 as potential critic, 65–9
 preparation by, 31–2, 241–3
 qualifications of, 90–1
 as quasi expert, 8, 90
 role of, 141
 status of, 86–7
- interview guidelines, 161–2, 164
- interview memos, 143
- interview protocols, 143
- interview setting, 84–6
- interview techniques, 84–7, 105–6, 164, 165
- interview topics, preparation of, 31–2
- IT industry, 89
- Kern, B., 209
- knowledge
 contextual, 46
see also expert knowledge
- everyday, 220
- implicit, 51, 81–2
- insider, 38n12
- interpretive, 8, 38n17, 52–4, 72, 99, 107
- local, 25
- non-explicit, 30
- operational, 86
- outsider, 38n12
- procedural, 8, 99, 107
- process, 38n17, 52
- scientific, 4, 21, 223
- social construction of, 120
- social relevance of, 52
- sociology of, 18–19, 23–4, 30, 45, 49, 50–1, 53, 151
- specialist, 51, 52, 222
- specialized, 5, 47, 82–3, 88, 223
- subject matter, 221–4
- technical, 38n17, 52
- theoretical, 90
- types of, 19
- knowledge-power relationship, 28
- knowledge production, 7, 25
 new forms of, 20–3, 30–1
 as open-ended process, 28–9
 quality of researchers and, 121–3
 socio-cultural conditions of, 25–7
 transdisciplinary, 29
- Knowledge Societies, 23, 27–8
- knowledge workers, 108
- latent content, 6
- Laudel, Grit, 8–9, 117
- lay persons, 5, 19, 20, 51
 interviewer as, 62–4, 68–9
- lay specialists, 107
- Leitner, Andrea, 11–12, 235
- linguistic irregularities, 172–3
- Littig, Beate, 1, 8, 98
- local elites, 83–4
- local knowledge, 25
- Luckmann, Thomas, 88
- Lueger, Manfred, 11, 217
- male-dominated fields, 34–5
- managers, interviews with, 203–13
- maximum structural variation, 225
- meaning, 218–19
- meaning collectives, 218

- Menz, Wolfgang, 1, 7, 43
- methodical-systematic contributions, 163
- methodology
- analysis, 35–6
 - data collection, 31–5
 - in evaluation research, 236–40
 - in expert interviews, 5–12
 - lack of standardization in, 43–4
 - for manager interviews, 203–13
 - pluralism in, 72–3
 - qualitative, 204–5
 - sampling, 103–4
 - standardized, 204
 - for telephone-based interviews, 164–6
- method-relational approach, 49–50
- Meuser, Michael, 6–7, 17
- Miller, M. K., 165
- minimization of differences, 225
- Mode 1 knowledge production, 20, 21, 22
- Mode 2 knowledge production, 20, 22, 25
- modernity
- ambivalences of, 20–1
 - expertocrization of, 21
 - second, 54
- modernization theory, 4–5, 20
- motivated research subjects, 191–8
- motivation, 191–8
- benefit, 192–4
 - Delphi method and, 264–6
 - harm, 194–8
- Nagel, Ulrike, 6–7, 17
- narrative-based interview structure, 11
- narrative interviews, 203
- narratives, 32–3
- negotiation, 27–8, 227–9
- networking, 27–8
- neutrality, 70–2, 141–2
- NGO representatives, 7
- non-elites, 110n10
- non-explicit knowledge, 30
- non-verbal signals, 167–8, 173–74
- Obelene, Vaida, 10, 184
- objective hermeneutics, 203
- Oblené, Vaida, 10
- observation, levels of, 11
- Opdenakker, R., 166–7
- open-ended questions, 165–6
- open interviews, 31, 225–6
- operational knowledge, 86
- organizational dynamics, 228
- organizational research, expert
- interviews in, 217–32
- outsider knowledge, 38n12
- paraphrase, 35
- participatory observation, 2
- paternalism effect, 63, 66, 86, 144–6, 243
- Pfadenhauer, Michaela, 7–8, 81
- phenomena
- different descriptions of identical, 125–7
 - identical descriptions of different, 123–5
- plurality, 29
- policy Delphi, 259
- policy evaluation, 239
- political science interviews, 138–52
- political science theory, 3–4
- postmodern discourse, 21, 29, 38n12
- post-traditional experts, 4
- power, 107–8
- power dynamics, 186–7, 188
- practical consciousness, 38n16
- pre-knowledge, 162
- preparation, 241–3
- private persons, 26–7, 52, 53
- problem-centered interviews, 74n5
- problem framing, 5
- procedural knowledge, 8, 99, 107
- process knowledge, 38n17, 52
- professional organizations, 89
- professionals, 87–8
- see also* experts
- professional terminology, 85, 245
- professions, 118
- profile effect, 144, 149–50
- programme evaluation, expert
- interviews in, 235–47
- propriety standards, 248n7
- qualitative analysis, 138
- qualitative interviews
- methodical aspects, 203–13
 - openness of, 204–5
 - telephone-based, 162–8
- qualitative social research, 6, 86–7
- qualitative theory, 48

- quality, of experts, 8–9, 117–19, 121–9, 132–6
- quality assurance strategies, 226
- quasi-experts, 86, 90
- questionnaires, 31, 160, 263, 265
- questions, 33–4
- closed, 165–6
 - open-ended, 165–6
 - standardized, 204
- Rammert, W., 23
- rationality, 4
- realist approach, to expertise, 3
- reality, construction of social, 217–18
- Real-Time Delphi (RT Delphi), 270–1
- reflective subject matter expertise, 222, 224
- reflexivity, 51
- relational space, 140
- relationship management, 191–8
- research
- democratic, 185–91, 198–9
 - empirical, 37n2, 203–13
 - ethnographic, 28
 - evaluation, 11–12, 235–47
 - qualitative, 6, 86–7
 - social science, 3–5
- researchers
- assessment of, 129–31
 - dependence of data on performance levels of, 121–9
 - female, 34–6
 - “good” and “bad”, 119–29, 134–5
 - as information sources of science studies, 119–21
 - interpretive organizational, 217–32
- research ethics, 10, 184–99
- research expertise, 223
- responsive evaluation, 238
- rhetorical interviews, 71
- risk controversies, 5
- role expectations, 57–72, 76n23, 106, 206, 207
- routine activities, breaches of, 33
- RPM Screening, 269–70
- sampling, 103–4, 225, 229–30
- Schütz, Alfred, 19, 20, 51
- Science Citation Index*, 120–1
- science studies, 119–21, 122
- scientific criticism, 4
- scientific knowledge, 4, 21, 223
- secondary analysis, 143–9
- second modernity, 54
- second opinions, 5
- sensemaking, 218–19
- sensitive experts, 194–5
- shamans, 88–9
- shared agenda, 192–3
- SMIC methods, 268–70
- social constructivism, 3, 45, 102, 120, 217–18
- social cues, 166–7
- social embeddedness, 197–8
- social movements, 38n10, 51
- social relevance, 52, 53–5
- social-representational approach, 49–50
- social science research, trends in, 3–5
- societal change, 19–23
- society, functional elites of, 34
- socio-cultural conditions, 25–7
- sociological conceptualization, 36
- sociology of knowledge, 18–19, 23–4, 30, 45, 49–51, 53, 151
- specialist knowledge, 222
- specialists, 82–3, 107
- specialization, 5, 223
- specialized knowledge, 5, 47, 82–3, 88
- special knowledge, 51, 52
- Sprondel, W. M., 19, 51
- stakeholder problem, 240–1, 244–5
- stakeholders, 11–12, 236
- standardized interviews, 168, 204
- standardized surveys, 47
- Standards of the Joint Committee*, 237–8, 248n7
- status relation, 34
- structuring, 219
- studying down, 186
- studying up, 186
- subjective interpretation, 204, 246
- subject matter know-how, 221–4
- surveys, 47
- synchronic secondary analysis, 143
- synchronous interaction, 166
- systematic quantitative surveys, 2
- systematizing expert interview, 7, 46–7, 101, 160–2
- technical expertise, 3
- technical knowledge, 38n17, 52
- technocratic debate, 4

- technological determinism, 256
- Technology Delphi Austria, 256–68
 - development of Delphi statements and questionnaires, 262–4
 - feedback and analysis, 266–7
 - motivation to participate in, 264–6
 - objectives and project design, 256–9
 - organization as decision Delphi, 259–60
 - results and implementation, 267–8
 - selection of experts, 260–2
- technology foresight, 12, 253, 254–6
- Technology Roadmapping, 255
- telephone-based interviews, 9–10, 157–78
 - compared with face-to-face interviews, 166–7, 169
 - disadvantages of, 164
 - duration of, 166, 169
 - interview guidelines for, 161–2, 164
 - problems with, 169–77
 - qualitative-oriented, 162–8
 - standardized, 168
 - techniques for, 164, 165–6
- terminology, 85, 245
- thematic comparison, 36
- thematic competence, 86
- thematic focusing, 85
- thematic units, 35
- theoretical generalization, 36
- theoretical knowledge, 90
- theoretical sampling, 225, 229–30
- theory-generating expert interviews, 7, 47–8, 50, 53–5, 74n9, 101
- theory of errors, 253
- theory of society, 4
- topic guide, 31–2, 47, 87, 242
- Total Design Method (TDM), 265–6
- trade secrets, 86
- trained experts, 118
- transcription, 35
- transdisciplinarity, 22
- Trinczek, Rainer, 11, 203
- Turner, Stephen, 4
- universities, 22
- university planning, 158–9
- utility standards, 248n7
- validation criteria, 9
- voluntaristic concept of expert, 49
- Weber, Max, 50
- workplace studies, 94n23
- Wroblewski, Angela, 11–12, 235
- Zuckerman, H., 120