

How to prepare and motivate civil servants for meaningful fieldwork





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Challenging the Unchallenged

Fieldwork and ethnographic thinking offer and provide:

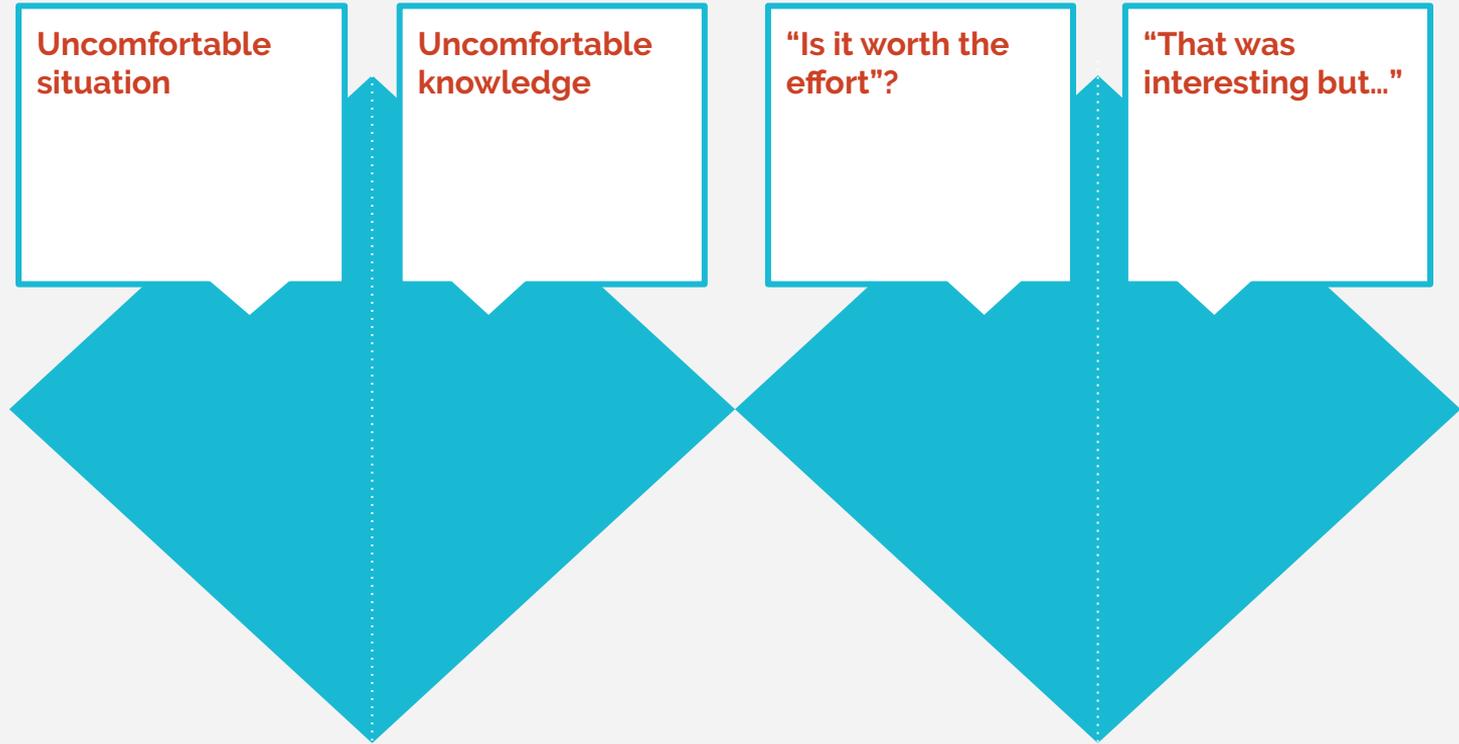
- exploratory approach
- an alternative lens
- an interpretive layer

Fieldwork may lead the civil servants to the **discovery of knowledge that contradicts, threatens**, or otherwise **challenges** established belief systems.

This is what we after!

But how do we pull it through?!?

Problems and Obstacles



Uncomfortable situation

Uncomfortable knowledge

ALL THE REASONS WE SHOULDN'T

- Why carry out fieldwork or do interviews?!? Let's do a survey instead!
- We know the problems, we have read the reports!
- I have listened to hours of recordings of interviews with criminals. I know how they think!
- Where do I find the participants? Why would they talk to me? Going to their homes – isn't that illegal or something close? I'm afraid!
- I do not know how to conduct interviews!
- I do not know what is important to take note of in the context!
- They thought I was an inspector!
- They lied!
- Where is the value in all of those individual stories?!?
- This sample is too small to be representative!

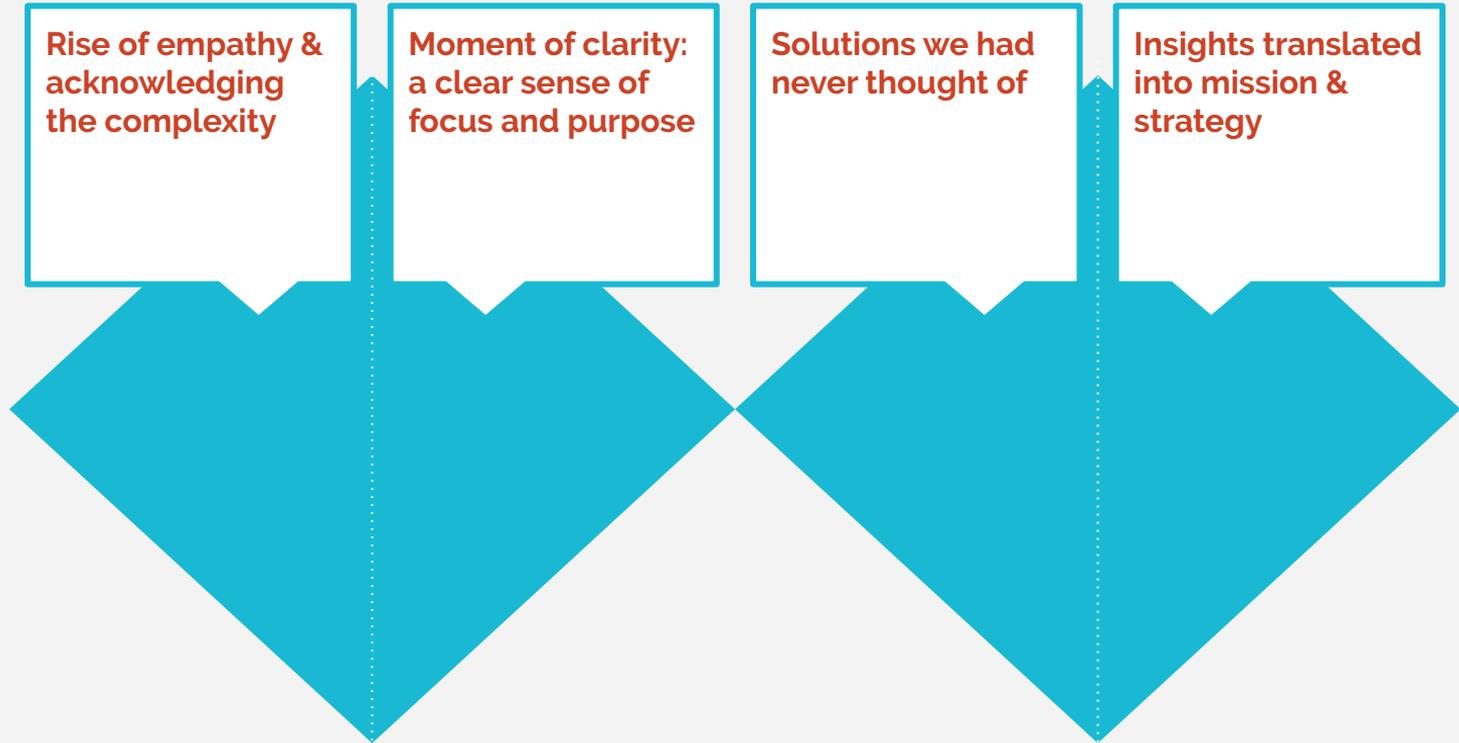
- But we already talked to them! I don't think we're gonna get anything new by going out again.
- Can't we just test it ourselves?
- ...Yes, I admit, this was an eye-opener, but I just do not see myself doing it in my daily work. It just takes too much time.

"Is it worth the effort"?

"That was interesting but..."

ALL THE REASONS WE SHOULDN'T

Opportunities



Opportunities

- Get a better understanding of the types of users and their lifeworld: living conditions, attitudes, practices, beliefs, fears, etc
- Understand the context and all of the stakeholders
- Gain an understanding of the problem in its complexity
- Immersive participant-observation and interaction with people and communities offers opportunities for critical self-reflection
- The rise in empathy
- Willingness to admit that there are things we do not know
- Willingness to ask difficult questions, readiness to rephrase the questions
- Figuring out the points where intervention/improvement is possible

Believing the insights increases the buy-in of participants and yields better solutions.

Focus of the Workshop: Developing a Tool-Kit

A.

RECRUITMENT TOOLS

B.

FIELDWORK TOOLS

C.

ANALYSIS TOOLS

D.

REPORTING TOOLS