



Accountability in research utilization

What are we all juggling?

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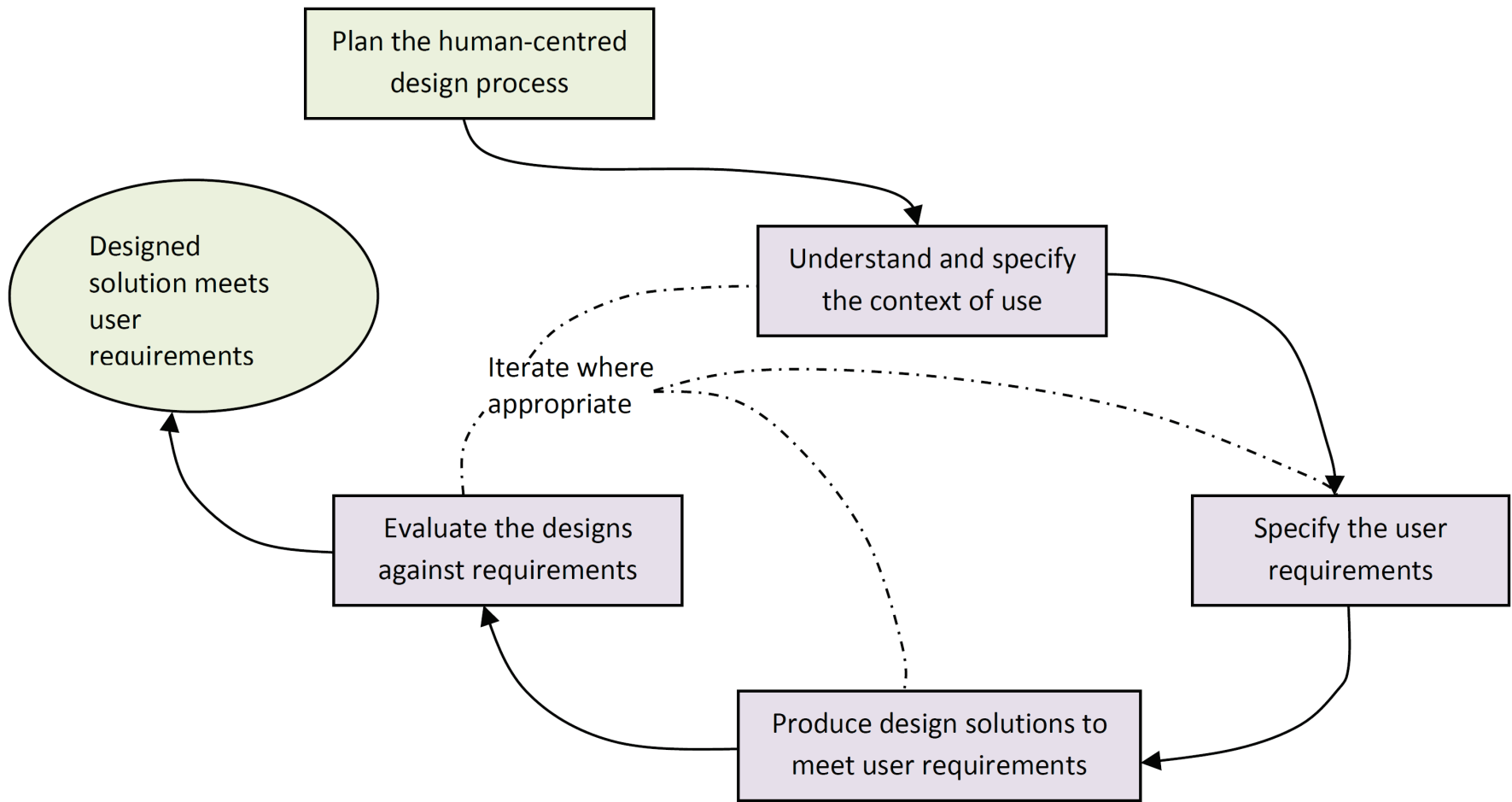
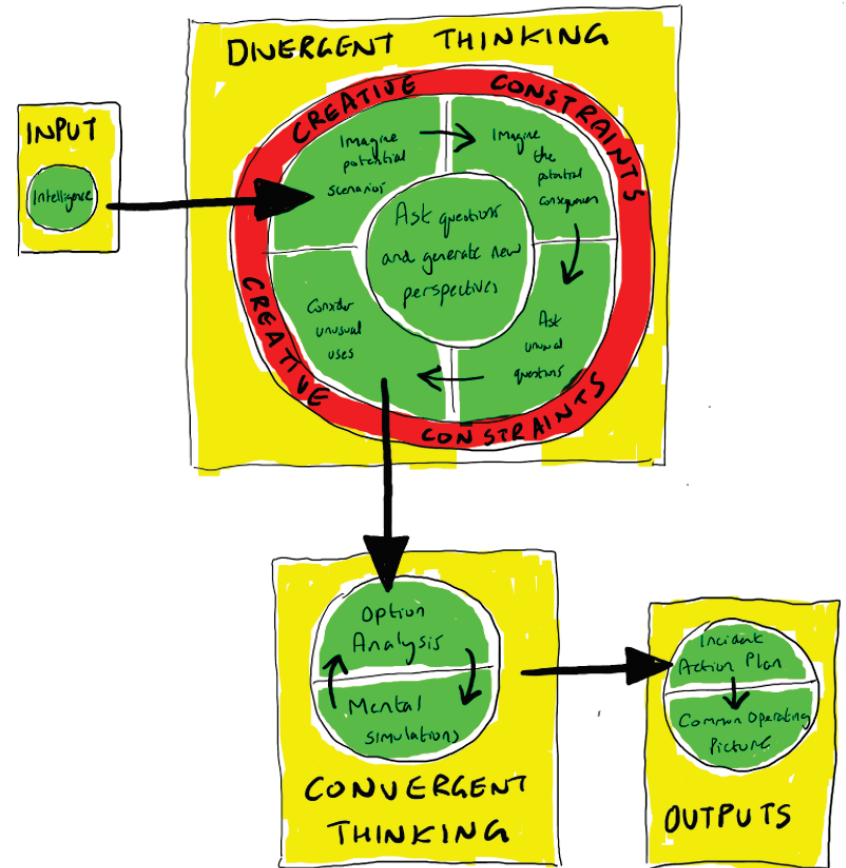


Figure 1 – Interdependence of human centred design activities (ISO 9241-210:2010(E) p.11)



The Need for Creativity in a Crisis





“I’ve spent my whole career learning how to operate within this system, but now you want me to think outside it? I’m up for the challenge, but it’s going to take more than a workshop to achieve the outcome”.

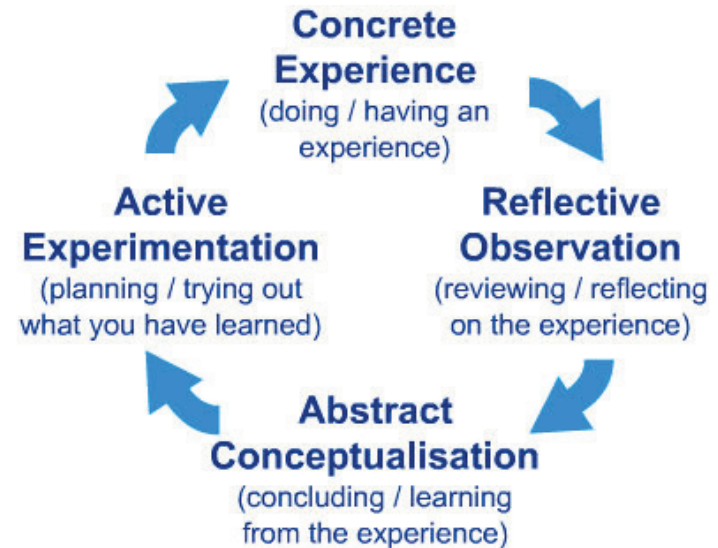


Owen, C. et.al. (2018)

Enhancing Learning in Emergency Services Organisational Work.

Australian Journal of Public Administration,
February pp 1-14.

“Experience is perishable and there is a bias towards action (limiting reflection), that sense-making is culturally-bound and that practice is frequently short-changed (with the resultant expectations to embed a new practice being too short)”.



So what are we juggling?

- ACCESS TO PEOPLE, SITUATIONS
- POLITICAL SENSITIVITIES
- UNDERSTANDING OF ORGANISATION SYSTEMS AND PROCESSES
- EMBEDDING IN ORG LEARNING CYCLES
- UNDERSTANDING AND NEGOTIATING ORG CULTURE
- A BIAS TOWARDS ACTION
- EXPECTATIONS OF SPEED OF CHANGE (TOO FAST OR TOO SLOW?)
- INCOMPLETE WORK
- OPPORTUNITIES TO CHANGE PRACTICE AT AN INDUSTRY LEVEL
- WORKLOADS OF END-USERS

