

WINNER DISSERTATION AWARD 2019



Marieke van Wieringen (Organisatiewetenschappen): [“Care is not just about care anymore”:
Micro-level responses to institutional complexity and change in the Dutch home-care
sector](#) (winner)

The Dutch home-care sector is characterized by the co-existence of a professional care logic, which reflects values such as client-centeredness, quality of care and professional autonomy, and a managed care logic, which comprises standardization, accountability and efficiency. Marieke describes how managers and nurses act upon these conflicting logics, and changes in their relative dominance over time. She shows, first, that nurses, driven by compassion, deflect the influence of the managed care logic and sometimes deliver other types of care than formally allowed, so as to respond to clients' needs that are otherwise not attended to, and that managers turn a blind eye to these practices. Second, she shows that, after a major reform in 2015, community health nurses struggle to re-habitualize a re-attributed central role in the caregiving process because the managed care logic continues to co-exist. Taken together, Marieke unravels the rational, normative and emotive underpinnings of actors' micro-level responses to institutional complexity and change.