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This project will combine using data I previously collected with collecting new data. Data previously collected includes in-depth interviews with 50 desk officers and heads of operations at 16 of the largest humanitarian NGOs. I also observed 100 hours of training sessions on professional standards and needs assessment. The project also includes data I am currently collecting on human rights organization as part of a project funded by the British Academy Small Grant "Triaging Human Rights". In this project, I am interviewing 15 middle managers in three large human rights organizations about their practices. As part of the proposed project, I will conduct, in addition 25 interviews with managers in human rights organization, 40 interviews with managers in organizations concerned with environmental conservation and 40 interviews with managers in Christian churches.

To avoid duplication of work for the community of researchers and those with a stake in scientific research, I have consulted the repository at the University of Essex (ESRC Qualitative Data Archival Resource Centre) during the planning and design of the project but I have not found data suitable to answer my research question and pursue the objectives of my research. Much data on organizations is either quantitative in nature or focuses in an ethnographic manner on a single case. I have found no interview study that focuses in a qualitative manner on practices of triage in value-oriented organizations. In addition to the dangers of duplication inherent in data collection, there is a risk in the duplication in conceptual work across narrowly defined empirical terrains. To mitigate this risk and ensure an efficient use of and contribution to existing expertise in the UK, my project will seek out the advice of and exchange with experts on comparable questions in the health services, and the private sector, and in more informal conversations and meetings.

The research involves in-depth qualitative interviewing. With the consent of the participants, data will be collected initially in the form of digital audio-files. Data security will be ensured by recording all interviews on two digital voice recorders, which only the PI and her research assistant will be able to access and from where the data will be transferred regularly onto two password-protected external hard disks. Audio files will be titled with a code that is not a personal identifier to preserve confidentiality. A document linking codes to personal and organizational identifiers will be stored separately on a password-protected PC. A small sample of audio files will be transcribed by the researcher for heuristic purposes and to refine interviewing skills; the majority of the files will be transcribed by a professional transcriber. In selecting the professional transcriber, the PI will pay special attention to their procedures to ensure confidentiality of the data and will demand that they destroy data after transcription. For quality assurance purposes, the transcripts will be compared to audio recordings.

The PI assumes primary responsibility for the security and integrity of the data. She will seek advice and support from her mentor, Professor Roger Burrows, and she will ensure the post-doctoral research assistant is aware of the concerns around security, integrity and confidentiality of the data and complies with the procedures established.

All transcripts will be stored without personal identifiers on a password-protected PC. Only the PI and the postdoctoral research assistant will have access to the transcripts. All data will be analyzed, using thematic coding, by the PI and the research assistant, on their password protected personal home and office computers.

The data collected can be useful for future users. The terms of informed consent for previous research have prevented me from using full transcripts in the classroom. The proposed research creates the opportunity to make transcripts public, in cases where respondents consent to this and after transcripts have been reviewed for information that could be used to identify respondents or organizations they

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work for. These transcripts could be used as a a teaching resource, for example in courses on research methodology, interviewing, qualitative sociology, organizational sociology, the sociology of expertise and globalization. They could also be used in training materials for practitioners.

However, there are some constraints on making transcripts publicly available and on the use of the data collected for future research (as opposed to teaching). Respondents will have to consent explicitly to the deposition of their transcript. The research design requires that respondents will be assured confidentiality, that is, that no information that could be used to identify them be used in sharing of the data. It also requires that careful judgment is used in the reporting of the data so as to not make respondents identifiable to others via the context that is reported, and to make the organization they work for known only if this does not compromise the respondent or the organization. This is a condition of generating meaningful data in this type of research, and as part of an implicit understanding with respondents becomes also an ethical requirement.

This means that the changes to the transcript required for public sharing of all transcripts even where consent is given go well beyond the removal of personal identifiers that is part of good practice in storing data on password-protected computers.

The use for researchers, as opposed to teachers, of the resulting data set would be limited by the fact that the sample would be incomplete due to an uneven rate of consent to public sharing. It would also be limited because information important for the interpretation of the data would have to be missing from the transcript. The research design relies not on a representative sample but on a sample that seeks to maximize and explore qualitative variation within a defined group of cases. This creates a tension between the requirements of confidentiality and the interpretability of data by other researchers.

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