

DEN OSYNLIGA STYRNINGEN

En hermeneutisk studie
av styrning i svensk tandvård

Invisible Social Control
A Hermeneutical Study of Social Control
in the Swedish Dental Administration

*Akademisk avhandling
som för avläggande av filosofie doktorexamen
vid Stockholms universitet offentlig förvaras i sal 1, hus A, Frescati,
fredagen den 17 mars 1989, kl. 10.00*

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ISBN 91-7146-589-8

ABSTRACT

The phenomenon of social control is investigated in this study, called *Invisible Social Control*. The organization in focus was a Swedish interorganizational committee, the *EST group*, appointed in 1976 to elaborate a system of economic compensation for dentists. A hermeneutic approach is applied in order to interpret the texts of the committee and reveal the factors controlling the involved organizations and authorities. A deeper understanding of the committee's decisions and arguments is made possible by drawing an *analogy* between the committee and Procrustes, a figure from the Greek *myth* of Theseus, which is used as a paradigm of interpretation. The Procrustean bed, symbolizing standardization by removing extremes, explains the apparent inconsistencies and contradictions in the committee's actions, in terms of *conformity, envy, hostage, persuasion* and *suffering* (elaborated in the study). The study illustrates the necessity of using symbols with cultural significance or content to recognize and *understand* significant patterns in organizational processes. This is made possible thanks to the *hermeneutical theory of interpretation*.