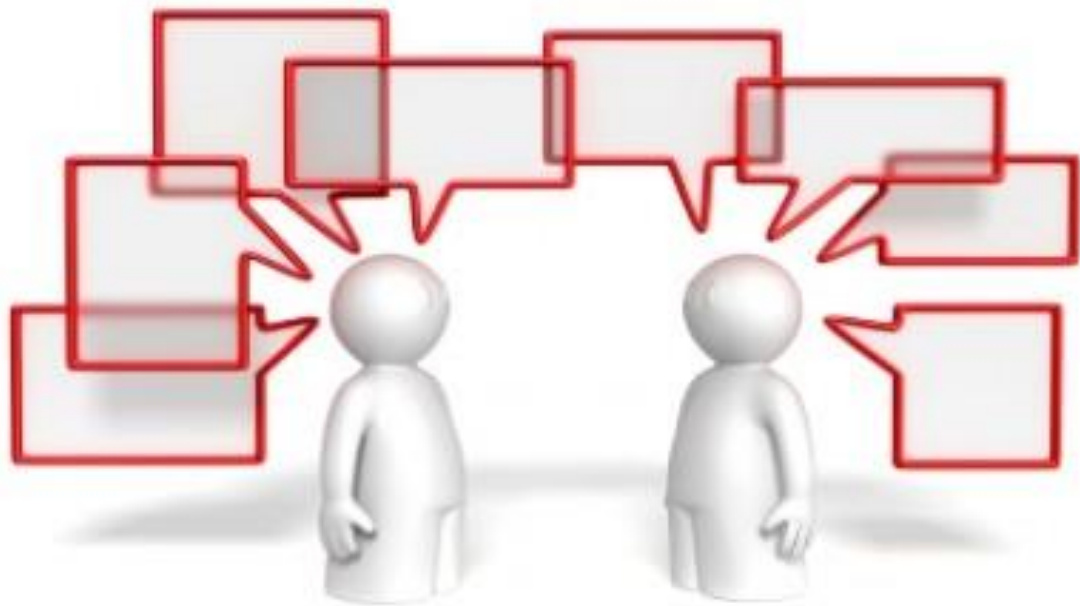


Et induktivt blik på institutionel interaktion

En samtaleanalyse af samtaler mellem brugere og behandlere på et misbrugscenter



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Abstract

We decided to prepare this thesis as a result of our curiosity in how service users are affected and affect the construction of problem understanding and identities in the institutional interaction in centres for treatment of drug and alcohol addiction.

The interaction between service users and social workers has been the object of several research projects within social work in recent years. Much of this research has a deductive starting point in perspectives underlining the institutional and structural aspects in the interaction, and focus has often been on how service users, when confronted with the system, seem powerless and only stand a poor chance of presenting his/her problem understanding. In this setting, social work seems to focus on standardising the problems of the individual, and the service user seems to have to take on certain identities and engage in certain problem approaches in order to receive some help. But the question is whether the institutional and structural perspective makes it difficult to see the aspects and variations characterising social work? Such aspects could include the different kinds of active contributions and responses from social users, which also impact on interaction and thereby social work.

The thesis relies on an inductive perspective, aiming to view actual institutional interaction at a close practice-oriented range. The thesis is prepared relying on the understanding that through raising awareness of these aspects and variations, it will be possible to focus on the space in institutional interaction. This is done by means of a dialogic, conversational-analytic approach based on authentic data from conversations between service users and caseworkers at a centre for treatment of drug and alcohol addiction. Accordingly, the language used in the interaction is given a high priority, which previously has received only scarce attention within social work, despite being an important element in interaction. We take the approach that language in itself is worth a study as this may bring about reflections on linguistic use and on how the conversation as a tool may potentially enable changes in social work.

The analysis indicates that the conversations are clearly set within the institutional framework both on the part of the services user and the caseworker. Despite the method stringency characterising the social work at the centre for treatment of drug and alcohol addiction, empirical research shows that the method is put into practise using many different approaches. These numerous approaches have different implications for the interaction and thereby both have a stimulatory and inhibitory impact on the service user's space in the conversation. The point to be taken is that the caseworker seems to play an important role in constructing problem understanding and identities and thereby directly impacts on the service user's possibility of communicating his/her understanding.

Indholdsfortegnelse

<u>1. Indledning</u>	<u>1</u>
1.1.0 Tidligere forskning om institutionel interaktion i det sociale arbejde	1
1.1.1 Et andet perspektiv	4
1.1.2 Asymmetri og magt i den institutionelle interaktion	5
1.1.3 Undersøgelsesfeltet	5
1.2 En induktiv tilgang med fokus på sproget	6
1.3 Problemformulering	7
1.4 Specialets opbygning	7
 <u>2. Videnskabsteoretiske overvejelser</u>	 <u>8</u>
2.1.0 Et induktivt fokus på interaktionen	8
2.1.1 Kan den sande virkelighed iagttages?	9
2.1.2 Intersubjektivitet	10
2.1.3 Kontigens og reificering	11
2.2 Diskussion af begrænsninger	12
2.2.1 Forholdet mellem mikro- og makroniveau	12
2.2.2 Sandhedsrelativisme eller relationisme	13
 <u>3. Metodiske overvejelser</u>	 <u>15</u>
3.1 Inspiration fra etnometodologien	15
3.2 Dialogisk samtaleanalyse	16
3.2.1 Dialogisk samtaleanalyse og kontekster	17
3.2.2 Bevæggrunde til valget af den dialogiske samtaleanalyse	18
3.3 Analysestrategi og forskerens rolle	19
3.3.1 Induktiv tilgang	19
3.4 Fravalg af interview og observationsmetode	20
3.5 Kritik af metoden	22

3.6 Validitet	22
3.7 Indgang til feltet	22
4. Teoretiske perspektiver	24
4.1 Socialt arbejde og den institutionelle interaktion	24
4.1.1 Forholdet mellem rammer og interaktion	24
4.1.2 Asymmetri og gensidig afhængighed	25
4.1.3 Tilpasning	27
4.2 Subjektiveringsproces eller frivillighed	28
4.3 Magtperspektiv versus forhandlingsperspektiv	30
4.3.1 Forhandling og handlerum	31
4.3.2 Sprogforståelse	32
4.4 Identiteter: intra- eller interpersonel?	34
4.4.1 Identiteter i aktion	35
4.4.2 Identitet som roller eller positioner	36
5. Misbrugscentret	38
5.1 Recovery-orienteret tilgang	38
5.2 Metodeprojektet	40
5.2.1 Den motiverende samtale	41
5.2.2 Individuel kognitiv adfærdsterapi	42
6. Analyse	44
6.1 Introduktion til transskriptionen af samtalerne	44
6.2 Divergerende problemforståelser	45
6.2.1 En usikker start	52
6.2.2 Skift i positionering	53
6.2.3 En lang tale	54
6.2.4 Sammenfatning	57
6.3 Forhandling om misbrugeridentitet	58

6.3.1 Kategorisering	63
6.3.2 Modstand mod en behandlingsdiskurs; høj-risikosituationer	66
6.3.3 Sammenfatning	68
6.4 At konstruere et alternativ	69
6.4.1 Sammenfatning	73
6.5 Tilslutning	74
6.5.1 Sammenfatning	77
6.6 En realistisk plan	77
6.6.1 Sammenfatning	81
6.7 At være bruger og at være behandler	83
6.7.1 At være ekspert	84
6.7.2 At hente noget frem	86
6.7.3 Et boost	88
6.7.4 Sammenfatning	90
7. Konklusion og perspektivering	92
7.1 Orientering mod institutionelt betingede positioner	92
7.1.1 Selvfremstilling og performance	94
7.1.2 Metodestringens og variation	94
7.2 Perspektivering	95
7.2.1 Brugen af metoder og skemaers implikation for samtalen	95
7.2.2 Sprogbrug/ terminologi	96
7.2.3 Omsætningsleddet	98
7.2.4 Vores akademiske vandring	99
7.2.5 Resultaternes begrænsning	100
7.2.6 Hvor lander vi?	101
Litteraturliste	102
Bilag – Uddrag fra Behandlingsmanual for Metodeprojektet	