

# VU Research Portal

## “Care is not just about care anymore”

van Wieringen, M.

2019

### **document version**

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

### **citation for published version (APA)**

van Wieringen, M. (2019). “Care is not just about care anymore”: Micro-level responses to institutional complexity and change in the Dutch home-care sector.

### **General rights**

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

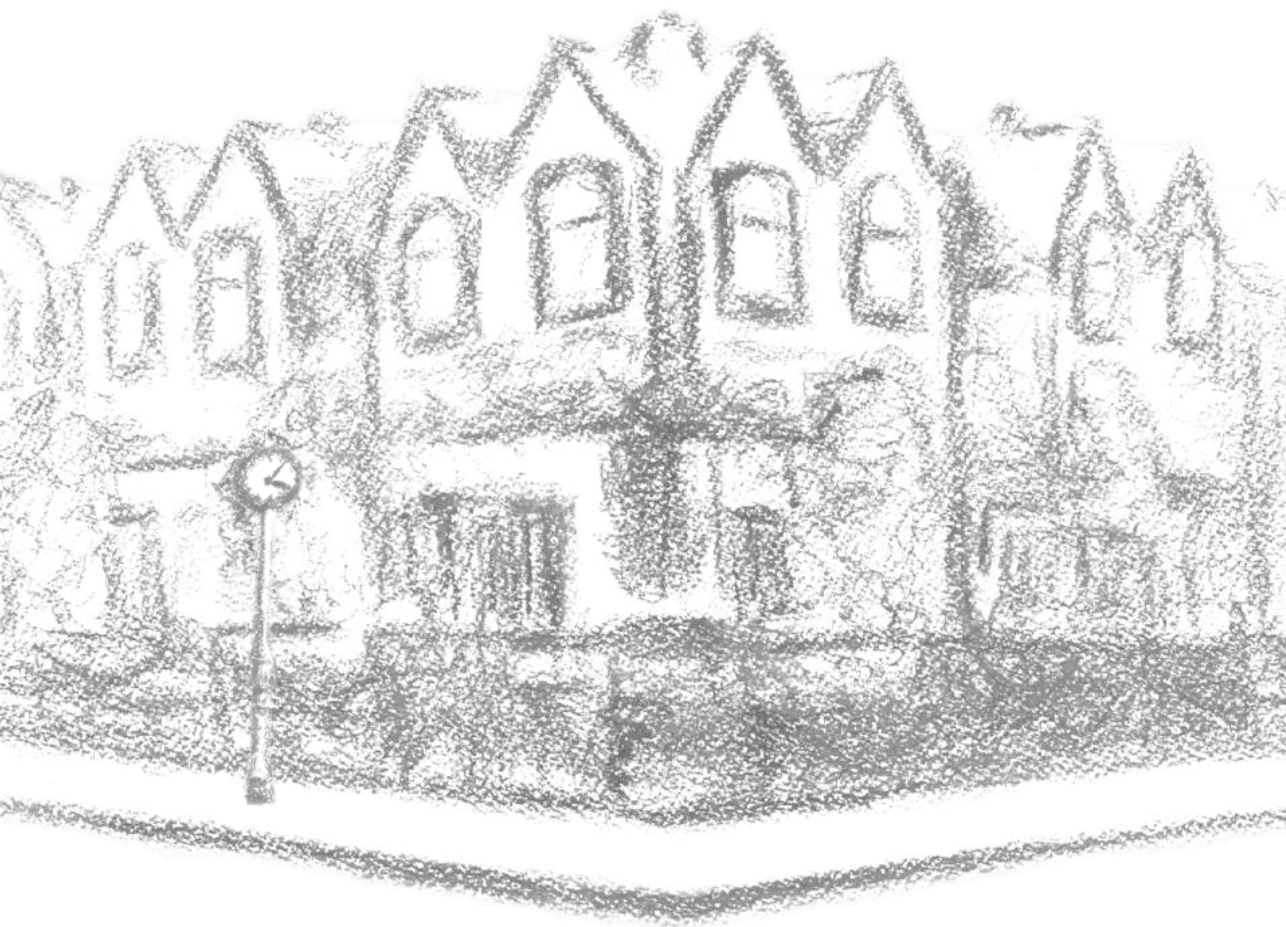
- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal ?

### **Take down policy**

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

### **E-mail address:**

[vuresearchportal.ub@vu.nl](mailto:vuresearchportal.ub@vu.nl)



## References

- Abbott, A. (1988). *The system of professions: An essay on the division of expert labor*. Chicago, IL: University of Chicago Press.
- Ahuja, S., Nikolova, N., & Clegg, S. (2017). Paradoxical identity: The changing nature of architectural work and its relation to architects' identity. *Journal of Professions and Organization, 4*(1), 2–19.
- Algera, M., Francke, A. L., Kerkstra, A., & Van Der Zee, J. (2003). An evaluation of the new home-care needs assessment policy in the Netherlands. *Health & Social Care in the Community, 11*(3), 232–241.
- Allen, D. (2004). Re-reading nursing and re-writing practice: Towards an empirically based reformulation of the nursing mandate. *Nursing Inquiry, 11*(4), 271–283.
- Allen, D. (2014). *The invisible work of nurses: Hospitals, organisation and healthcare*. London: Routledge.
- Anteby, M., Chan, C. K., & DiBenigno, J. (2016). Three lenses on occupations and professions in organizations: Becoming, doing, and relating. *The Academy of Management Annals, 10*(1), 183–244.
- Aronson, J. (2004). “You need them to know your ways”: Service users' views about valued dimensions of home-care. *Home Health Care Services Quarterly, 22*(4), 85–98.
- Ashforth, B. E., & Tomiuk, M. A. (2007). Emotional labour and authenticity: Views from service agents. In S. Fineman (Ed.), *Emotion in organizations* (pp. 184–203). London: SAGE Publications.
- Barsade, S. G., & O'Neill, O. A. (2014). What's love got to do with it? A longitudinal study of the culture of companionate love and employee and client outcomes in a long-term care setting. *Administrative Science Quarterly, 59*(4), 551–598.
- Bart, C. K., & Tabone, J. C. (1998). Mission statement rationales and organizational alignment in the not-for-profit health care sector. *Health Care Management Review, 23*(4), 54–69.
- Battard, N., Donnelly, P. F., & Mangematin, V. (2017). Organizational Responses to Institutional Pressures: Reconfiguration of Spaces in Nanosciences and Nanotechnologies. *Organization Studies, 38*(11), 1529–1551.
- Battilana, J., & D'ahunno, T. (2009). Institutional work and the paradox of embedded agency. In T. B. Lawrence, R. Suddaby, & B. Leca (Eds.), *Institutional work: Actors and agency in institutional studies of organizations* (pp. 31–58). Cambridge, UK: University of Cambridge Press.
- Battilana, J. (2011). The enabling role of social position in diverging from the institutional status quo: Evidence from the UK National Health Service. *Organization Science, 22*(4), 817–834.
- Bechky, B. A. (2011). Making organizational theory work: Institutions, occupations, and negotiated orders. *Organization Science, 22*(5), 1157–1167.

- Bertels, S., & Lawrence, T. B. (2016). Organizational responses to institutional complexity stemming from emerging logics: The role of individuals. *Strategic Organization*, 14(4), 336–372.
- Bévort, F., & Suddaby, R. (2016). Scripting professional identities: How individuals make sense of contradictory institutional logics. *Journal of Professions and Organization*, 3(1), 17–38.
- Birenbaum, A. (1982). Reprofessionalization in pharmacy. *Social Science & Medicine*, 16(8), 871–878.
- Binder, A. (2007). For love and money: Organizations' creative responses to multiple environmental logics. *Theory and Society*, 36(6), 547–571.
- Bjerregaard, T., & Jonasson, C. (2014). Managing unstable institutional contradictions: The work of becoming. *Organization Studies*, 35(10), 1507–1536.
- Black, K., & Fauske, J. (2007). Exploring influences on community-based case managers' advance care planning practices: Facilitators or barriers? *Home Health Care Services Quarterly*, 26(2), 41–58.
- Both-Nwabuwe, J. M. C., Dijkstra, M. T. M., Klink, A., & Beersma, B. (in preparation). *Sustainable employability for nurses: The Importance of meaningful work*.
- Boxenbaum, E., & Jonsson, S. (2008). Isomorphism, diffusion and decoupling. In R. Greenwood, C., Oliver, R., Suddaby & K. Sahlin (Eds.), *The Sage handbook of organizational institutionalism* (pp. 78–98). London: SAGE Publications.
- Boxenbaum, E., & Jonsson, S. (2017). Isomorphism, diffusion and decoupling. In R. Greenwood, C. Oliver, T. B. Lawrence, & R. E. Meyer (Eds.), *The Sage handbook of organizational institutionalism* (2<sup>nd</sup> ed., pp. 77–101). London: SAGE Publications.
- Brock, D. M., & Saks, M. (2016). Professions and organizations: A European perspective. *European Management Journal*, 34(1), 1–6.
- Bromley, P., & Powell, W. W. (2012). From smoke and mirrors to walking the talk: Decoupling in the contemporary world. *The Academy of Management Annals*, 6(1), 483–530.
- Bucher, S. V., Chreim, S., Langley, A., & Reay, T. (2016). Contestation about collaboration: Discursive boundary work among professions. *Organization Studies*, 37(4), 497–522.
- Bunderson, J. S., & Thompson, J. A. (2009). The call of the wild: Zookeepers, callings, and the double-edged sword of deeply meaningful work. *Administrative Science Quarterly*, 54(1), 32–57.
- Byrne, K., Sims-Gould, J., Frazee, K., & Martin-Matthews, A. (2011). "I'm satisfied . . . but": Clients' and families' contingent responses about home-care. *Home Health Care Services Quarterly*, 30(4), 161–177.
- Cardinale, I. (2018). Beyond constraining and enabling: Toward new microfoundations for institutional theory. *Academy of Management Review*, 43(1), 132–155.
- Chreim, S., Williams, B. E., & Hinings, C. R. (2007). Interlevel influences on the reconstruction of professional role identity. *Academy of Management Journal*, 50(6), 1515–1539.
- Coyne, I., O'Neill, C., Murphy, M., Costello, T., & O'Shea, R. (2011). What does family-centred care mean to nurses and how do they think it could be enhanced in practice? *Journal of Advanced Nursing*, 67(12), 2561–2573.

- Creed, W. E., Hudson, B. A., Okhuysen, G. A., & Smith-Crowe, K. (2014). Swimming in a sea of shame: Incorporating emotion into explanations of institutional reproduction and change. *Academy of Management Review*, 39(3), 275–301.
- Crilly, D., Zollo, M., & Hansen, M. T. (2012). Faking it or muddling through? Understanding decoupling in response to stakeholder pressures. *Academy of Management Journal*, 55(6), 1429–1448.
- Currie, G., Lockett, A., Finn, R., Martin, G., & Waring, J. (2012). Institutional work to maintain professional power: Recreating the model of medical professionalism. *Organization Studies*, 33(7), 937–962.
- Currie, G., & Spyridonidis, D. (2016). Interpretation of multiple institutional logics on the ground: Actors' position, their agency and situational constraints in professionalized contexts. *Organization Studies*, 37(1), 77–97.
- Dacin, M. T., Goodstein, J., & Scott, W. R. (2002). Institutional theory and institutional change: Introduction to the special research forum. *Academy of Management Journal*, 45(1), 45–56.
- Dacin, M. T., Munir, K., & Tracey, P. (2010). Formal dining at Cambridge colleges: Linking ritual performance and institutional maintenance. *Academy of Management Journal*, 53(6), 1393–1418.
- Dalby, D. M., & Hirdes, J. P. (2008). The relationship between agency characteristics and quality of home-care. *Home Health Care Services Quarterly*, 27(1), 59–74.
- Da Roit, B. (2012). The Netherlands: The struggle between universalism and cost containment. *Health and Social Care in the Community*, 20(3), 228–237.
- Da Roit, B. (2013). Long-term care reforms in the Netherlands. In C. Ranci & E. Pavolini (Eds.), *Reforms in long-term care policies in Europe* (pp. 97–115). New York, NY: Springer.
- David, R. J., Sine, W. D., & Haveman, H. A. (2013). Seizing opportunity in emerging fields: How institutional entrepreneurs legitimated the professional form of management consulting. *Organization Science*, 24(2), 356–377.
- De Boer, A. H., Woittiez, I. B., & Van Zonneveld, T. M. (2013). Mantelzorg op waarde geschat [The value of informal care appreciated]. *Tijdschrift voor Gezondheidswetenschappen*, 91(3), 151–154.
- De Bont, M., Van Haaren, E., Rosendal, H., & Wigboldus, M. (2012). *Expertisegebied wijkverpleegkundige [Area of expertise community health nurse]*. Utrecht: V&VN. Retrieved from [www.venvn.nl](http://www.venvn.nl).
- De Groot, K., Maurits, E. E., & Francke, A. L. (2018). Attractiveness of working in home-care: An online focus group study among nurses. *Health and Social Care in the Community*. DOI: 10.1111/hsc.12481.
- Delbridge, R., & Edwards, T. (2013). Inhabiting institutions: Critical realist refinements to understanding institutional complexity and change. *Organization Studies*, 34(7), 927–947.

- Dorado, S. (2013). Small groups as context for institutional entrepreneurship: An exploration of the emergence of commercial microfinance in Bolivia. *Organization Studies*, 34(4), 533–557.
- Eikhof, D. R., & Haunschild, A. (2007). For art's sake! Artistic and economic logics in creative production. *Journal of Organizational Behavior*, 28(5), 523–538.
- Elfenbein, H. A. (2007). Emotion in organizations: A review and theoretical integration. *The Academy of Management Annals*, 1(1), 315–386.
- Evetts, J. (2011). A new professionalism? Challenges and opportunities. *Current Sociology*, 59(4), 406–422.
- Evetts, J. (2013). Professionalism: Value and ideology. *Current Sociology*, 61(5-6), 778–796.
- Farrell, C., & Morris, J. (2003). The 'neo-bureaucratic' state: Professionals, managers and professional managers in schools, general practices and social work. *Organization*, 10(1), 129–156.
- Fayard, A. L., Stigliani, I., & Bechky, B. A. (2017). How nascent occupations construct a mandate: The case of service designers' ethos. *Administrative Science Quarterly*, 62(2), 270–303.
- Fineman, S. (2006). Emotion and organizing. In S. Clegg, C. Hardy, T. B. Lawrence, & W. Nord (Eds.), *The Sage handbook of organization studies* (pp. 675–700). London: SAGE Publications.
- Fiss, P. C., & Zajac, E. J. (2004). The diffusion of ideas over contested terrain: The (non) adoption of a shareholder value orientation among German firms. *Administrative Science Quarterly*, 49(4), 501–534.
- Fiss, P. C., & Zajac, E. J. (2006). The symbolic management of strategic change: Sensegiving via framing and decoupling. *Academy of Management Journal*, 49(6), 1173–1193.
- Forbes, D. A., Markle-Reid, M., Hawranik, P., Peacock, S., Kingston, D., Morgan, D., . . . Jansen, S. L. (2008). Availability and acceptability of Canadian home and community-based services: Perspectives of family caregivers of persons with dementia. *Home Health Care Services Quarterly*, 27(2), 75–99.
- Foster, W. M., Coraiola, D. M., Suddaby, R., Kroezen, J., & Chandler, D. (2017). The strategic use of historical narratives: A theoretical framework. *Business History*, 59(8), 1176–1200.
- Foster, W.M., Voronov, M., & Suddaby, R. (2014). Nostalgia and subjectivity in institutional analysis. Paper presented at the *2nd Emotions and Institutions Workshop*, Toronto, Canada, December 2014.
- Friedland, R., & Alford, R. R. (1991). Bringing society back. In P. DiMaggio & W. Powell (Eds.), *The new institutionalism in organizational analysis* (pp. 232–66). Chicago: The University of Chicago Press.
- Friedland, R. (2013). God, love, and other good reasons for practice: Thinking through institutional logics. In M. Lounsbury & E. Boxenbaum (Eds.), *Institutional logics in action, Part A (Research in the sociology of organizations, Volume 39, Part A)* (pp. 25–50). Bingley: Emerald Group Publishing Limited.

- Friedland, R. (2018). Moving institutional logics forward: Emotion and meaningful material practice. *Organization Studies*, 39(4), 515–542.
- Frost, P. J., Dutton, J. E., Worline, M. C., & Wilson, A. (2007). Narratives of compassion in organizations. In S. Fineman (Ed.), *Emotion in organizations* (pp. 25–45). London: SAGE Publications.
- Gabriel, Y. (1993) Organizational nostalgia: Reflections on “The Golden Age”. In: S. Fineman (Ed.), *Emotion in organizations* (pp. 118–141). London: SAGE Publications.
- Gill, M. J., & Burrow, R. D. (2017). The function of fear in institutional maintenance: Feeling frightened as an essential ingredient in haute cuisine. *Organization Studies*, 39(4), 445–465.
- Gjevjon, E. R., Eika, K. H., Romøren, T. I., & Landmark, B. F. (2014). Measuring interpersonal continuity in high-frequency home healthcare services. *Journal of Advanced Nursing*, 70(3), 553–563.
- Gjevjon, E. R., Romøren, T. I., Kjøs, B. Ø., & Hellesø, R. (2013). Continuity of care in home health-care practice: Two management paradoxes. *Journal of Nursing Management*, 21(1), 182–190.
- Glynn, M. A. (2000). When cymbals become symbols: Conflict over organizational identity within a symphony orchestra. *Organization Science*, 11(3), 285–298.
- Goodrick, E., & Reay, T. (2010). Florence Nightingale endures: Legitimizing a new professional role identity. *Journal of Management Studies*, 47(1), 55–84.
- Goodrick, E., & Reay, T. (2011). Constellations of institutional logics: Changes in the professional work of pharmacists. *Work and Occupations*, 38(3), 372–416.
- Greenwood, R., Raynard, M., Kodeih, F., Micelotta, E. R., & Lounsbury, M. (2011). Institutional complexity and organizational responses. *The Academy of Management Annals*, 5(1), 317–371.
- Greenwood, R., Oliver, C., Lawrence, T. B., & Meyer, R. E. (2017). Introduction. In R. Greenwood, C., Oliver, R., Suddaby & K. Sahlin (Eds.), *The Sage handbook of organizational institutionalism* (Online source). London: SAGE Publications.
- Grootegoed, E., & Van Dijk, D. (2012). The return of the family? Welfare state retrenchment and client autonomy in long-term care. *Journal of Social policy*, 41(4), 677–694.
- Gouldner, A. W. (1954). *Patterns of industrial bureaucracy*. New York: Free Press.
- Greve, H. R., & Rao, H. (2014). History and the present: Institutional legacies in communities of organizations. *Research in Organizational Behavior*, 34, 27–41.
- Haack, P., Schoeneborn, D., & Wickert, C. (2012). Talking the talk, moral entrapment, creeping commitment? Exploring narrative dynamics in corporate responsibility standardization. *Organization Studies*, 33(5-6), 815–845.
- Haesler, E., Bauer, M., & Nay, R. (2010). Recent evidence on the development and maintenance of constructive staff–family relationships in the care of older people – A report on a systematic review update. *International Journal of Evidence-Based Healthcare*, 8(2), 45–74.

- Haidt, J. (2003). The moral emotions. In R. J. Davidson, K. R. Scherer, & H. H. Goldsmith (Eds.), *Handbook of affective sciences* (pp. 852–870). Oxford: Oxford University Press.
- Hall, J., & McWilliam, C. L. (2006). About the culture of in-home nursing. *Home Health Care Services Quarterly*, 25(3–4), 75–90.
- Hallett, T. (2003). Emotional feedback and amplification in social interaction. *The Sociological Quarterly*, 44(4), 705–726.
- Hallett, T. (2010). The myth incarnate: Recoupling processes, turmoil, and inhabited institutions in an urban elementary school. *American Sociological Review*, 75(1), 52–74.
- Hallett, T., & Ventresca, M. J. (2006). Inhabited institutions: Social interactions and organizational forms in Gouldner's patterns of industrial bureaucracy. *Theory and Society*, 35(2), 213–236.
- Hamers, J., Van Rossum, E., Peeters, J., Rameckers, V., & Meijs, N. (2012). *Ouderenzorg in het middelbaar beroepsonderwijs. Een inventarisatie bij zorgopleidingen (niveau 2 en 3). [Care for older adults in practice-oriented education. An inventarization with training programs (level 2 and 3).]* Universiteit Maastricht: Maastricht.
- Hampel, C. E., Tracey, P., & Weber, K. (2017). Institutional reincarnation: "The impossible project" of reviving analog instant photography. *Academy of Management Proceedings*, 2016(1). DOI: 10.5465/AMBPP.2016.337.
- Hargrave, T. J. & Van de Ven, A. H. (2009). Institutional work as the creative embrace of contradiction. In T. B. Lawrence, R. Suddaby, & B. Leca (Eds.), *Institutional work: Actors and agency in institutional studies of organizations* (pp. 120–40). Cambridge: Cambridge University Press.
- Harrits, G. S., & Larsen, L. T. (2016). Professional claims to authority: A comparative study of Danish doctors and teachers (1950–2010). *Journal of Professions and Organization*, 3(2), 154–169.
- Hatch, M. J., & Schultz, M. (2017). Toward a theory of using history authentically: Historicizing in the Carlsberg Group. *Administrative Science Quarterly*, 62(4), 657–697.
- Hayward, R. M., & Tuckey, M. R. (2011). Emotions in uniform: How nurses regulate emotion at work via emotional boundaries. *Human Relations*, 64(11), 1501–1523.
- Heese, J., Krishnan, R., & Moers, F. (2016). Selective regulator decoupling and organizations' strategic responses. *Academy of Management Journal*, 59(6), 2178–2204.
- Hirsch, P. M., & Bermiss, Y. S. (2009). Institutional "dirty" work: Preserving institutions through decoupling. In T. B. Lawrence, R. Suddaby, & B. Leca (Eds.), *Institutional work: Actors and agency in institutional studies of organizations* (pp. 262–283). Cambridge: Cambridge University Press.
- Hitlin, S., & Piliavin, J. A. (2004). Values: Reviving a dormant concept. *Annual Review of Sociology*, 30, 359–393.
- Hochschild, A. (1983). *The Managed Heart*. Berkeley: University of California Press.
- Hookway, N. (2008). "Entering the blogosphere": Some strategies for using blogs in social research. *Qualitative Research*, 8(1), 91–113.



- Howard-Grenville, J., Metzger, M. L., & Meyer, A. D. (2013). Rekindling the flame: Processes of identity resurrection. *Academy of Management Journal*, 56(1), 113–136.
- Howard-Grenville, J., Nelson, A. J., Earle, A. G., Haack, J. A., & Young, D. M. (2017). “If chemists don’t do it, who is going to?” Peer-driven occupational change and the emergence of green chemistry. *Administrative Science Quarterly*, 62(3), 524–560.
- Jacobs, M. T. (2016). *Connecting to care. The interrelationships between informal and formal caregivers in care networks of community-dwelling older adults.* (Doctoral dissertation). VU University Amsterdam, Amsterdam, the Netherlands.
- Jarvis, L. C. (2017). Feigned versus felt: Feigning behaviors and the dynamics of institutional logics. *Academy of Management Review*, 42(2), 306–333.
- Johnson, B. H. (2000). Family-centered care: Four decades of progress. *Families, Systems, & Health*, 18(2), 137–156.
- Jorgensen, D., Arksey, H., Parsons, M., & Jacobs, S. (2009). Caregiver assessment of support need, reaction to care, and assessment of depression. *Home Health Care Services Quarterly*, 28(4), 130–150.
- Kahn, C. H. (2001). *The art and thought of Heraclitus. An edition of the fragments with translation and commentary.* Cambridge: Cambridge University Press.
- Kellogg, K. C. (2011). *Challenging operations: Medical reform and resistance in surgery.* Chicago: The University of Chicago Press.
- Kemp, C. L., Ball, M. M., & Perkins, M. M. (2013). Convoys of care: Theorizing intersections of formal and informal care. *Journal of Aging Studies*, 27(1), 15–29.
- Kern, A., Laguecir, A., & Leca, B. (2017). Behind smoke and mirrors: A political approach to decoupling. *Organization Studies*, 39(4), 543–564.
- Kietzman, K. G., Benjamin, A. E., & Matthias, R. E. (2008). Of family, friends, and strangers: Caregiving satisfaction across three types of paid caregivers. *Home Health Care Services Quarterly*, 27(2), 100–120.
- Kipping, M., & Üsdiken, B. (2014). History in organization and management theory: More than meets the eye. *The Academy of Management Annals*, 8(1), 535–588.
- Kraatz, M. S., & Block, E. (2008) Organizational implications of institutional pluralism. In R. Greenwood, C., Oliver, R., Suddaby & K. Sahlin (Eds.), *The Sage handbook of organizational institutionalism* (pp. 243–275). London: SAGE Publications.
- Kraatz, M. S., & Flores, R. (2015). Reinfusing values. In M.S. Kraatz (Ed.), *Institutions and Ideals: Philip Selznick’s legacy for organizational studies. (Research in the sociology of organizations, Volume 44)* (pp. 353–381). Bingley: Emerald Group Publishing Limited.
- Kriauciunas, A., & Kale, P. (2006). The impact of socialist imprinting and search on resource change: A study of firms in Lithuania. *Strategic Management Journal*, 27(7), 659–679.
- Kroezen, J. J., & Heugens, P. P. (2018). What Is Dead May Never Die: Institutional Regeneration through Logic Reemergence in Dutch Beer Brewing. *Administrative Science Quarterly*. <https://doi.org/10.1177/0001839218817520>
- Kroneman, M. Boerma, W., Van den Berg, M, Groenewegen, P. P., De Jong, J. & Van Ginniken, E. (2016). Netherlands. Health system Review. *Health Systems in Transition*, 18(2), 1–239.

- Kyratsis, Y., Atun, R., Phillips, N., Tracey, P., & George, G. (2017). Health systems in transition: Professional identity work in the context of shifting institutional logics. *Academy of Management Journal*, *60*(2), 610–641.
- Lamertz, K., Foster, W. M., Coraiola, D. M., & Kroezen, J. (2016). New identities from remnants of the past: An examination of the history of beer brewing in Ontario and the recent emergence of craft breweries. *Business History*, *58*(5), 796–828.
- Lawrence, T. B., Malhotra, N., & Morris, T. (2012). Episodic and systemic power in the transformation of professional service firms. *Journal of Management Studies*, *49*(1), 102–143.
- Leichsenring, K., & Nies, H. L. G. R. (2012). Nine European trends in quality management of long-term care for older people. *Kwaliteit in Zorg*, *3*, 24–27.
- Levy, C., & Waks, C. (2009). Professions and the pursuit of transparency in healthcare: Two cases of soft autonomy. *Organization Studies*, *30*(5), 509–527.
- Lockett, A., Currie, G., Finn, R., Martin, G., & Waring, J. (2014). The influence of social position on sensemaking about organizational change. *Academy of Management Journal*, *57*(4), 1102–1129.
- Locke, K. (2011). Field research practice in management and organization studies: Reclaiming its tradition of discovery. *The Academy of Management Annals*, *5*(1), 613–652.
- Lok, J., Creed, D., DeJordy, R., & Voronov, M. (2017). Living institutions: Bringing emotions into organizational institutionalism. In: R. Greenwood, C. Oliver, T. B. Lawrence, & R. E. Meyer (Eds.), *The Sage handbook of organizational institutionalism* (2<sup>nd</sup> ed., pp. 591–620). London: SAGE Publications.
- Lounsbury, M., & Boxenbaum, E. (2013). Institutional logics in action. In M. Lounsbury & E. Boxenbaum (Eds.), *Institutional logics in action, Part A (Research in the sociology of organizations, Volume 39 Part A)* (pp. 3–22). Bingley: Emerald Group Publishing Limited.
- MacLean, T. L., & Behnam, M. (2010). The dangers of decoupling: The relationship between compliance programs, legitimacy perceptions, and institutionalized misconduct. *Academy of Management Journal*, *53*(6), 1499–1520.
- Martin-Matthews, A., & Sims-Gould, J. (2008). Employers, home support workers and elderly clients: Identifying key issues in delivery and receipt of home support. *Healthcare Quarterly*, *11*(4), 69–75.
- McCann, L., Granter, E., Hyde, P., & Hassard, J. (2013). Still blue-collar after all these years? An ethnography of the professionalization of emergency ambulance work. *Journal of Management Studies*, *50*(5), 750–776.
- McDonald, R., Waring, J., & Harrison, S. (2006). At the cutting edge? Modernization and nostalgia in a hospital operating theatre department. *Sociology*, *40*(6), 1097–1115.
- McMurray, R. (2011). The struggle to professionalize: An ethnographic account of the occupational position of advanced nurse practitioners. *Human Relations*, *64*(6), 801–822.
- McPherson, C. M., & Sauder, M. (2013). Logics in action: Managing institutional complexity in a drug court. *Administrative Science Quarterly*, *58*(2), 165–196.

- Meyer, J. W., & Rowan, B. (1977). Institutionalized organizations: Formal structure as myth and ceremony. *American Journal of Sociology*, *83*(2), 340–363.
- Mintzberg, H. (1979). *The structuring of organizations. A synthesis of the research*. Englewood Cliffs, NJ: Prentice Hall.
- Misangyi, V. F. (2016). Institutional complexity and the meaning of loose coupling: Connecting institutional sayings and (not) doings. *Strategic Organization*, *14*(4), 407–440.
- Morgan, G., & Quack, S. (2005). Institutional legacies and firm dynamics: The growth and internationalization of UK and German law firms. *Organization Studies*, *26*(12), 1765–1785.
- Muzio, D., Brock, D. M., & Suddaby, R. (2013). Professions and institutional change: Towards an institutionalist sociology of the professions. *Journal of Management Studies*, *50*(5), 699–721.
- Nelson, A. J., & Irwin, J. (2014). “Defining what we do—all over again”: Occupational identity, technological change, and the librarian/Internet-search relationship. *Academy of Management Journal*, *57*(3), 892–928.
- Nies, H., Leichsenring, K., & Mak, S. (2013). The emerging identity of long-term care systems in Europe. In K. Leichsenring, J. Billings, & H. Nies (Eds.), *Long-term care in Europe. Improving policy and practice* (pp. 19–41). Basingstoke, United Kingdom: Palgrave MacMillan.
- Nivel (2014). *Kennissynthese. De wijkverpleegkundige van vandaag en morgen. Rollen, samenwerking en deskundigheid van wijkverpleegkundigen. [Synthesis of knowledge. The community health nurse of today and tomorrow. Roles, cooperation and expertise of community health nurses.]* Utrecht: Nivel. Retrieved from [www.nivel.nl](http://www.nivel.nl).
- Noordegraaf, M. (2015). Hybrid professionalism and beyond: (New) Forms of public professionalism in changing organizational and societal contexts. *Journal of Professions and Organization*, *2*(2), 187–206.
- Ocasio, W., Thornton, P. H., & Lounsbury, M. (2017). The Institutional logics perspective. In R. Greenwood, C. Oliver, T. B. Lawrence, & R. E. Meyer (Eds.), *The Sage handbook of organizational institutionalism* (Online reference). London: SAGE Publications.
- Olakivi, A., & Niska, M. (2017). Rethinking managerialism in professional work: From competing logics to overlapping discourses. *Journal of Professions and Organization*, *4*(1), 20–35.
- Oldenhof, L., Postma, J., & Putters, K. (2014). On justification work: How compromising enables public managers to deal with conflicting values. *Public Administration Review*, *74*(1), 52–63.
- Oldenhof, L., Stoopendaal, A., & Putters, K. (2016). Professional talk: How middle managers frame care workers as professionals. *Health Care Analysis*, *24*(1), 47–70.
- Oomkens, R., Hoogenboom, M., & Knijn, T. (2015). Continuity and change: Comparative case study of hospital and home-care governance in the Netherlands. *Administration & Society*, *47*(7), 851–880.

- Pache, A. C., & Santos, F. (2013). Inside the hybrid organization: Selective coupling as a response to competing institutional logics. *Academy of Management Journal*, *56*(4), 972–1001.
- Patriotta, G., Gond, J. P., & Schultz, F. (2011). Maintaining legitimacy: Controversies, orders of worth, and public justifications. *Journal of Management Studies*, *48*(8), 1804–1836.
- Phillipson, L., & Jones, S. C. (2011). “Between the devil and the deep blue sea”: The beliefs of caregivers of people with dementia regarding the use of inhome respite services. *Home Health Care Services Quarterly*, *30*(2), 43–62.
- Pickard, S., & Glendinning, C. (2002). Comparing and contrasting the role of family carers and nurses in the domestic health care of frail older people. *Health & Social Care in the Community*, *10*(3), 144–150.
- Piderit, S. K. (2000). Rethinking resistance and recognizing ambivalence: A multidimensional view of attitudes toward an organizational change. *Academy of Management Review*, *25*(4), 783–794.
- Piliavin, J. A., Grube, J. A., & Callero, P. L. (2002). Role as resource for action in public service. *Journal of Social Issues*, *58*(3), 469–485.
- Postma, J., Oldenhof, L., & Putters, K. (2015). Organized professionalism in healthcare: Articulation work by neighbourhood nurses. *Journal of Professions and Organization*, *2*(1), 61–77.
- Powel, W. W. & Rerup, C. (2017) Opening the black box: The microfoundations of institutions. In R. Greenwood, C. Oliver, T. B. Lawrence, & R. E. Meyer (Eds.), *The Sage handbook of organizational institutionalism* (2<sup>nd</sup> ed., pp. 311–337). London: SAGE Publications.
- Pratt, M. G., Rockmann, K. W., & Kaufmann, J. B. (2006). Constructing professional identity: The role of work and identity learning cycles in the customization of identity among medical residents. *Academy of Management Journal*, *49*(2), 235–262.
- Raaijmakers, A. G., Vermeulen, P. A., Meeus, M. T., & Zietsma, C. (2015). I need time! Exploring pathways to compliance under institutional complexity. *Academy of Management Journal*, *58*(1), 85–110.
- Raffaelli, R. (2018). Technology reemergence: Creating new value for old technologies in swiss mechanical watchmaking, 1970-2008. *Administrative Science Quarterly*. DOI: 10.1177/0001839218778505.
- Rathert, C., Vogus, T.J., & McClelland, L. E. (2016). Re-humanizing health care. In E. Ferlie, K. Montgomery, & R. F. Pedersen (Eds.), *The Oxford handbook of health care management* (pp. 141–163). Oxford: Oxford University Press.
- Raynard, M., Lounsbury, M., & Greenwood, R. (2013). Legacies of logics: Sources of community variation in CSR implementation in China. In M. Lounsbury & E. Boxenbaum (Eds.), *Institutional Logics in Action, Part A (Research in the Sociology of Organizations, Volume 39 Part A)* (pp. 243-276). Bingley: Emerald Group Publishing Limited.
- Raynard, M. (2016). *Institutional imprints: The enduring effects of past political regimes on CSR in China*. (Doctoral dissertation). University of Alberta, Edmonton, Canada.

- Reay, T., Chreim, S., Golden-Biddle, K., Goodrick, E., Williams, B. E., Casebeer, A., Pablo, A., & Hinings, C. R. (2013). Transforming new ideas into practice: An activity based perspective on the institutionalization of practices. *Journal of Management Studies*, 50(6), 963–990.
- Reay, T., Golden-Biddle, K., & Germann, K. (2006). Legitimizing a new role: Small wins and microprocesses of change. *Academy of Management Journal*, 49(5), 977–998.
- Reay, T., Goodrick, E., & Hinings, B. (2016). Institutionalization and professionalization. In E. Ferlie, K. Montgomery & R. F. Pedersen (Eds.), *The Oxford handbook of health care management* (pp. 25–44). Oxford: Oxford University Press.
- Reay, T., & Hinings, C. R. (2009). Managing the rivalry of competing institutional logics. *Organization Studies*, 30(6), 629–652.
- Reinhard, S., Given, B., Petlick, N., & Bemis, A. (2008). Supporting family caregivers in providing care. In R. Hughes (Ed.), *Patient safety and quality: An evidence-based handbook for nurses* (pp. 341–404). Rockville, MD: Agency for Healthcare Research and Quality.
- Raad voor Maatschappelijke Ontwikkeling (2013). *Terugtrekken is vooruitzien. Maatschappelijke veerkracht in het publieke domein [To withdraw is to look forward. Societal resilience in the public domain]*. Den Haag: RMO.
- Rowlinson, M., Hassard, J., & Decker, S. (2014). Research strategies for organizational history: A dialogue between historical theory and organization theory. *Academy of Management Review*, 39(3), 250–274.
- Rijksoverheid (2014). *Schippers en Van Rijn: Recht op de wijkverpleegkundige zorg. [Schippers and Van Rijn: The right for community health nursing care]*. Retrieved from <https://www.rijksoverheid.nl>.
- Ryan, D. P., Puri, M., & Liu, B. A. (2013). Comparing patient and provider perceptions of home- and community-based services: Social network analysis as a service integration metric. *Home Health Care Services Quarterly*, 32(2), 92–105.
- Sandholtz, K. W. (2012). Making standards stick: A theory of coupled vs. decoupled compliance. *Organization Studies*, 33(5-6), 655–679.
- Schneiberg, M. (2007). What's on the path? Path dependence, organizational diversity and the problem of institutional change in the US economy, 1900–1950. *Socio-Economic Review*, 5(1), 47–80.
- Schut, F. T. (1995). Health care reform in the Netherlands: Balancing corporatism, etatism, and market mechanisms. *Journal of Health Politics, Policy and Law*, 20(3), 615–652.
- Scott, W. R., Ruef, M., Mendel, P., & Caronna, C. (2000). *Institutional change and healthcare organizations. From professional dominance to managed care*. Chicago: The University of Chicago Press.
- Scott, W. R. (2014). *Institutions and organizations. Ideas and interests*. Los Angeles: Sage Publications.
- Shortell, S. M., & Kaluzny, A. D. (2006). *Health care management: Organization design and behavior* (5th ed.). New York, NY: Thomson Delmar Learning.

- Siebert, S., Wilson, F., & Hamilton, J. R. (2017). "Devils may sit here": The role of enchantment in institutional maintenance. *Academy of Management Journal*, 60(4), 1607–1632.
- Sims-Gould, J., & Martin-Matthews, A. (2010). Strategies used by home support workers in the delivery of care to elderly clients. *Canadian Journal on Aging/La revue Canadienne du vieillissement*, 29(1), 97–107.
- Singh, J., & Jayanti, R. K. (2013). When institutional work backfires: Organizational control of professional work in the pharmaceutical industry. *Journal of Management Studies*, 50(5), 900–929.
- Smets, M., Jarzabkowski, P., Burke, G. T., & Spee, P. (2015). Reinsurance trading in Lloyd's of London: Balancing conflicting-yet-complementary logics in practice. *Academy of Management Journal*, 58(3), 932–970.
- Smets, M., & Jarzabkowski, P. (2013). Reconstructing institutional complexity in practice: A relational model of institutional work and complexity. *Human Relations*, 66(10), 1279–1309.
- Smets, M., Morris, T. I. M., & Greenwood, R. (2012). From practice to field: A multilevel model of practice-driven institutional change. *Academy of Management Journal*, 55(4), 877–904.
- Strangleman, T. (1999). The nostalgia of organisations and the organisation of nostalgia: Past and present in the contemporary railway industry. *Sociology*, 33(4), 725–746.
- Suanet, B., Van Wieringen, M., De Boer, A. H., Beersma, B., & Taverne, O. (2018). *Wie zorgt voor degenen die zorgen? Naar betere mantelzorgondersteuning. [Who cares for those who care? Towards better support of informal caregivers.]* Amsterdam: Vrije Universiteit, Institute for Societal Resilience.
- Suddaby, R., Foster, W., & Mills, A. J. (2014). Historical institutionalism. In M. Bucheli & R. D. Wadhvani (Eds.), *Organizations in time: History, theory, methods* (pp. 100–123). Oxford: Oxford University Press.
- Suddaby, R., Ganzin, M., & Minkus, A. (2017). Craft, magic and the re-enchantment of the world. *European Management Journal*, 35(3), 285–296.
- Suddaby, R., Gendron, Y., & Lam, H. (2009). The organizational context of professionalism in accounting. *Accounting, Organizations and Society*, 34(3-4), 409–427.
- Suddaby, R., & Muzio, D. (2015). Theoretical perspectives on the professions. In B. Hinings, D. Muzio, J. Broschak & L. Empson (Eds.). *The Oxford handbook of professional service firms* (pp. 26–47). Oxford: Oxford University Press.
- Suddaby, R., Viale, T., & Gendron, Y. (2016). Reflexivity: The role of embedded social position and entrepreneurial social skill in processes of field level change. *Research in Organizational Behavior*, 36, 225–245.
- Suddaby, R., & Viale, T. (2011). Professionals and field-level change: Institutional work and the professional project. *Current Sociology*, 59(4), 423–442.
- Suddaby, R. (2010). Challenges for institutional theory. *Journal of Management Inquiry*, 19(1), 14–20.

- Tavory, I., & Timmermans, S. (2014). *Abductive analysis: Theorizing qualitative research*. Chicago: University of Chicago Press.
- Thelen, K. (1999). Historical institutionalism in comparative politics. *Annual Review of Political Science*, 2(1), 369–404.
- Thomas, P., & Hewitt, J. (2011). Managerial organization and professional autonomy: A discourse-based conceptualization. *Organization Studies*, 32(10), 1373–1393.
- Thornton, P. H., Ocasio, W., & Lounsbury, M. (2012). *The institutional logics perspective: A new approach to culture, structure, and process*. Oxford: Oxford University Press.
- Thornton, P. H., Ocasio, W., & Lounsbury, M. (2015) The institutional logics perspective. In R. Scott & S. Kosslyn (Eds.), *Emerging Trends in the Social and Behavioral Sciences* (Online reference). New York: Wiley.
- Timmermans, S., & Tavory, I. (2012). Theory construction in qualitative research: From grounded theory to abductive analysis. *Sociological Theory*, 30(3), 167–186.
- Tønnessen, S., Nortvedt, P., & Førde, R. (2011). Rationing home-based nursing care: Professional ethical implications. *Nursing Ethics*, 18(3), 386–396.
- Toubiana, M., Greenwood, R., & Zietsma, C. (2017). Beyond ethos: Outlining an alternate trajectory for emotional competence and investment. *Academy of Management Review*, 42(3), 551–556.
- Toubiana, M., & Zietsma, C. (2017). The message is on the wall? Emotions, social media and the dynamics of institutional complexity. *Academy of Management Journal*, 60(3), 922–953.
- Tsoukas, H., & Chia, R. (2002). On organizational becoming: Rethinking organizational change. *Organization Science*, 13(5), 567–582.
- Twigg, J. (1989). Models of carers - How do social care agencies conceptualize their relationship with informal carers? *Journal of Social Policy*, 18, 5–66.
- Van de Bovenkamp, H. M., De Mul, M., Quartz, J. G., Weggelaar-Jansen, J. W. M., Marie, A., & Bal, R. (2014). Institutional layering in governing healthcare quality. *Public Administration*, 92(1), 208–223.
- Van der Boom, H. C. I. (2008). *Home nursing in Europe: Patterns of professionalisation and institutionalisation of home-care and family care to elderly people in Denmark, France, The Netherlands and Germany* (Doctoral dissertation). Maastricht University, Maastricht, The Netherlands.
- Van Dyne, L.V., & LePine, J.A. (1998). Helping and voice extra-role behavior: Evidence of construct and predictive validity. *Academy of Management Journal*, 41(1), 108–119.
- Van Wieringen, M., Broese van Groenou, M.I., & Groenewegen, P. (2014). *Hoe thuiszorgorganisaties samenwerking organiseren: Visies, praktijken en dilemma's. Rapportage over de samenwerking van thuiszorgmedewerkers met mantelzorgers en andere organisaties. [How home-care organizations organize cooperation: Visions, practices and dilemmas. Report on the cooperation of home-care employees with informal caregivers and other organizations.]* Amsterdam: Vrije Universiteit.

- van Wieringen, M., Kee, K., Beersma, B., Groenewegen, P., & Nies, H. L. G. R. (2018). *Onderzoeksrapportage Ambassadeurstraject Verzorgenden in de wijk. [Research report Ambassadors trajectory Auxiliary nurses in home care.]* Vrije Universiteit Amsterdam.
- Van Wieringen, M., Ybema, S. B., Heijkants, C., Van den Akker, E. A., & Willemse, B. (2018). *Eindrapportage Perceel 1. 'Waardige betrokkenheid van cliënten'. [Final report Segment 1. 'Dignified involvement of clients'.]* Waardigheid en Trots, Utrecht.
- Voronov, M., De Clercq, D., & Hinings, C. R. (2013). Institutional complexity and logic engagement: An investigation of Ontario fine wine. *Human Relations, 66*(12), 1563–1596.
- Voronov, M., & Vince, R. (2012). Integrating emotions into the analysis of institutional work. *Academy of Management Review, 37*(1), 58–81.
- Voronov, M., & Yorks, L. (2015). "Did you notice that?" Theorizing differences in the capacity to apprehend institutional contradictions. *Academy of Management Review, 40*(4), 563–586.
- Voronov, M. (2014). Toward a toolkit for emotionalizing institutional theory. In W. J. Zerbe, N. M. Ashkanasy, & C. E. J. Hätel (Eds.), *Emotions and the organizational fabric (Research on emotion in organizations)* (pp. 167–196). Published online: Emerald Group Publishing.
- VWS (2001). *Zorg nabij: Notitie over mantelzorgondersteuning. [Care nearby: Note about informal caregiver support.]* (27401, Nr.65). Den Haag: Ministry of Health, Welfare and Sport.
- VWS (2007). *Voor elkaar. Beleidsbrief mantelzorg en vrijwilligerswerk 2008-2011. [For each other. Policy letter informal care and voluntary work 2008-2011.]* (DMO/SSO-2800827). Den Haag: Ministry of Health, Welfare and Sport.
- VWS (2009). *Naast elkaar en met elkaar. Beleidsbrief over de relatie tussen informele en formele zorg. [Next to each other and with each other. Policy letter about the relationship between informal and formal care.]* (DMO/PO-2957123) Den Haag: Ministry of Health, Welfare and Sport.
- VWS (2012). *Beleidsbrief Mantelzorg. [Policy letter Informal care.]* (DMO/SSO-3110260) Den Haag: Ministry of Health, Welfare and Sport.
- VWS (2013). *Hervormingen langdurige zorg: Naar een waardevolle toekomst [Reforming long-term care: Toward a valuable future.]* (114352-103091-LZ). Den Haag: Ministry of Health, Welfare and Sport.
- VWS (2018). *Programma Langer Thuis [Program Longer at home].* (1366937-178251-DMO) Den Haag: Ministry of Health, Welfare and Sport.
- Ward-Griffin, C., & Marshall, V. W. (2003). Reconceptualizing the relationship between "public" and "private" eldercare. *Journal of Aging Studies, 17*(2), 189–208.
- Ward-Griffin, C., & McKeever, P. (2000). Relationships between nurses and family caregivers: Partners in care? *Advances in Nursing Science, 22*(3), 89–103.
- Wijen, F. (2014). Means versus ends in opaque institutional fields: Trading off compliance and achievement in sustainability standard adoption. *Academy of Management Review, 39*(3), 302–323.



- Westphal, J. D., & Zajac, E. J. (1998). The symbolic management of stockholders: Corporate governance reforms and shareholder reactions. *Administrative Science Quarterly*, 43(1), 127–153.
- Westphal, J. D., & Zajac, E. J. (2001). Decoupling policy from practice: The case of stock repurchase programs. *Administrative Science Quarterly*, 46(2), 202–228.
- Wright, A. L., Zammuto, R. F., & Liesch, P. W. (2017). Maintaining the values of a profession: Institutional work and moral emotions in the emergency department. *Academy of Management Journal*, 60(1), 200–237.
- Yang, C.-W., Fang, S.-C., & Huang, W.-M. (2007). Isomorphic pressures, institutional strategies, and knowledge creation in the health care sector. *Health Care Management Review*, 32(3), 263–270.
- Ybema, S. (2004). Managerial postalgia: Projecting a golden future. *Journal of Managerial Psychology*, 19(8), 825–841.
- Ybema, S. (2010). Talk of change: Temporal contrasts and collective identities. *Organization Studies*, 31(4), 481–503.
- Ybema, S. (2014). The invention of transitions: History as a symbolic site for discursive struggles over organizational change. *Organization*, 21(4), 495–513.
- Zietsma, C., & Toubiana, M. (2018). The valuable, the constitutive, and the energetic: Exploring the impact and importance of studying emotions and institutions. *Organization Studies*, 39(4), 427–443.
- Zilber, T. B. (2002). Institutionalization as an interplay between actions, meanings, and actors: The case of a rape crisis center in Israel. *Academy of Management Journal*, 45(1), 234–254.
- Zilber, T. B. (2009). Institutional maintenance as narrative acts. In T. B. Lawrence, R. Suddaby, & B. Leca (Eds.), *Institutional work: Actors and agency in institutional studies of organizations* (pp. 205–235). Cambridge, UK: University of Cambridge Press.
- Zwart-Olde, I., Jacobs, M.T., Broese van Groenou, M.I., & Van Wieringen, M. (2013). *Samen zorgen voor thuiswonende ouderen. Onderzoeksrapportage over de samenwerking tussen mantelzorgers, professionals en vrijwilligers in de zorg. [Caring together for home-dwelling frail older adults. Research report on the cooperation between informal caregivers, professionals and volunteers in home-care.]* Amsterdam: Vrije Universiteit.