



**IL FASCINO INDISCRETO DELLA SOCIOLOGIA**  
**Brown Bag Seminars sulla ricerca empirica**  
**2° Ciclo**

Sala Romei 12.45-14.45  
Dipartimento di Scienze politiche e sociali  
Via dei Bersaglieri 6

19 Febbraio 2016  
**Chiara Bassetti (CNR - Trento)**

***Airport security contradictions, inter-organizational dynamics and techno-organizational change***

The article focuses on everyday work practices within the context of airport security, with a specific attention to techno-organizational change and how the latter may affect highly institutionalized and inter-organizational settings like the considered one. The empirical material on which the article is based comes from the two-year ethnographic research that I conducted at an Italian international airport (April 2013 – March 2015). Data include field notes (380 h. observation), semi-structured interviews with security guards (24) and police officers (14), and video recordings (35.5 h.). Once described the normative and operational scenario, I outline the contradictory pressures characterizing everyday work in airport security from the point of view of the guards and their occupational culture. Then I discuss a case of techno-organizational change concerning Threat Image Projection (TIP), the resistance that it summoned, and its effects on the whole socio-technical system. Finally, I draw some conclusions and suggestions for purposeful and effective change management in organization. I argue that aspects of the socio-technical working order should be innovated: by taking into consideration the change's consistency and coherence with the practices enacted at the workplace and their underlying logic, and by considering technological and organizational aspects in their mutual intertwinement.

**Keywords:** Airport Security; Occupational Culture; Socio-technical Systems; Techno-Organizational Change; Work Practices; Workplace Resistance.

*Brown Bag Seminars 2015/16:* all'ora di pranzo, con il proprio Brown Bag.

A cura di: Laura Sartori, Nicola De Luigi, Roberto Rizza, Dario Tuorto