

HETEROGENEITY OF REPERTORY GRID ELEMENTS FOR TACIT KNOWLEDGE ELICITATION PURPOSES IN ORGANIZATIONS

Jeannette Hemmecke¹

University of Applied Sciences Upper Austria

Repertory Grids are an interesting method for tacit knowledge elicitation in the field of Knowledge Management (KM). Since, originally, Repertory Grids have been a means for clinical diagnosis and then a scientific research method, new questions arise when Grids are considered to use for organizational purposes: How can the topic, the elements and the construct elicitation procedure of an actual Grid be chosen in case of multiple complex and interdependent factors that constitute the organisation's problem.

The aim of this paper is to present the results of a qualitative interview study with Repertory Grid experts who work with Grids in organisational settings, and to discuss the consequences for the Repertory Grid methodology and for organisational knowledge elicitation. The objective of the study was to elicit the experts' experiential knowledge about how they adapt Grids to concrete organisational elicitation purposes. 12 in-depth interviews were conducted and analysed via open coding and categorization and via structured qualitative content analysis. The results of the study reveal the experts' underlying theories-in-use and show three different strategies in element choice which are characteristic for an organisational usage of Grids (usage of heterogeneous, complex and atypical elements).

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¹ jeannette@hemmecke.de