



# WCQR

## 5<sup>TH</sup> WORLD CONFERENCE ON QUALITATIVE RESEARCH

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### ABSTRACTS BOOK

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5<sup>TH</sup> WORLD CONFERENCE ON  
QUALITATIVE RESEARCH

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## Editorial

Qualitative and mixed research methods have been reaching important achievements throughout the academic world. However, there are still open challenges for multidisciplinary coherence, methodological focus, rigor and systematization towards the holistic integration and quality of research. The World Conference on Qualitative Research (WCQR2021) aims at being an important international discussion forum that sheds light on these and many other challenges in the area. The 5th WCQR took place from 20 to 22 January 2021, in online version, motivated by the COVID-19 pandemic. For WCQR2021, the submission of scientific works was encouraged and focused on i) Qualitative Research in Health (emphasis on the processes of research in the fields of Medicine, Nursing, Geriatrics, Gerontology, Psychology, etc.); ii) Qualitative Research in Education (emphasis on the processes of research in various areas of Higher Education, Basic Education, Assessment, Curriculum, Teaching, Teaching of Sciences, Languages, History, Technology, etc.); iii) Qualitative Research in Social Science (emphasis on the processes of research in the fields of Communication, Linguistics, Sociology, Anthropology, Business Administration, Marketing, Management and Economics, Political Science, etc.); iv) Qualitative Research in Engineering and Technology (emphasis on the research processes in the areas of Computer Science, Information Systems, Electrical Engineering, Software Engineering, civil Engineering and Engineering Education).

The 5th WCQR topics were organized under two major dimensions:

### A) Fundamentals

1. Rationale and Paradigms of Qualitative Research (theoretical studies, critical reflection about epistemological, ontological and axiological dimensions).
2. Systematization of approaches with Qualitative Studies (literature review, integrating results, aggregation studies, meta-analysis, meta-analysis of qualitative meta-synthesis, meta-ethnography).
3. Qualitative and Mixed Methods Research (emphasis on research processes that build on mixed methodologies but prioritizing qualitative approaches).

### B) Operationalization

1. Data Analysis Types (content analysis, discourse analysis, thematic analysis, narrative analysis, etc.).
2. Innovative processes of Qualitative Data Analysis (design analysis, articulation and triangulation of different sources of data – images, audio, video).
3. Qualitative Research in Web Context (e-Research, virtual ethnography, interaction analysis, internet latent corpus, etc.).
4. Qualitative Analysis with the Support of Specific Software (usability studies, user experience, the impact of software on the quality of research and analysis).

Besides regular paper presentations, WCQR2021 held three plenary sessions:

- **“Nurses as a drive of change for better healthcare”**, presented by Adelaida Zabalegui, from the Barcelona University (ES);
- **“Re-thinking Qualitative Research Data through Qualitative Secondary Analysis”**, presented by Kahryn Hughes, from the University of Leeds (UK);
- **“Methodological Innovation or Analytical Creativity? The New Practice-Based Typology of Narrative Analyses”**, presented by Grzegorz Bryda, from the Jagiellonian University (PL).

And four discussion panels:

- **“Feminist Participatory Action Research: A methodology of research and activism”**, by Trimita Chakma, from Asian Center for Women’s Studies, Ewha Womans University (South Korea), Naomi





Joy Godden, from School of Arts and Humanities, Edith Cowan University, (Australia) and Kate Phillips, from Plan International Australia (Australia);

- **“From qualitative methodology to mixed methods in systematic observation of physical activity and sport: An approach to quantizing”** by Teresa Anguera, from the Faculty of Psychology, Institute of Neurosciences, University of Barcelona (Spain), Oleguer Camerino, Marta Castañer, from the National Institute of Physical Education of Catalonia (INEFC), Institute of Biomedical Research Foundation Dr. Pifarré (IRB Lleida), University of Lleida, Lleida (Spain) and Mariona Portell, from the Department of Psychobiology and Health Sciences Methodology, Autonomous University of Barcelona, Cerdanyola del Vallés, (Spain);
- **“Qualitative Research on Preventing Gender-based Violence”** by Maria José Magalhães, Raquel Rodrigues, from Centre for Research and Intervention in Education, Faculty of Psychology and Education Sciences, University of Porto (Portugal), Susana Coimbra, from Centre for Psychology at the University of Porto, Faculty of Psychology and Education Sciences, University of Porto (Portugal) and Isabel Viana, from the Department of Curricular Studies and Educational Technology, Institute of Education of the University of Minho (Portugal);
- **“Data Collection Methods Through Online Modalities”** by David Lumowa, Arceli Rosario, Pavel Zubkov, from the Adventist International Institute of Advanced Studies, Silang, Cavite (Philippines) and Safary Wa-Mbaleka, from the Adventist University of Africa, Nairobi, (Kenya).

Covering the broad scope of themes and issues of Qualitative Research, WCQR2021 aims to be a platform for the exchange of ideas, innovative solutions and enriching the knowledge of its participants. To that end, four workshops were carried out during in the event:

- **“Changing Research Practices for Covid-19”** by Melanie Nind, Andy Coverdale, from the National Centre for Research Methods / Education School, University of Southampton (UK) and Robert Meekin, from the National Centre for Research Methods / School of Social Sciences, University of Manchester (UK);
- **“Critical Self-Reflection in Qualitative Research”** by Anna CohenMiller, from the Graduate School of Education Nazarbayev University, Nur-Sultan (Kazakhstan), and Nettie Boivin, from the Department of Applied Linguistics University of Jvaskaylä, Yvaskaylä (Finland);
- **“Qualitative Research while working from home using webQDA”** by Michael White, from the Research Office, Universidad Peruana Unión (Peru);
- **“Making the Most of Rich Data”** by Fiona Wiltshier, from Timberlake Consultants (UK).

Most of the abstracts are published as a complete paper and can be found in the volume 6 of the New Trends in Qualitative Research (NTQR), and Springer – Series Advances in Intelligent Systems and Computing.

The entire process of research, review and editing is the work of several collaborators and specialists. Therefore, a very well deserved and sincere word of thanks to all those who, directly or indirectly, contributed to the organization of the 5<sup>th</sup> World Conference on Qualitative Research (attendants, authors, committees, partner institutions, sponsors, journals, etc.). Special thanks to the Barcelona University, for the collaboration in the organization of this event, especially considering the limitations created by the pandemic context. We believe that all these efforts are a form of promoting the expansion, integration and quality of qualitative research.

Fábio Freitas  
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## **Learning Assessment: research and educational policy agendas**

Eduardo Moresi (Catholic University of Brasilia), Isabel Pinho (University Aveiro), Vilson Hartmann (Catholic University of Brasilia), Mário Filho (Catholic University of Brasilia), Cláudia Pinho (University Aveiro) and António Pedro Costa (University Aveiro).

### *Abstract*

The theme of Learning Assessment is relevant at research and educational policy levels. Because ensuring global access to education is not enough, we must go beyond by implementing Learning Assessment, with its multiple dimensions, without forgetting the main objective of evaluation: to improve learning, skills and citizenship. This exploratory article intends to map scientific production, in English, on this theme in the Web of Science (WoS) referential base, focusing on the last decade (2010-2020). Starting on bibliometric analysis of the information collected, relevant results were obtained for the identification of review articles, articles with strong semantic and co-citations. From the metadata of these documents, an analysis was made of the co-occurrence of the keywords and the co-citation of these documents. The data were analyzed with the support of various software that allowed us to obtain significant results, in order to select a sample of relevant articles. The main result is a mapping of the theme structure. With this map visualization we can have a big picture and also we can develop a tree diagram to help in organizing categories (and subcategories) into a hierarchical structure approach. The strategy adopted and the results are valuable to locate research topics, within the area of learning assessment. Linking quantitative and qualitative analysis can be maximize with a group of expertise on learning assessment theme. This future collaborative work can bring reach results and build guidelines to make a strong literature review by integrate explicit knowledge (articles content and bibliometric analysis) with tacit knowledge (expert researchers and practices on Learning Assessment).

## **A Process to Estimate the Actual Level of Awareness Towards Privacy and Security of Facebook Users Within the Social Network**

Ramiro Rios-Paredes (Universidad de las Fuerzas Armadas ESPE) and Diego Rios-Salgado (Université de Reims Champagne-Ardenne UFR Sciences Exactes et Naturelles).

### *Abstract*

From an interdisciplinary approach, we propose a process to estimate the actual level of privacy and security of Facebook users. It was based upon a document research, regarding the causes of cyber risks within Facebook and a structured interview in order to systematize two crucial factors: the risk level, which may be generated depending on psychosocial behaviours on Facebook; and the user's level of culture in terms of security and privacy. This process was then applied to a sample of Facebook users and, when comparing their actual level of awareness, related to security and privacy, with their hypothetical level of awareness (that is the one presumed by them); three options were obtained: hypothetical level = actual level, for the 41.15% of the interviewees; hypothetical level < actual level for the 20.35% of the interviewees; and, hypothetical level > actual level for the 38.50% of the interviewees. Conclusions: 1) The iterative application of the guidelines, provided by the Grounded Theory along with Hermeneutics (in assistance with the 'Atlas.Ti' software), allowed to structure a solid foundation for a conceptual model of causes of cyber risks which may be encountered within the Facebook environment. 2) The process is valid and authentically reflects the reality of the Facebook users into three possible scenarios: whether they can have a hypothetical level that coincides with their actual level of awareness; or, they can have a hypothetical level which may be underestimated or overestimated when comparing to their actual level of awareness. Under this context, the risk level for users, who present an overestimated hypothetical level of awareness, may increase when they interact within the social network. 3) The process provides with complementary data which may also contribute to a safer experience for users within the social network.



## **Inclusive Universities only on paper? University Rectors' Discourse about Disability Policies in Spanish Universities**

Azahara Jiménez-Millán (University of Cordoba) and María García-Cano Torrico (University of Cordoba).

### *Abstract*

Higher Education Institutions (HEI) are currently immersed in a change of paradigm whose aim is to include the values of equity and inclusion into the diversity agenda. In this study [1],[2], we contribute to the development of these agendas but from the point of view of the case of disability policies within universities. Our aim is to understand how national legislation is institutionally developed within universities and how it is perceived by their major representatives (University Rectors) in the fields of access, university life and students' progress, teaching staff and non-academic staff. We understand that the study of University leaders' speeches is relevant on account of their capacity to construct dominant speeches and their influence on university life. To do so, a qualitative approach is being used through Political Discourse Analysis, which will be based on: (1) the analysis of data extracted from the institutional websites of the ten public universities in Andalusia, concretely the specific institutional documentation of disability approved by its Government Councils; (2) semi-structured interviews for subsequent coding by means of the programme ATLAS.ti v.8.3. Results show heterogeneity and emerging concretion of the institutional disability policy. Students are the focal point of the speech in terms of access to university, university life, and employability. In relation to non-academic staff members with disabilities, the findings show a lack of mechanisms that allow them to access to such posts. With regards to faculty staff with disabilities, it is evident both in the regulations and in the discourse that such difficulties are not yet resolved in terms of access and development. In conclusion, the findings allow for closer understanding of the complexity of inclusive policies, creating new challenges. Project funded by the Spanish Ministry of Economics, Industry and Competitiveness, entitled "Managing Diversity and Inclusive Education within Universities. Diagnosis and evaluation of institutionalisation indicators". Ref. EDU2017-82862-R. [2] University Teacher Training Grant (FPU-2018) awarded by the Spanish Ministry of Education and Professional Training.

## **Assessing the role of content analysis supported by software webQDA in a multiple case study based on teachers and peer teacher students' perceptions of participation in peer learning projects**

Ana Raquel Carvalho (University Aveiro) and Carlos Santos (University Aveiro).

### *Abstract*

Introduction: The appropriateness of content analysis to qualitative studies, namely to case studies, is enhanced in literature review. However, critique is also evident, particularly regarding possible ambiguity problems related to the coding process. Goals and Methods: Based on this, as well as on the importance of assuring validity in content analysis, this study aims at reflecting on the role of content analysis, as the data analysis technique, and of the Computer-Assisted Qualitative-Data Analysis Software (CAQDAS) chosen for a multiple case study involving five peer learning projects, developed in five Portuguese educational institutions. The perceptions of teachers and peer teacher students regarding participation in those projects as well as the identification of similarities / divergent positions between those perceptions is assessed. Qualitative data analysis software webQDA, chosen to support content analysis in the study, is also assessed regarding its role in the process of assuring the commitment to validity criteria all over the analysis. A semi-structured interview and a survey by questionnaire, created and validated for the study, were the data collection tools used. Results: Results show adequacy of content analysis to the purpose of the study based on the dimension and scope of the content analysed. Due to its systematic and objective procedures of content description, content analysis also facilitated the process of convergence / divergence identification regarding teachers and peer teacher students' perceptions of similar matters. As for the software webQDA, its contributions relate to efficient data import and preparation, agile implementation of coding procedures, visualization and presentation of findings, promotion of in-depth analysis, and assurance of the validity criteria for content analysis, namely stability, reproducibility, and accuracy. Conclusions: Conclusions highlight the significant role of content analysis and of CAQDAS in promoting quality in-depth studies as methodological solutions that are in line with the demands of information society.





## **Learning in research projects in nursing undergraduate education: Integrative literature review**

David Loura (Hospital Dona Estefânia – Central Lisbon University E.P.E), Rafael Bernardes (The Health Sciences Research Unit: Nursing (UICISA:E), Nursing School of Coimbra (ESENfC), Portugal), Cristina Lavareda Baixinho (Lisbon Nursing School and ciTechCare), Helga Rafael (UIDE), Isa Félix (Lisbon Nursing School) and Mara Pereira Guerreiro (Lisbon Nursing School and Interdisciplinary Research Center Egas Moniz (CiiEM)).

### **Abstract**

**Introduction:** The development of research and the evidence-based practice paradigm require the pursuit of critical thinking, problem solving and clinical reasoning in nursing education. The active participation in research projects and the interaction with other disciplines during the undergraduate degree can reduce the translational gap and foster research learning. **Goal:** To identify what nursing students learn from being involved in research projects during their undergraduate degree. **Methods:** Integrative review, carried out according to a six-phase protocol, including a search strategy and eligibility criteria informed by PICO (e.g. inclusion of primary studies and literature reviews concerning undergraduate nursing students only). Data sources were searched using EBSCO, JBI and Scopus. Extracted data were synthesised qualitatively. **Results:** Five heterogeneous non-experimental studies, mainly with a quantitative design (n=4), were included. Studies offered evidence of students' involvement in all phases of the research process. Regardless of the involvement modality, the main outcomes identified were gaining research knowledge and skills, as well as perceived self-efficacy in translating knowledge into clinical practice. Increased awareness and attention in clinical practice, along with constructive criticism and the ability to work with interdisciplinary teams, were also highlighted. Students' participation increased their motivation to conduct research and contributed to the development of a role as researchers. Other benefits identified were optimization of communication, evaluation, clinical observation, data analysis and project implementation skills. The role of the supervisor in guiding students in research projects was described as central. **Conclusions:** Participating in research projects during the undergraduate nursing degree seems to contribute to significant learning, with an apparent impact on future professional competences. The curriculum should offer other strategies than classroom education to develop research knowledge, skills and attitudes. Further research with sounder designs is required to support these findings.

## **Nursing Students and New Technologies: The importance to learning process**

Maria do Céu Sá (Lisbon Nursing School) and Ana Sofia Nabais (Lisbon Nursing School).

### **Abstract**

**Introduction** – The development of science and technology introduced significant changes in the health area and constitute a challenge for the provision of nursing care. In the training of nurses, various types of educational equipment and technologies are used, with emphasis on information and communication technologies (ICT), whose objective is to facilitate the teaching-learning process, complementing traditional teaching methods. Nursing schools aim to prepare future nurses qualified to use the new emerging technologies and work in diverse contexts. **Aim** – This research intended to understand the importance that nursing students attach to ICT in the learning process. **Methods** – Qualitative exploratory and descriptive study was developed. Participants were selected intentionally. The sample consists of 12 nursing students from a Portuguese Nursing School. Individual interviews with nursing students were conducted, and for the treatment of the data was used content analysis. **Results** – The results revealed that students recognize the advantages of ICT in their learning as future health professionals. They mainly use the computer and mobile phone with the aim of conducting research, communicating and conducting an autonomous study, which facilitates the teaching-learning process. E-learning method is considered by students as a facilitator in the acquisition of fundamental theoretical knowledge and technical-scientific skills for nursing practice. The ICT also allows improved decisions in health care, promote a better communication between health care professionals and promote a continuity of nursing care. **Conclusions** – Nursing students consider ICT as facilitating tools not only in the academic context, but also in clinical practice.



## **Participatory process of school children producing a photographic exposition on gender as a collective health promotion action**

Ivone Evangelista Cabral (Federal University of Rio de Janeiro), Elisa da Conceição Rodrigues (Federal University of Rio de Janeiro), Roberto José Leal (Federal University of Rio de Janeiro), Rosilene Rodrigues de Souza (Federal University of Rio de Janeiro), Flora Vianna Leal E Silva (Federal University of Rio de Janeiro) and Julia Maricela Esperón Torres (National School of Public Health).

### **Abstract**

**Introduction:** In Brazilian society, discussing gender as a health promotion issue with children has been very polemic. The challenge remains on overcoming the false gender ideology and generating new knowledge tools based on participation and democracy for overcoming misconceptions. **Goals and methods** to describe the producing process, a photographic exposition on gender and health promotion with school-age children in a primary school in Rio de Janeiro. A participatory-action approach was implemented in 2017 in one philanthropic school. The photovoice was developed as a group dynamic of the creative-sensitive method, with 18 girls and 19 boys (6 to 11 years old) of 240 pupils. The integrated Knowledge Translation (iKT) strategy was implemented to produce an exhibition as a third knowledge generation. After parents of all children formally consented to their participation in activities, the participatory process was implemented in assembly (4), workshop (2), and group dynamic (4). **Results:** They were divided into four groups (from 9 to 10 participants) to manage photography cameras and learned basic techniques with professional photography in a workshop. Then, during break time, a pair of children took pictures of the situations in the school community for five minutes. After that, the research team downloaded 300 pictures from eight digital cameras. The picture selection criteria were aesthetic quality, without persons' identification, which results in 125 no-repeated images. In another assembly, children voted on 25 pictures for exhibiting to the school community. Those images were displayed according to gender categories (role, stereotype, identity, relationship) discussed between the research team and children in a group dynamic. **Conclusion:** Democracy principals were implemented by sharing voices with children step-by-step of research. For producing a photographic exposition, they had decided not only about the gender common sense they had in mind but also problematized on gender categories discussed in the group dynamic.

## **Information Strategies: the perspective of the person with chronic obstructive pulmonary disease**

Cristina Saraiva (Lisbon Nursing School) and Deolinda da Luz (Lisbon Nursing School).

### **Abstract**

**Introduction.** Health literacy is essential for promoting the quality of health care because it facilitates communication between health professionals and users. The low level of health literacy is prevalent in people with COPD. This influences the ability to understand the information on non-adherence to the therapeutic regimen, late awareness of the prognosis, the increase in hospital readmissions and the dependence on health care. **Goals.** For a safe, effective, and appropriate transmission of information, we intend "To analyse how health literacy levels affect the ability to understand and access to information, in view of the needs and preferences of people with COPD". **Methods.** To identify the information needs, we conducted a qualitative, exploratory, and descriptive study using semi-structured interviews and interpretative and semantic analysis of the content. **Results.** Two dimensions were defined, knowledge and information. In the information dimension, we identified three 3 categories: transmission, level of understanding and strategy. In this last category, we outline the subcategories: hearing, reading, digital technology, proximity resource and demonstration. **Conclusion.** Five preferred strategies were identified, of this population, regardless the level of health literacy. In the results found, there is a strategy of the association of oral transmission with demonstration, repetition and return, complemented with written information, with simple, clear sentences and illustrated with images or photographs, which best contributes to the knowledge and understanding of the information. The proximity resource, also valued, as a strategy for clarifying doubts, on time, since the use of digital technologies, are the least sought after because they are believed to be less credible. Access to health information centred on person's preference, promotes learning and skills for adequate informed decisions.



## Mapping a Research Field: exploring Covid-19 subject through scientometrics

Eduardo Moresi (Catholic University of Brasilia) and Isabel Pinho (University Aveiro).

### Abstract

COVID-19 emerged at the end of 2019 and represents a serious global threat, with an impact on public health, in the search for vaccine and treatment, in strategies to prevent the spread of infection, in travel, in business, at work and social behaviors. In order to collect relevant scientific information about coronavirus research fronts, this article presents a scientometric analysis of data collected from Scopus. An exploratory analysis was carried out, based on the metadata of 20,438 documents (articles, reviews, conference papers and conference reviews), from 1951 to March 2020. The data were treated with the support of CiteSpace that allowed us to obtain a global view of the evolution of publications, the co-citation point for further exploration. The following research fronts have been identified: middle east respiratory syndrome coronavirus, severe acute respiratory syndrome corona, murine coronavirus spike protein, sars-cov main protease, human coronaviruses, epidemic diarrhea virus, human enteric coronaviruses, dromedary camel, other species, neurotropic coronavirus, transmissible gastroenteritis virus. However, a new survey was conducted in August 2020, revealing an impressive increase in the number of publications, 48,185 documents. In 2020 and 2021, 27,957 documents (articles, reviews, conference papers and conference reviews) were indexed, more than all the literature previously published. United States, China, Italy and United Kingdom presented the largest number of documents. The main subject areas are: Medicine (48,1%), Biochemistry, Genetic and Molecular Biology (7,9%), Social Sciences (6,3%), and Immunology and Microbiology (6,0%). Now, the main research fronts identified by the analysis of the document co-citation network, supported by Citespace, are: pharmacological treatment, chest computer tomography, cov-2 spike protein, mesenchymal stem cell, lymphocyte subset, wastewater surveillance, venous thromboembolism, pregnant women, neurological manifestation, mental health, covid-19 pandemic. It's concluded that a disruptive phenomenon like Covid-19, imposes a quali-quantitative approach for a more precise identification of the research fronts.

## The Implementation of the Bologna Reform in Portuguese Higher Education Institutions: The QSR NVivo in the Analysis of Institutional Narratives

Sandra Maria Gouveia Antunes (CI&DEI – Center for Studies in Education and Innovation, Polytechnic Institute of Viseu), Paula Marques dos Santos (CEPESE, Polytechnic Institute of Viseu), Anabela Fernandes Guedes (Department of Social Sciences, Polytechnic Institute of Viseu) and José Paulo Lousado (CISed – Digital Services Research Center, Polytechnic Institute of Viseu).

### Abstract

This work attempts to present the process and the results of the content analysis of 27 Bologna Reform Implementation Reports of 8 Portuguese Higher Education Institutions (PHEI) aiming the identification of procedural standards in the adequacy of the Institutions to the various lines of action established by the Bologna's political-educational Reform and the knowledge of the extent of the adequacy they carried out. Accordingly, the work assumes the following sectioned structure: 1) the objectives set for the study and for the analysis; 2) the theoretical framework which supported the analysis; 3) the methodological design of the analytical project; 4) The main evidences found. Based on the assumptions of the humanistic-interpretative methodology and theoretically indebted to Laurence Bardin's theoretical conceptualization on the principles and procedural phases involved in content analysis, this work additionally highlighted the advances of the computer-assisted qualitative data analysis movement (CAQDAS) and had NVivo 10.0 software to aid the analysis. The partial results show common trends or patterns and subtle differences in the adequacy undertaken by the various PHEI and in the various teaching subsystems, denoting the focus of their narratives on the impacts experienced in the teaching-learning processes, and the changes which were introduced in their institutional structures. Keywords: Content analysis, CAQDAS, NVivo, Bologna Reform, Higher education.





## **Concepts of Health, Integrality, and Care in Primary Health Care: local managers' perceptions**

Janaína da Câmara Zambelli (Federal University of Goiás), Pedro Henrique Brito da Silva (Federal University of Goiás), Nelson Filice de Barros (State University of Campinas) and Ellen Synthia Fernandes de Oliveira (Federal University of Goiás).

### *Abstract*

Health promotion, especially in Primary Care, has been emphasized to integrate health care since the publication of the National Policy of Integrative and Complementary Practices in the Unified Health System (SUS) in 2006, which included 29 complementary therapies. Although Brazil has made significant advances in adhering to this policy to align with international trends, some challenges regarding its effective implementation have been observed. Among the challenges are the stumbling blocks in the conceptual and practical bases guiding the work of the local Primary Health Care (PHC) service managers to construct community health integrality. Therefore, this study aimed to analyze the perceptions of health, integrality, and care of local managers who do not provide or no longer provide complementary therapies in PHC services. This exploratory study with qualitative data analysis was carried out in the Metropolitan Region of Goiânia, Goiás State, Brazil, through semi-structured interviews with 24 local PHC network managers. Data were collected from November to December 2018. The content was analyzed through the thematic analysis technique, with support from NVivo© software. The results show that managers' health concepts and perceptions are directed towards the well-being and quality of life. Integrality and care are directly related to care provision, and managers put them into practice daily during the work process. It appears that the perceptions are still rooted in the reproduction of actions and practices centered on the biomedical model, which seems to hinder the effective entry of new care models, such as complementary therapies.

## **Learning Qualitative Research: Perceptions and Expectations of Master's Degree Students in Educational Psychology**

Ana Pereira Antunes (University of Madeira and Research Center for Child Studies-University of Minho) and Sara Barros Araújo (Polytechnic Institute of Porto and Center for Research and Innovation in Education).

### *Abstract*

Introduction: Qualitative research in Psychology has increased and become more visible. Despite the recognition of its importance in psychological studies, it is still often presented to students as a less privileged way of doing research, with quantitative research occupying a predominant place. Goals: The main purpose of this study was to analyse the perceptions of students about Qualitative Research and their expectations about a specific course of Research Methods. Methods: In this qualitative study participated 10 students (8 women and 2 men) attending a course of Qualitative Research, in a Master's Degree in Educational Psychology, at a Portuguese Public University, in the academic year 2019/2020. Informed and voluntary consent was ensured and the data were collected through individual written narratives, following the presented guidelines. Then, narratives were analysed by two coders, through content analysis, using inductive and deductive processes to organise the categorisation system. As a consequence, five main topics were defined: Characterisation of Qualitative Research; Importance of Qualitative Research; Importance of Qualitative Research in Psychology; Expectations about the course of Research Methods; and Importance of that course in the 2nd cycle in Educational Psychology. Thus, each of the researchers proceeded to a new categorisation of data, following a process of discussion and comparison of the categories and subcategories proposed, until agreement was reached. Results: Students revealed some notions about Qualitative Research related to the purpose of the investigation, the methodological process, the subjective nature of the reality, the idiographic perspective and the role of participating researcher. Students showed positive expectations about the course related to the acquisition of Qualitative Research knowledge and skills, and the practical application of that knowledge, namely in the master's dissertation. Conclusions: Students showed some knowledge about Qualitative Research but specific and targeted training is needed to clarify and deepen their knowledge.





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## **Homeschooling in Brazil and Portugal: A Modality that is Expanding in the Context of the Pandemic**

Maria Celi Chaves Vasconcelos (University of the State of Rio de Janeiro) and Fabrício Chaves Vasconcelos (University of the State of Rio de Janeiro).

### *Abstract*

In most Western countries, the 19th century marks the beginning of compulsory schooling combined with the structuring and organization of education systems under state domain. This process has its apex in the 20th century, when in some countries, such as Brazil and Portugal, compulsory schooling is consecrated. With the school crisis, starting in the 1970s, a movement of de-schooling began, in which several families claimed the right to educate their children at home, without them attending a school institution. This movement gained media space, both in Brazil and Portugal, in the mid-2000s, without, however, attracting sympathizers beyond the supporters' associations and was widely criticized in the educational environment. The social isolation resulting from the pandemic that hit the world in 2020, closing public and private institutions, caused families to be confronted with the reality of homeschooling. Thus, the central objective of this study is the investigation of the permission and limitations to this modality of homeschooling in Portugal and Brazil. The method used refers to a qualitative, exploratory and bibliographic investigation that takes the legislation of the two countries as its main sources. It is noted that homeschooling has become the only option for families in the context of the pandemic, bringing new reflections on the subject and demonstrating the legal contradictions that involve this practice in countries like Brazil and Portugal, which today have different guiding policies, the former, being prohibited and subject to penalties by the laws in force, especially those dealing with the protection of children and adolescents; and the latter, consented based on the constitutional principle of freedom to learn and teach, although viewed with prejudice and restrictions.

## **Qualitative Method Enhanced by Artificial Intelligence: An Experience Report**

Victoria Grassi Bonamigo (Pontifical Catholic University of Paraná), Deborah Ribeiro Carvalho (Pontifical Catholic University of Paraná) and Marcia Regina Cubas (Pontifical Catholic University of Paraná).

### *Abstract*

**Introduction:** Concepts contribute to maintaining knowledge and are constantly changing. Several conceptual analysis methods are used to clarify concepts, however, they are better applied to non-complex phenomena, but complex phenomena are common in healthcare. To improve the understanding of these phenomena, the conceptual detail is used, aiming the standardization of the concept. **Objective:** The aim of this article is to discuss a mixed method developed and employed to develop a theoretical network model of the concept of gender violence. **Goals and Methods:** From a systematic search, 195 concepts of gender violence and substitute terms were collected, which were analysed based on Rodgers' evolutionary theory. It was used the function of discovering association rules of the Knowledge Discovery in Databases process, a method supported by artificial intelligence, to identify consequential and causal relationships between antecedents, attributes and consequences identified in the previous conceptual analysis. The interpretation and validation of the discovered rules for gender based violence was carried out through content analysis. The conceptual analysis was represented in the mind map format, in order to provide a broad view of the essential attributes of gender violence. **Results:** This mixed method made it possible to use substitute terms for the term "gender violence", enhancing conceptual analysis. The use of artificial intelligence resources allowed the identification of relationships between the construction of the concepts included in the analysis, enabling understanding of the phenomena. As a concept gender violence is related to a progressive violence that takes different forms, as physical violence, psychological violence, economical violence and sexual violence, in a patriarchal context.



## **Higher education in qualifying Civil Protection skills – a methodological research model**

Manuel Ribeiro (Institute of Education and Sciences of Lisbon (ISEC Lisboa)), Ana Paula Oliveira (Institute of Education and Sciences of Lisbon (ISEC LISBOA)) and Paulo Gil Martins (Institute of Education and Sciences of Lisbon (ISEC LISBOA)).

### **Abstract**

**Introduction:** The knowledge of the educational processes and mechanisms resulting from training in Civil Protection in higher education in Portugal constitutes the referential framework of this article. **Goals and Methods:** Centered on the analysis of Civil Protection courses at ISEC Lisboa, the study seeks to measure the impacts on the professional activities of the graduated students. Methodologically, the research work is based on an extensive analysis, favoring, in an integrated way, qualitative methods, evaluating the perceptions and social representations of students and employing institutions, and statistical information of sociographic, socioeconomic and socio-functional character of a representative sample of the study universe, students with a degree in Civil Protection Engineering and a Master in Risks and Civil Protection. **Results:** As expected results, it is intended to develop a theoretical-analytical model, framing and comparing a professional appraisal of the qualifications and skills of graduates, with the corresponding assessment of the programmatic and thematic contents of the courses. Know the strengths, and weaknesses, that the professionals with qualifications acquired in these courses present, in order to better adapt the training contents to the demands of the labor market, in this vital area of the safety of people, goods, vital infrastructure and environment, is the purpose of this investigation. **Conclusions:** In the case of an evaluative incursion of teaching models, it is expected, and desirable, that the results to be achieved will allow the definition of guidelines and improvement of the curricula of the courses, adapted to the realities they feed and, concomitantly, can reflect a greater proximity between academic and scientific knowledge and technical and operational practice.

## **A qualitative study of factors that condition the acquisition of healthy eating habits in people with severe mental disorder**

Mireia Vilamala-Orra (Medical Center Foundation), Cristina Vaqué-Crusellas (University of Vic – Central University of Catalunya) and Ruben del Rio Saéz (Osona Psychopedagogical Medical Center Foundation).

### **Abstract**

**Introduction** The adoption of unhealthy diets is related to the appearance of metabolic alterations, a factor that contributes to the high rate of comorbidities among people with severe mental illness. Knowing the conditioning factors allows the development of food education programs adapted to the needs of the person; **Goals** Explore and contrast the opinions of professionals and users of mental health services in relation to the factors that determine the adoption and maintenance of eating habits in people with severe mental disorder, and identify the most efficient strategies for changing habits; **Methods** Descriptive study through data collection and qualitative analysis. The data was obtained by conducting 6 discussion groups, two semi-structured scripts were used. A thematic analysis was carried out. The coding process was carried out independently by two researchers; **Results** 23 people related to mental health services and 30 professionals from different care areas participated. Six main themes come off: 1) Knowledge about healthy eating against eating practices, 2) Association between healthy eating and health, 3) Factors that condition positively the acquisition of healthy eating habits, 4) Factors that condition negatively the acquisition of healthy eating habits, 5) Efficient educational strategies, 6) Complexity of food approach; **Conclusions** Users and professionals identify various conditioning factors in changing habits, related to the behavior and capacities of the person, to factors inherent to the disorder, and with external attributes related to the social and community environment. Professionals and users agreed on the need to promote healthy eating. Knowing the predisposition and the conditioning factors to adopt a behavior change is essential for the design of efficient health interventions.



## Evolution of Coping Strategies After Breast Cancer Diagnosis

Elena Torralba-Martínez (Autonomous University of Barcelona) and Núria Codern-Bové (Autonomous University of Barcelona).

### Abstract

**Introduction:** Breast cancer is the most frequent in Spanish women. Addressing the disease and its consequences depends on the woman's ability to cope. **Objective and Method:** The objective of this study was to understand the evolution of coping strategies throughout the disease process and its effect on the adaptation of women to breast cancer. A phenomenological and interpretive study was carried out. 13 women diagnosed with breast cancer during 2016 were interviewed in a hospital in Barcelona. The audios of the interviews were transcribed verbatim and in their original language. A thematic content analysis was carried out on them with the support of the Nvivo v.12 program. **Results:** The main categories identified were eight coping strategies and three phases of the disease. Women's perception of breast cancer changes over time, which is related to the evolution of women's coping strategies. In the acute, diagnostic phase, there are multiple coping strategies used, and the acceptance of responsibility is exclusive to this phase. In the extended phase, during treatment, social support, distancing and planning strategies predominate. Finally, in the permanent phase, during the follow-up, distancing strategies stand out and positive reassessment is appreciated as a strategy typical of this phase. **Conclusions:** The evolution of coping strategies is associated with the resignification that the disease receives in each phase. The particular use of each strategy will allow the woman to adapt to the disease over time. The qualitative methodology allows us to delve into the meanings that each woman attributes to the disease and the particular use of coping strategies to achieve adaptation to the disease.

## Health literacy and post acute myocardial infarction care

Vanêssa Piccinin Paz (Federal University of Paraná), Maria de Fátima Mantovani (Federal University of Paraná), Nen Nalú Alves Das Mercês (Federal University of Paraná), Veronica de Azevedo Mazza (Federal University of Paraná) and Ângela Taís Mattei da Silva (Federal University of Paraná).

### Abstract

**Introduction:** Myocardial infarction (AMI) is one of the main cardiovascular complications and immediate treatment is essential, since delayed care is associated to a worse prognosis. The search for health care by people who have suffered a heart attack is related to the way they experience and understand the illness and how much it affects their daily lives. **Objectives:** Relate the knowledge and care taken by people who have suffered AMI with health literacy. **Method:** Qualitative descriptive study conducted in February- May 2018 with 12 young adults aged 18-65 who suffered acute myocardial infarction. For data collection, a semi-structured questionnaire, an interview guide and a field diary were used. After the interviews were transcribed and read in full, the statements were returned to the participants for approval; for lexical analysis, the participants' reports were read and the text corpus was created, and for insertion of data in the analysis software, the software *interface de R pour les Analyses multidimensionnelles de Textes et de Questionnaires (IRAMUTEQ\_0.6-alpha3)*<sup>(R)</sup> was used, and content analysis was later performed. The statements were analyzed according to the following steps: pre-analysis, exploration of the material or coding and treatment of the results, and interpretation. The characterization of the participants was presented in tables and analyzed using descriptive statistics, with the aid of Microsoft Excel (R) 2010. **Results:** Six classes were then generated and the class named "(Un) knowledge and (Un) care regarding Health Literacy" was selected for presentation. **Conclusions.** Low health literacy is directly related to people's understanding of their illness and their relationship with care, which influences the perceptions of these individuals about disease severity and, consequently, the search for health services.





## **Discourses analysis from the decolonial perspective**

María Noel Míguez Passada (University of the Republic).

### *Abstract*

The decolonial perspective emerged towards the end of the 20th century, faced with the need to generate a collective production for the analysis of particularities of a Global South colonized by a Global North in constant expansion. The concepts of Global North and Global South are used to recognize differences in between epistemes, using the South like a “metaphor for human suffering systematically caused by colonialism and capitalism. It is a South that also exists in the global geographic North. The geographic Global South contains not only the systemic suffering caused by global colonialism and capitalism, but also local practices of complicity with them” (De Sousa Santos 2009, p. 12). This “decolonial turn” has been producing theoretical-methodological, ethical-political and epistemological-ontological tools from a Global South in the process of deconstruction of the analytical imperatives of knowledge, power and being imposed by the Global North.. (Objectives) In this sense, this work aims to generate a collective reflection around other ways of analyzing social phenomena, focusing on the analysis of discourses. Being a purely theoretical presentation, the methodological specificities will be part of the methodological-epistemological deconstruction of the decolonial perspective. This “turn” used for the analysis of discourses, offers the possibility of understanding sensations, emotions and perceptions of people while the words arise in interviews, participant observation, motivational groups, etc. (Results) The awakening of the Global South to the internalized ideologies of the Global North generates new ways of understanding reality and working on it. It is a struggle against the required oblivion of subjects relegated to non-existence in this modern / colonial world. Discourses analysis from decolonial perspective gives the possibility to stress absolute truths, and ways of qualifying and classifying the social frames from the knowledge production of the Global North. The pluriversality, questioning of universality, promotes the analysis and understanding of other societies, such as those of the Global South, towards new horizons of meaning.

## **Emotions and Interpersonal Communication of People with Disabilities included in the Labor Market**

Marta Alexandra Gonçalves Nogueira (ESECS-IPLeiria) and Célia Maria Adão de Oliveira Aguiar de Sousa (ESECS, CRID, CICS.NOVA.IPLeiria).

### *Abstract*

**Abstract:** The inclusion of people with disabilities in the labor market is now understood as a key aspect for social inclusion, economic independence and the resulting valuation and personal fulfillment of these people. In this assumption, due to the scarcity of existing studies and in view of the disadvantage experienced by people with disabilities in inclusion in the labor market, we tried to explore and understand how the labor market welcomes them, what emotions are felt and how they manage them during the journey and to know how to communicate in this context. The adopted methodology is of qualitative nature and design of case study, having as participants fifty workers with disabilities, who interact in a concrete scenario, the workplace, more specifically a hypermarket. Of the total, thirty are male (60%) and twenty female (40%), with ages mostly between 40-49 years (46%) and between 30-39 years (28%). With regard to the type of disability, about half of the participants have Mental or Intellectual Disabilities (50%); followed by participants with physical or motor disabilities (32%); with Visual Impairments (10%) and Hearing Impairments (8%). The disabled worker needs assistance in their integration, so it is essential that the internal communication transmits to the worker in question and his colleagues, positive feelings towards the organization, making them understand that inclusion also depends on the actions of each one.





## Visual Narratives in Education: A Systematic Literature Review

Marina Mota (University Aveiro), Cristina Manuela Sá (University Aveiro) and Cecília Guerra (University Aveiro).

### Abstract

**Introduction:** This study does a systematic literature review on visual narratives, in the context of education. The research focuses on articles published in scientific journals, in the English language, between the years of 1999 and 2020, available in the Scopus and Web of Science databases. **Goals and methods:** The objective of the study was to understand how the scientific community has been working on this theme, regarding the potential of using these resources in education. It was necessary to conceptualize and characterize the didactic resources associated with visual narratives, as well as to understand the objectives and main results of studies that explore this thematic. After applying the inclusion and exclusion criteria, nineteen articles were selected from both databases. All articles should focus on the study of visual narratives to promote learning. **Results:** The results show varied disciplinary areas, but there is a predominance of Biology and Health using these kinds of resources for learning. As for the objectives and main results of the studies, the focus is on verifying if the students understood the information more effectively, and if there was an engagement in that process. In addition, the awareness of values and the development of competencies were also important aspects of these studies. **Conclusions:** It was concluded that visual narratives have the potential to explain complex concepts and keep students interested in the learning process. In addition, the importance of fully understanding the context of the application of these resources is emphasized in order to be successful in planning actions related to didactics and the verification of their educational impact. This work is financially supported by National Funds through FCT – Fundação para a Ciência e Tecnologia, I.P. under the project UIDB/00194/2020

## Educational Action Research in Teacher Development of Assessment Methods for Medical Residents

Bruna de Sá Duarte Auto (Faculty of Medicine Federal University of Alagoas), Maria Viviane Lisboa de Vasconcelos (Faculty of Medicine Federal University of Alagoas), Ana Lydia Vasconcelos de Albuquerque Peixoto (Faculty of Medicine Federal University of Alagoas) and Maria de Lourdes Fonseca Vieira (Faculty of Medicine Federal University of Alagoas).

### Abstract

A residency is a specialization in medical training that requires teacher training in the content of the discipline, the ability to prepare students to learn, interact with other health professionals and understand the situation of the National Health System (SUS). A well-prepared process is an effective tool to guarantee the competence of the future specialist and ensure teaching quality. **Objectives:** Analyze the medical resident assessment system, with a view to promoting teacher training in assessment methods. **Methodology:** This is an educational action research (teaching-research) conducted with pediatric medical resident teachers/preceptors in a university hospital. The stages consisted of: 1) Identifying the assessment methods used in the medical residency, applying a structured questionnaire to the teachers and preceptors; 2) Creating the intervention (workshop on assessing clinical skills and feedback); and 3) Assessing the intervention. Data analysis consisted of simple statistics and content analysis based on Kirkpatrick's method. **Results:** There was collective concern among participants about the assessment methods of the residents. None of the teachers/preceptors used systematized assessment of clinical, psychomotor or affective skills of the medical residents, and none of the preceptors were formally trained in assessment. The workshop developed as a training strategy in assessment, with a focus on the Objective Structured Clinical Examination (OSCE) method, obtained a positive reaction from the participants and all were willing to use it with the residents. **Final comments:** In order to solidify the assessment system, continuous training must be offered, and in this respect, educational action research proved to be a valuable contribution. Instituting systematized assessment with feedback makes it possible to identify and correct any skill deficiencies in the residents. In addition, preceptors must be made aware of their role as educators and assessors.



## **Contribution of educational action research (research-teaching) for including home care in the curricular matrix of dental courses**

Franklin Regazzone Pereira Lopes (Faculty of Medicine of the Federal University of Alagoas), Maria Viviane Lisboa de Vasconcelos (Faculty of Medicine of the Federal University of Alagoas), Célia Maria Silva Pedrosa (Faculty of Medicine of the Federal University of Alagoas) and Cynthia de Jesus Freire (Faculty of Medicine of the Federal University of Alagoas).

### **Abstract**

Education, especially at the university level, should be in line with the reality experienced by the population, notably in terms of training professionals to treat patients with special needs. The Home Care Service, Ordinance no. 825/2016, provides healthcare to individuals in their home and involves a series of health promotion measures, in addition to disease prevention and treatment. Analysis of Dentistry courses reveals curriculum gaps, primarily in training professionals to treat patients with special needs. The present study proposes to contribute to implementing home care in dental course curricula. This is an educational action research (teaching-research) with dental students concluding the tenth period of the course (supervised internship) at a health unit of a municipality in Northeastern Brazil. The students were initially submitted to a semistructured interview to determine their level of understanding about dental home care. Next, they took part in group discussions with the supervising team for instruction on dental home care in patients with disabilities. At the end of the internship, participants underwent a second interview for assessment of the intervention executed. Content analysis was used to evaluate the interviews. Final considerations: the results of this action research demonstrate the possibility of including home care in the dental course curricula and the contribution of the internship to the future performance of dental surgeons. Qualitative analysis showed that the students were able to value the practical experience and understanding of the social reality acquired in the service, but these perceptions caused concern due to the lack of theoretical knowledge, which is not part of the dental curriculum.

## **A child with Cerebral Palsy in Arts Education Programs: Building Scaffoldings for Inclusion**

Davys Moreno (University of Aveiro), António Moreira (University of Aveiro), Oksana Tymoshchuk (University of Aveiro) and Carlos Marques (The School of Arts of the Calouste Gulbenkian Conservatory of Music, Aveiro).

### **Abstract**

In order to contribute to the Inclusive Education of Children with Special Needs in the Arts Education Programmes of Music in Portugal, an Action-Research project was started in 2018. With this work we intend to characterize the child that originated the study and to relate their characterization with studies obtained in the literature review, whose theme is the inclusion of children with Special Needs in music teaching. For that, we started with a literature review. The studies considered in the teaching of music highlighted the lack of training of teachers as the greatest barrier to an effective inclusion. Some studies point out some facilitating responses like the use of assistive technology, software and musical technologies. We also sought authors to help us reflect on the learning processes of the child, their development (psychological functions and maturation of the child), the specific relationship between adult and child (scaffolding) and social interactions in the context in which they live. The analysis of "Vygotsky's Cognitive Development Theory" and "Urie Bronfenbrenner's Ecological Theory of Human Development" presented us with this possibility. Besides the literature review, nine interviews were carried out, considering the person in charge of education and the different education and health professionals who work with the child. All information compiled was organised and studied through content analysis supported by Computer-assisted Qualitative Data Analysis Software on the webQDA platform. The results highlight the importance of using assistive technology, music software, adapted musical instruments, etc., to be used in the learning of music, as we found in the literature. They also point out the need for individualised support (people), the need to promote the skills of the professionals working with the child, the accessibility of spaces and the adaptations of programmes. We propose the development of training courses to promote Inclusion.



## **Experiences of working conditions in musicians of a Symphony Orchestra of Ecuador; a phenomenological approach**

Janeth Fernanda Jiménez Rey (Department of Public Health University of Guadalajara,),  
Mónica Isabel Contreras Estrada (Department of Public Health University of Guadalajara) and  
Miguel Alfonso Mercado Ramírez (Department of Public Health University of Guadalajara).

### *Abstract*

In our study we will know the experiences of the working life conditions of the musicians of a Symphony Orchestra of Ecuador, due to their national and international cultural significance, who are immersed in some risk factors. The need to promote the design and implementation of public policies is considered imperative. The objective is to understand the working life conditions of the musicians of the symphony orchestra. The study methodology is qualitative with a phenomenological design. A perspective that goes etic and emic is employed. Results, the analysis of qualitative data was obtained through three phases: description, reduction or theming, and interpretation. Conclusions, that the relationships lived as a family are the main axis of cultural heritage, and with their coworkers, coexistence translates into joys, emotions, competition, ego, fame and above all sacrifice. In the lived space they are rehearsals and concerts, in which they have dedicated many hours to their profession, sacrificing normal situations at their age from a very young age. Findings, of working life conditions, are the ergonomic risk factors predominantly due to the presence of injuries due to osteomucular disorders frequently noted, which lead to absenteeism from work, for recurrent periods. However, the codes that emerge in the in-depth interviews, It is the love of music, regardless of its sacrifice and the discipline that its profession implies.

## **Aging and chronic diseases: from vulnerabilities to fragility**

Marta Maia (University Institute of Lisbon (ISCTE-IUL) Anthropology Research Network Center (CRIA)).

### *Abstract*

Chronic diseases such as HIV infection or diabetes increases the risk of developing comorbidities earlier than the general population. In turn, it can anticipate the onset of disability and increase a social and psychological vulnerability. Aging also tends to be linked to social vulnerability, and situations of discrimination. Aging, disease and discrimination can lead to a deteriorated identity, discredit and isolation, which can increase people's fragility, understood as a multidimensional entity that includes the physical, physiological, psychological and social dimensions. The research on people living with HIV was conducted in France, and coordinated by Rommel Mendes-Leite. Data collection was carried out in 2013 at three hospitals in the Lyon region, where 45 peoples, women and men aged 50 years or more were interviewed. Data analysis followed the Grounded Theory method. The research on people living with type 1 and type 2 diabetes was conducted by me in Lisbon, Portugal, in a hospital and in a health center. I conducted 30 semi-directive interviews between 2018 and 2020. A content analysis was carried out, following the Grounded Theory. Looking at the results, there are several points in common, related to the issues of limitations and suffering caused by chronic diseases and aging: social isolation, impoverishment, the importance of medical monitoring and relationships with professionals health, and the therapeutic management needed in long-term illnesses. The management of chronic diseases is linked to the: socioeconomic status, education level, living environment, gender, place of residence, etc. These factors have varying importance depending on the baggage of values, beliefs and knowledge each individual carry. The result is a set of representations and ways of doing that have a subjective side but that are also defined by the context of life. This work was developed within the framework of the strategic plan of ISCTE-IUL, CRIA, UIDB/ 04038/2020.





## **Corporate Social Responsibility and Good Governance Practices in State-Owned Enterprises in Portugal**

Ana Paula Ferreira (Higher Institute of Social and Political Sciences) and Ana Lúcia Romão (Higher Institute of Social and Political Sciences).

### *Abstract*

This research aims to explore the concept and the different perspectives of corporate social responsibility and good governance practices in state-owned enterprises in Portugal, given its relevance in national economic activity. A diagnosis of these companies' practices and disclosure policies was carried out, with regard to environmental, social and governance (ESG) issues. The methodology focuses on the combination of content analysis matrices in order to validate the quality of non-financial disclosure regarding ESG practices and to set the companies' transparency index. This approach may be used by other similar studies, regardless of the type of entity, in the public or private sector. This evaluation model, based on content analysis of the different types of information disclosed on the companies' web pages, assumes two distinct stages. In the first stage, assigning score methods were developed to estimate the degree of compliance of companies in matters of disclosure, as well as the level of transparency. The second stage, based on the construction of indexes by group, will allow evaluating the quality of the information disclosed. It was concluded that a significant part of companies does not disclose all the information legally required on their websites, access is not always direct and, often, information is out of date. Although larger companies are quite transparent in the dissemination of information and have assumed a greater number of environmental and social commitments, some of the public sector companies are not yet contributing to the good implementation of public policies or to the dissemination of good practices in the economic, social and environmental fields. Summing up, it was not possible to consider state-owned companies in Portugal as the best example in good governance practices and disclosure policies of ESG issues.

## **Assessing teachers and peer teacher students' perceptions of their motivations and participation impact in peer learning projects: the role of content analysis supported by WebQDA**

Ana Raquel Carvalho (University of Aveiro) and Carlos Santos (University of Aveiro).

### *Abstract*

Introduction: According to literature review, the number of studies focusing on Computer-Assisted Qualitative-Data Analysis Software (CAQDAS) as well as on clear descriptions of how these tools can be used is still scarce. Besides this, despite the recognition of content analysis for its appropriateness to qualitative studies, several authors refer to ambiguity problems, mostly related to the subjectivity of the coding process, which may interfere with the assurance of the validity criteria of stability, reproducibility and accuracy. Goals and methods: This study is predominately methodological and focuses on a segment of the results of a multiple case study, involving five peer learning projects, implemented in five Portuguese educational institutions; and on the re-flection on the role of content analysis, as the chosen data analysis technique, and the support of qualitative analysis software WebQDA, particularly regarding the assurance of the validity criteria of reproducibility and accuracy. By means of a semi-structured interview and a survey by questionnaire, this study aims at assessing teachers and peer teacher students' perceptions of motivations to integrate the projects as well as of the contributions resulting from participation, regarding benefits and major challenges; and analyse the role of content analysis, supported by software WebQDA, in identifying these teachers and peer teacher students' convergent/divergent perceptions. Results: Results show there is clear convergence of teachers and peer teacher students' perceptions regarding the three variables assessed, particularly as for participation benefits. It is also evident that teachers and peer teacher students' perceptions diverge in matters related to specificities of the role assumed in the projects. The contribution of software WebQDA was particularly significant re-garding the transparency, structure and systematization facilitated. Conclusions: Conclusions enhance the role of content analysis and of software WebQDA for promoting reflexive and in-depth analysis of the collected data and for assuring replication of the study.





## **Early School Dropout in Portuguese Vocational Education: what keeps students away and what brings them back to school**

Catarina Mangas (CICS.NOVA.IPLeiria-iACT, CI&DEI, ESECS Polytechnic of Leiria), Sara Mónico (CICS.NOVA.IPLeiria; APCEP, ESECS, Polytechnic of Leiria), Carla Freire (CI&DEI, CICS.NOVA.IPLeiria-iACT, ESECS, Polytechnic of Leiria) and Sandrina Milhano (ESECS, CICS.NOVA.IPLeiria, CICS.NOVA).

### *Abstract*

Reducing early school leaving rates is one of the challenges of European policy agendas, which have established that all Member States are not to exceed the 10% barrier by 2020. The European project – Orienta4Yel – developed by 5 countries (Spain, Portugal, Germany, Romania and the United Kingdom), was created with the purpose of contributing to the reduction of the percentages of school dropout through the development, implementation and evaluation of innovative methods and practices. In Portugal, the study, with qualitative characteristics, was carried out in seven schools with professional courses in the region of Leiria, and data were collected through individual and group interviews to elements of the directions/boards, teachers and students. Through this methodology, we sought, among other objectives, to understand the risk factors for the early school leaving of these young people and/or their peers and find out about the possibilities of promoting the re-entry of young people in professional courses. The content analysis shows that the factors that most contribute to the risk of early school leaving are related to family issues (structured families, low incomes and low academic level), personal issues (low self-esteem, demotivation and lack of interest and life goals of students) and structural issues (poorly adequate curricula, excessive workload and high theoretical component of the courses). Participants also identify the existence of structural, institutional, social, family and personal factors that can stimulate the desire of young people to re-enter education, namely the need to adapt training pathways according to the specificities and needs of young people, which promote a closer approach to school, as well as the crucial role of the family in bringing young people closer to school life.

## **From research to practice: qualitative methods for complex thinking in 'real-world' interventions**

Ana Teixeira de Melo (Centre for Social Studies, University of Coimbra).

### *Abstract*

Many qualitative approaches and methods have been developed as alternatives to the positivistic, reductionist modes of research. They were developed to capture and understand the complexity of the world, while embedding the research process in modes of activity congruent with and capable of performing such complexity. In this paper, we propose that many practices habitual to qualitative researchers can be transferred, adapted and integrated into the development of new tools, strategies and resources specifically aimed at supporting and promoting the practice of complex thinking, for the management of change, towards positive and sustainable outcomes, in the context of 'real-world' interventions (e.g. policy-making; program development and evaluation; clinical interventions). Qualitative methods are not new to the toolkits of many program developers and evaluators of real world interventions, namely those informed by more systems oriented and complexity informed modes of thinking. Following the work of Edgar Morin and building on contributions from systems and complexity science, a recent framework proposes the operationalisation of complex thinking through the practice of a coupling relationship with the world that not only attends to but also enacts particular properties of the complex world. An increased coherence and complexity in this coupling is said to lead to more positive actions even in the face of uncertainty and partial information. Strategies familiar to qualitative researchers ('qualitative thinking') could be more fully integrated into our natural modes of thinking and contribute to the development of operational tools for the practice of complex thinking. We will explore contributions from particular practices attending to: the complexity of the observer (e.g. reflexivity, multipositioning); structural complexity of the thinking (e.g. variety/multidimensionality; relationality; recursiveness); causal complexity (e.g. emergence; historicity; circularity/parts-whole relations); dynamic complexity (e.g. process and dynamics; ambiguity and uncertainty); ethics, aesthetics; and narrative complexity (e.g. differentiation and integration; identity; flexibility and openness).



## **Biases Catalogue for employment**

Basil Andrea (Reading) and Stephen Gulliver (BISA Informatic).

### *Abstract*

This investigation demonstrates the outcome of the rigour cycle in pragmatics design science research framework, where cyber-ethnography integrated into Hevner design science research framework. The study aims to identify issues in the employment selection process, understanding both sides of the story Jobseeker and Managers, employing qualitative interpretivism ethnography study merged with cyber ethnography or net ethnography. So the data collections depend on several sources, includes, observation, survey, online ethnographic interview, online media, like YouTube, Facebook, etc. until methodological saturation reach. An increasing number of groups (e.g. feminist, LGBT, black life movement, etc.) have rightly argued that they are victims of discrimination as a result of bias. So, allowing biases to continue in employment selection is illegal; this is an area that needs to be better understood and managed by businesses leaders. Hence, the outcome of this study considers as a catalogue/manual of biases that have an impact on employment selection. The identified biases through ethnographic study have been verified if they existed, first in a peer-reviewed articles. Otherwise, triangulated with different sources of data. This step is eliminating the researcher and method biases because of ethnography methods prone to bias due to participant observation. The outcome of the study reveals that seventy-two biases have a direct and indirect impact on the employment selection process. Additionally, the current employment selection process and principle is a legacy process required modification. Bear in mind this part of the study aims to identify issues and generalised them under biases name, not to theorise or hypotheses. Later this list will be used in the design science phase. Finally, the process revolutionises the ethnographic study from fieldwork to office work depends on technology which is the tools in COVID-19 times.

## **Dynamics of Development of Young Teachers Applying an Electronic Diary during Practice**

Ilona Tandzegolskienė (Vytautas Magnus University) and Asta Lapėnienė (Vytautas Magnus University).

### *Abstract*

The search for the connection between experience, studying environment and the change in practical activity has been based on the provisions of the representative of pragmatism Dewey (1959), who says that learning process is determined by problematic situations, when the existing experience is not sufficient and there is no knowledge how to deal with them. Thus the search for the best ways of reaction to a new situation has been carried out. With the aid of e-diary the students are encouraged to tell their daily experiences which are being analysed and discussed later. Identification and analysis of the problematic situations provide the students with the assumptions to reflectively evaluate their practical activity, to modify it and not to repeat the same mistakes in the future. Thus with the aid of e-diary the student are provided with the possibility to go through all stages of experiential learning model (Kolb, Fry, 1975): The transition from one stage to another is strongly influenced by existing cooperation relations in online learning. E-diary is the means of student's communication both with the teachers and with other students. The response of the teacher or other students to the situation which has occurred in practice becomes a stimulus to go from one stage of experiential learning to another. Online cooperation plays an important part in gaining the experience, analyzing it, searching for solutions and receiving a constructive feedback from other team members.

## **Perception of Participation in Virtual Focus Groups (VFG)**

Lana Montezano (University of Brasília), Antonio Isidro (University of Brasília), Ricardo Ken Fujihara (Faculty SENAC-DF) and Eloisa Gonçalves da Silva Torlig (University of Brasília).

### *Abstract*

Qualitative research needed to adapt to the virtual format to avoid interruptions due to the need for social isolation from the COVID pandemic. The objective was to present the perception of participants in



virtual focus groups regarding difficulties, disadvantages, advantages, and suggestions for improving future VFG. It is a descriptive qualitative research with data collected in 4 open questions applied by electronic questionnaire within three virtual focus groups conducted with the Microsoft Teams tool, lasting approximately 2 hours each, and having 4 to 5 participants per group. Thematic categorical content analysis was carried out. The sample consisted of 13 professionals working in the thematic area of research (innovation in the public sector), being 62.5% male; 53.8% with specialization; from two Brazilian states (61.5%-DF / 38.5%-ES); 69.2% from federal and 30.8% from state organizations. The main difficulties were related to internet connection problems and lack of knowledge of the tool, while 61.5% reported that they had no difficulties. The possible disadvantages listed were: technical problems (internet, energy, audiovisual quality), risk of losing focus on the meeting, duration of the meeting, lack of familiarity with the tool used, loss of dynamism in the group interaction; 46.2% inform that there is no disadvantage. The main advantages were related to the participation of people from different cities, lower cost, less time and greater comfort for the participant, use of tools that allow video interaction and use of presentation and recording to record the collected data. The suggestions made by the participants were related to the availability of previous material, limit and profile of participants for VFG, interaction dynamics and use of the Zoom tool that is more familiarized by organizations. The research contributed to identify the challenges and possibilities of using VFG in research, allowing more effective planning and conduction of qualitative virtual collections.

## **Feminist Participatory Action Research: A methodology of research and activism**

Trimita Chakma (Ewha Womans University), Naomi Godden (Edith Cowan University) and Kate Phillips (Plan International Australia).

### *Abstract*

Feminist human rights movements around the world are using Feminist Participatory Action Research (FPAR) to generate knowledge and action to strengthen their movements, challenge power structures, increase their impact, and inform transformational change. FPAR is a cyclical methodology of collective planning, acting, observing and reflecting, whereby women document lived experiences of injustice and take action to demand their human rights and inform structural change (Lykes & Hershberg 2012; Reid, Tom & Frisby 2006). FPAR combines research, gender justice and activism (Chakma 2016), and can be used by feminist social movements to develop, implement and evaluate strategies to challenge and transform patriarchal power. FPAR is an iterative, democratized methodology, and research participants are 'co-researchers' and 'activist researchers' who collectively generate knowledge and action as experts in their own lives (Godden 2017; Kirby 2011). FPAR involves a range of participatory and creative data collection and analysis methods that encourage diverse participation and inclusion. Some examples include drawings, Photovoice, social mapping, timelines, storytelling, focus group discussion, reflective journaling, roleplay, mime, theatre, dance and song. In FPAR, these methods are implemented by and with women, and the data are collectively analysed and reported. FPAR uses tools such as power mapping and critical pathways for activists to develop, implement and reflect on strategies to build social movements, advocate for just and equitable policies, and influence decision-makers. FPAR shifts the power of knowledge generation from academic researchers to communities. The panel session will critically examine experiences of FPAR: 1. Context: The panel will discuss the theory of FPAR, including FPAR concepts, key principles, research cycles and creative, participatory methods. 2. Case studies: The panellists will share presentations of case studies of FPAR in Australia, Asia and the Pacific. 3. Moderated discussion about the outcomes, issues and challenges of FPAR in practice. 4. Audience comments and questions.

## **Feminist Phenomenology: Building a Case for Using Feminist Epistemology for Knowledge Construction about Rural Women**

Neha Nimble (Tata Institute of Social Sciences).

### *Abstract*

Borne out of my doctoral thesis, this paper adds to the methodological nuances within feminist epistemology by illustrating the use of feminist phenomenology as primary methodological paradigm





to research rural women. The paper describes the research process undertaken within a research paradigm constructed at the intersection of feminism and phenomenology. Bringing feminist lens to do a phenomenological study that describes plural experiential accounts of women from their individual socio-spatial standpoints, it argues that using feminist phenomenology allows describing and analysing the common and differential lived experiences of the participants in the study. Additionally, the paper brings to attention the significance of the relationship between the situatedness (socio-economic and cultural standpoints) of the researcher and the researched in capturing reflexivity. It is argued that knowledge is not created in vacuum and the ways in which researcher and researched interact with each other lead to continued construction of the research process and results in knowledge construction that is informed by dialogical and dialectical interaction with no hierarchical position given to researcher. By giving power and preference to the words of the participants, feminist phenomenology gives authority to women over knowledge construction about them. Overall, the paper argues that knowledge construction is not the realm of only researcher herself but is result of an interactive journey undertaken by both researcher and participants, both of whom are conscious of their lived realities and identities. Therefore, the knowledge created about the experience of a common experience may be similar in some parts for participants and also differential for others.

## **Perceptions of professionals about gender violence from a ludic and educational game**

Lucimara Fornari (School of Nursing of the University of São Paulo) and Rosa Fonseca (School of Nursing of the University of São Paulo).

### ***Abstract***

**Introduction:** Violetas is a cooperative and strategic game, which aims to subsidize learning about gender violence. It also allows for the exchange of experiences among public policymakers and other professionals dealing with gender violence. **Objectives:** To identify and analyse the perceptions of professionals about violence against women, under gender category. **Methods:** This is a qualitative study, part of a larger project entitled "Potentials and limits of the game Violetas for confronting gender violence". The participants were professionals responsible who assist women in situations of violence at the institution called Casa da Mulher Brasileira (CMB). Data were collected in the three CMB: Brasília, Campo Grande and Curitiba. Filled forms, digital images and sound recordings were used in the mixed data collection modality: critical-emancipatory workshop and participant observation. After the transcriptions, the data treatment was performed according to the thematic content analysis technique with the support of webQDA software. **Results:** In total, thirty professionals from different sectors of the institutions participated in the research. An empirical category emerged: Perceptions of professionals in relation to violence against women. In this category, participants considered that violence against women is based on gender stereotypes reinforced by biological differences. They recognized female subordination in public life through salary and job differences, and in private life through responsibility for domestic activities and care of children. The discourses also addressed issues related to the objectification of the female body and sexual and reproductive rights. According to the participants, violence against women causes feelings of blame, helplessness, isolation, confinement and pain. They believe that women's empowerment is a possibility to confront the problem. **Conclusions:** The game provided reflections on the different expressions of gender violence in the public and private life of the women. Hence, this is an important technology in training and qualifying professionals about the thematic.





## **Barriers and facilitators for implementation of a Computerized Clinical Decision Support System in lung cancer multidisciplinary team meetings – A qualitative assessment**

Sosse Klarenbeek (Radboudumc, Department of Medical Imaging), Olga Schuurbijs-Siebers (Radboudumc, Department of Pulmonary Diseases), Michel van den Heuvel (Radboudumc, Department of Pulmonary Diseases), Mathias Prokop (Radboudumc, Department of Medical Imaging) and Marcia Tummers (Radboudumc, Department of Health Evidence).

### **Abstract**

**Background:** Oncological computerized clinical decision support systems to facilitate workflows of multidisciplinary team meetings (MDTMs) are currently being developed in the Netherlands. To reach successful implementation of these CDSSs in MDTMs, this study aims to: a) identify barriers and facilitators for successful implementation for the use case of lung cancer; and b) provide actionable findings for an implementation strategy. **Methods:** The Consolidated Framework for Implementation Science was used to create an interview protocol for CDSSs in lung cancer MDTMs and to analyze the results. Semi-structured interviews were conducted among various health care professionals involved in these MDTMs. A total of 26 professionals participated in the interviews. The transcripts were analyzed using a thematic analysis following a deductive approach. **Results:** The main facilitator for implementation of the CDSS was considered to be easy access to well-structured patient data, and the resulting reduction of MDTM preparation time and of duration of MDTMs. Less impact of the CDSS was expected on the quality of lung cancer services generated by MDTM decision making. Main barriers for adoption included incomplete or non-trustworthy output generated by the system and insufficient adaptability of the system to local and contextual needs. Actionable findings for an implementation strategy were a usability test involving key users and a validation study in the organization's real-life setting prior to roll out. **Conclusion:** Using this CDSS in lung cancer MDTMs was expected to increase efficiency of workflows. Successful implementation is dependent on the reliability and adaptability of the CDSS and involvement of key users in the implementation process.

## **Discovering CAQDAS – what can be helpful for a novice user of computer aided qualitative data analysis software?**

Jakub Niedbalski (University of Lodz) and Izabela Ślęzak (University of Lodz).

### **Abstract**

**Introduction** Our deliberations are primarily meant for all researchers who are just trying to implement their own research projects using programs from the CAQDA family. In their case, it may be a good idea to have free software distributed under an open license. **Goals** Our intention is first of all to present free and fully functional tools. We would like to share our experiences and comments, giving a concise description of several exemplary programmes, as well as to assess their utility assets and present useful tips on how to select the most appropriate program for a given researcher. **Methods** Our speech is of a reviewing and explanatory nature. It is based on observations made during our workshops and classes, as well as our personal experience as CAQDAS users. In the methodological layer, it combines the ethnographic and self-ethnographic dimensions. **Results** When conducting classes or workshops, we often hear repeated questions: "Is CAQDAS worth using and why?" and "Which program to choose?". After collecting extensive experience, we can say that using CAQDAS makes the process of data analysis more systematic and transparent which contributes to continuous thinking about data and an in-depth analysis. However, the choice of a given programme is an individual matter. Much depends on what the needs of a particular researcher are, and this in turn depends on the methods they use, the issues they undertake and their personal preferences. **Conclusions** Selecting a program we should think about the software functions we will actually use. It is also worth testing various programs. At the same time, using CAQDAS requires a certain amount of effort to learn about the environment of given software but also to change habits regarding organization of a researcher's workshop.



## **Going beyond a conflict of approaches in psychiatric care : the perks of interdisciplinary research**

Heloise Haliday (University of Burgundy – Lab Psy-DREPI EA 7458) and Lise Demailly (University of Lille – Lab CLERSE UMR 8019).

### *Abstract*

Psychiatric care in France seems to be torn between two conflicting approaches defended by professionals themselves : the first one, based on psychodynamic theories, pleads for a “relational” (Sassolas, 2019) or “artisanal” (Venet, 2020) psychiatric practice, refusing standardized protocols and evaluation on the basis that they erase professionals’ subjectivity at work. The second one, which relies on neurosciences and an evidence-based approach (Leboyer & Llorca, 2018), argues professionals only progress and achieve best practices through the standardization of their therapeutic interactions with patients, either using scales or e-mental health tools. To investigate the reality of day-to-day professional/patient interactions in French psychiatric services, we conducted a qualitative study based on interdisciplinary data gathering and analysis in five psychiatric sectors. The two researchers involved, a sociologist and a clinical psychologist, shared a single ethnographic methodology (Beaud & Weber, 2017) consisting in field observations, note-taking and semi-directed interviews with mental healthcare workers (psychologists, psychiatrists, nurses, nursing assistants...). We will explain how we combined a descriptive paradigm grounded in Ughetto’s sociology of activity (2011) and Bourdieu’s theory of practice (Bourdieu, 2015) on one side, and psychodynamic psychology’s clinical interpretations on the other side, to answer our research question. We will in particular focus on the way this combination, which implied a certain “trouble of having a psychologist sharing field work” (Dasen, 2019) enabled us to draw a typology of “therapeutic styles” beyond the apparent dichotomy between psychodynamic and scientific approaches, as well as offer a clinical interpretation of this currently undergoing conflict in psychiatric care. We will finally propose that a certain degree of formalization, understood as a way for pluriprofessional teams to stay creative in their interactions with patients while building shared mental models (Mathieu, Heffner, Goodwin, Salas, & Cannon-Bowers, 2000) of care, could be a fruitful alternative between improvisation and standardization.

## **Balancing Research Productivity and Teaching by Faculty: A Case Study in Higher Education in Southeast Asia**

Prema Gaikwad (Adventist International Institute of Advanced Studies).

### *Abstract*

Knowledge production is one of the prime missions of higher education whether private or private universities. Such expectations place increasing demands on faculty to balance teaching and research. Both environmental and personal characteristics contribute to research productivity of faculty in HE, based on the theories of cognitive motivation and social motivation. The purpose of the study is to examine these individual and institutional conditions that positively or negatively impact faculty research productivity, and to discover how faculty balance research productivity and teaching. Using a qualitative case study, the mechanisms used by the faculty of a private institution of higher in South-east Asia, in coping with research production is explored. The focus of the case in the study is the process of managing two of the primary professional responsibilities of faculty members: research productivity and teaching. The bounded system consists of the institution, the faculty, and pertinent documents and artefacts. Data collection tools are (a) an open-ended online survey of ten items and five background questions, to all the faculty of the institution who consented to respond, (b) two individual face to face interviews (unstructured) with faculty members who have demonstrated high research productivity, and (c) two focus group discussions, one group composed of high research productivity faculty members and the other of less research productivity. The data obtained from the online open-ended survey is analyzed using the content analysis and data condensation procedure. The data from the individual interviews and the two FGDs are analyzed using the constant comparative analysis. The results of the study contribute in creating an advantageous combination of individual and institutional conditions that will result in greater faculty research productivity in higher education.



## Perspectives on e-Leadership: An Exploratory study with Leaders and Followers

Ana Marisa Machado (Universidade do Porto – FPCEUP) and Catarina Brandão (Universidade do Porto – FPCEUP).

### Abstract

**Introduction:** Leadership plays a central role in the strategic approach of the growing technological adoption, virtually linking the organization and workers (e-leadership). Nevertheless, being a somewhat under approached topic in research and at the initial phase of development, leaders and followers face countless uncertainties regarding how to position themselves and navigate this emerging virtual context. **Goals and Methods:** This research explores the perspectives of leaders and followers regarding (1) e-leadership and (2) the dimensions or factors associated with it, namely concerning technology, context and competencies and characteristics of the online leader. We conducted a qualitative exploratory case study that delves into the perspectives of leaders and followers. Data was collected in an organizational setting through semi-structured and electronic interviews with five leaders and two followers who currently or in the past developed work tasks through technology. Data were later examined using categorial thematic content analysis. This allowed us to systematically and objectively describe the phenomenon of leadership in its increasingly interdependent relation with technology by the perspectives of leaders and followers. **Results:** Data analysis showed that, to our participants, technology, when used to lead, has context-specific advantages but also disadvantages, influencing everything from communication to formalization practices. Informants also identified six aspects that influence e-leadership and three e-leaders' characteristics (instrumental competencies, social skills and specific strategies) associated with its positive results. Furthermore, the leaders expressed different perspectives on their role. **Conclusions:** Our work raises the veil on the multidimensional nature of e-leadership, especially at an individual level (integrating leaders and followers' perspectives). Nevertheless, several potentially relevant insights to organization level policies and strategies were also gathered. Overall, exploring this new way of working and relating disregarding obsolete models is now and will prevail fundamental to organizational prosperity, further enabling responses to tackle global challenges such as turnover and talent retention.

## Teaching Theories of Nursing Teachers Working in Private Higher Education Institutions in Hong Kong

To Keung Chan (Caritas Institute of Higher Education).

### Abstract

**Introduction:** Quality of learning outcomes is positively related to the teaching and learning approaches. However, Hong Kong nursing teachers seldom evaluate their teaching approaches. Through appropriate and well-adjusted teaching and learning strategies, the learning experiences of nursing students can be improved, which will eventually enhance the critical thinking abilities of students and safeguard patient safety. **Goals:** The goals of this study are to explore the learning experiences of nursing students and the teaching theories of nursing teachers who are working in private institutes of higher education (HEIs) in Hong Kong. The results serve as a knowledge base of reflections on how to better implement a student-centred learning approach in nursing education. **Methods** Study design: The study is a qualitative research with hermeneutic phenomenological approach. Participants are invited by snowballing strategy. Learning experiences from two focus groups of nursing graduates have been explored. Moreover, their learning experiences are used for the formulation of interview questions for exploring teaching theories of nursing teachers. With the use of five scenarios, the teaching theories of twelve Chinese nursing teachers have been explored through in-depth interviews. **Data Analysis:** The narratives collected are explored through thematic analysis, classifying the teaching theories and learning issues into different themes with critical analysis. The factors contributing to the teaching theories and the challenges of teaching practices have been primarily explored. **Results and Conclusion:** The preliminary results indicate that students are dissatisfied of the learning experiences. Moreover, nursing teachers are employing vague personal teaching theories which are basically a teacher-centred learning approach. Their personal teaching theories are inheritably driven by professional and administrative bases. Most teachers espouse theories of student-centred learning but still employing Instructivism through traditional classroom teaching.





## **Fall risk management in nursing homes: results of action research**

Cristina Baixinho (Lisbon Nursing School – Portugal), Maria Dos Anjos Dixe (Leiria Polytechnic Institute), Carla Madeira (Hospital of Vila Franca de Xira), Silvia Alves (Hospital of Vila Franca de Xira) and Maria Adriana Henriques (Lisbon Nursing School – Portugal).

### **Abstract**

**Introduction:** The evidence about risk factors and preventive measures to control risk, falls, secondary injuries and their severity have been productive, but have not been translated into the clinic. The prevalence of falls in nursing homes remains high and with serious consequences on the loss of functionality and quality of life in institutionalized elderly. **Goals:** Identify fall risk management practices in nursing home; Design, implement and evaluate a fall risk management program in nursing homes. **Methods:** Action research study. Participants were professionals and elderly from a Portuguese nursing home. For this communication we present the data from the first phase: diagnosis of the problem, that allows identifying the model in use. Data collection was carried out through participant observation, interview and application of scales. **Results:** The teams do not systematically identify the risk of falling and decide, individually and occasionally, the preventive measures. There is a concern with the control of environmental risk and difficulties in preventive practices during the supervision of the elderly's daily activities. The team discusses the occurrence of falls, blaming themselves for them, but is not in the habit of sharing information about risk and preventive measures. The health team guides the introduction of some measures, but the process of delegating tasks is not clear in order to ensure safety. After a fall episode, professionals expect a decline in the elderly's functionality but do not monitor it. The fall phenomenon causes fear in professionals and the elderly, the former opt for a paternalistic attitude of overprotection and the latter decrease activity – both processes push the elderly to a high degree of fragility and dependence. **Conclusion:** Clarifying the model in use to manage the risk and fall increases the understanding of the problem and guides the interventions to be included in fall risk management program.

## **The use webQDA in the 4C's Tourism Destination Competitiveness Matrix applied to the Destination Oporto**

Diamantino Ribeiro (CEFAGE – Universidade de Évora), Luiz Pinto Machado (Universidade da Madeira) and Pedro Henriques (CEFAGE- Universidade de Évora).

### **Abstract**

Until the beginning of 2020, the world panorama of tourism had enormous growth potential. There was an increasing pressure on tourist infrastructure and related services, so that competitiveness in the travel and tourism sector was seen both as a powerful economic tool and a driver of growth, and as a risk to the continued development of the industry if it were not to be managed in a sustainable way. In this context, it was (and it still is) important to understand and analyse the differentiating and enhancing factors of the competitiveness of a tourist destination, in this case of Oporto. Faced with the difficulty of applying theoretical models to analyse the competitiveness of tourism destinations, it was decided to deepen the study of those models and, with the support of a panel of experts, we've created the "4C's Tourism Destination Competitiveness Matrix". This article addresses, from the point of view of theoretical context, the issue of the competitiveness of tourism destinations, Oporto as a tourism destination and qualitative research in the tourism sector. Then, the creation of the 4 C's Tourism Destination Competitiveness Matrix is synthetically introduced and, finally, we present the results of the content analysis of the results of the convenience sample (that supported the validation of the new Matrix) – using webQDA. The use of the qualitative analysis software, webQDA, made it possible to obtain clues or trends of opinion about the competitiveness of the destination 'Oporto', allowed to demonstrate the potential of the tool, and to infer that it will be possible to obtain important and significant data in a larger sample.





## **Humanization of Care in Pediatric Surgical Program: “LET YOUR PARENTS ACCOMPANY YOU!”**

Montserrat Fabregas (Parc de Salut Mar), Mangeles López Vilches (Parc de Salut Mar) and Esperanza Herranz (Parc de Salut Mar).

### *Abstract*

**Introduction** Pediatric surgery restarted at Hospital del Mar in 2019 after being stopped since 2013. Most surgeries are ambulatory major surgeries and children are accompanied by their parents until the entrance to the surgical block. From June 2020 and after the Covid-19 pandemic where all pediatric activity at the center was stopped, it was decided to restart surgery and improve the process so that one of the two parents can accompany the child until anesthetic induction in the operating room itself. In this way, the child should not be separated from parents so kids, parents and professionals have the opportunity to live the experience calmly and safely. **Goals** Humanize and increase the quality of the pediatric surgical process so that parents, children and professionals enjoy a calmer and safer environment that helps the procedure. **Methods** Satisfaction questionnaires are conducted on parents and children undergoing surgery. Professionals who experienced the previous and current processes are interviewed about their feelings. **Results** Surveys of relatives and children show acceptance and satisfaction in this process. Professionals report a high degree of satisfaction avoiding the separation between children and parents, detecting a decrease in the need for premedication / sedation and greater safety in the surgical process. **Conclusions** The fact that parents accompany children to the operating room is a positive experience in all the issues involved: parents, children and professionals.

## **From qualitative methodology to mixed methods in systematic observation of physical activity and sport: An approach to quantizing**

M. Teresa Anguera (University of Barcelona), Oleguer Camerino (University of Lleida), Marta Castañer (University of Lleida) and Mariona Portell (Autonomous University of Barcelona).

### *Abstract*

In recent years there have been tough contests and steely academic works due to the radicalization that took place among supporters of the qualitative and quantitative methodologies. The field of physical activity and sport has not been left behind, and the literature shows us this radicalism. For several decades, systematic observation in physical activity and sport was characterized by qualitative-quantitative radicalism. Our approach has always been directed to mixed methods, and even when the expression had not yet been coined, in the eighties, we were already inclined to create a bridge between the qualitative and quantitative shores, which attracted harsh criticism of radical positions of both kinds. It seems like a distant story, but it has been continually relived. The emergence and rapid expansion of mixed methods in recent years as a field of knowledge has promoted the creation of a very favorable atmosphere for research in all areas, and specifically, also in physical activity and sport. In previous works, we have proposed that the observational methodology can be considered as mixed method in itself, attending to the QUAL-QUAN-QUAL macro-stages in which it is structured. Researchers in physical activity and sport are increasingly aware that the growing scientific competitiveness of the current moment must be taken into account. Hence, we propose as objectives to base the passage from qualitative research to mixed methods, to do it rigorously, and to strive for objectivity, delving into the quantizing.

## **Reflections about conducting qualitative research during pandemic times as part of an extension project in the rural community of San Ramón de La Virgen de Sarapiquí, Costa Rica**

Patricia López Estrada (Instituto Tecnológico de Costa Rica), Lady Fernández Mora (Instituto Tecnológico de Costa Rica) and Estefanía Pérez Hidalgo (Instituto Tecnológico de Costa Rica).

### *Abstract*

Conducting qualitative research has drastically changed during this pandemic. Not only have conceptualizing and designing become challenging practices, but also dealing with the processes of



data collection and analysis have presented challenges. The extension project titled “Diagnosis of the linguistic needs of San Ramón de La Virgen de Sarapiquí”, aimed at collecting qualitative data during 2020 to determine the linguistic needs of the community. The main goal was to contribute to the design of an exclusive English Program to empower the members of the community to better deal with entrepreneurial projects based on rural tourism. The data of this exploratory study were collected and triangulated through a focus group interview, an online survey, and document gathering, and used thematic analysis (Braun & Clarke, 2006; Clarke & Braun, 2013) to organize the linguistic needs. WebQDA (Costa & Souza, 2019) was used to conduct digital semantic coding for the data collected during the focus interview. As the study took place amid the pandemic, some methodological adaptations took place to carry out data collection under the “new normality”. The extension group reflected and designed specific protocols for the community members to engage them into technology use and present the results as comprehensive descriptions of the linguistic needs of the rural community. Nowadays, qualitative research should become a more reflective practice, and the participants –as well as their contexts– must be considered, as this pandemic is changing the way qualitative research is perceived and conducted.

## **Listening between the lines: how a theoretical framework prevents superficial analysis in qualitative research**

Nienke Moernaut (UGent).

### *Abstract*

**Introduction:** Qualitative researchers strive hard to be taken serious within the field of clinical psychology. Therefore, they typically want to avoid to be accused of being biased. This results in a big focus on bracketing theoretical background and personal assumptions as much as possible. However, this fear of being theoretically biased often leads, in our opinion, to rather superficial analyses. **Goal:** We will argue how making use of a theoretical framework improves rather than limits the quality of qualitative research. We will use our own research regarding the experience of negative symptoms in psychosis as an example. **Methods:** We conducted semi-structured interviews with 12 psychotic patients about their experiences of negative symptoms. Interviews were analyzed by means of Interpretative Phenomenological Analysis. The research team has a theoretical background in psychoanalysis and phenomenology and extensive knowledge regarding common theories on negative symptoms. Despite noticing links with theory, our analysis of individual cases remained as close to the words of the participants as possible. Our synthesis of the different cases started atheoretical, but we soon moved to a more theoretical inspired approach as this did more right to the data. **Results:** Participants preferred to talk about supposed causes of negative symptoms (i.e. secondary negative symptoms), while avoiding to talk about the actual experiences. Based on our theoretical framework we could make sense of this, hypothesizing that negative symptoms are characterized by the impossibility of language to grasp these experiences. The failure of the narrative thus became the central theme in our analyses. **Conclusion:** An atheoretical analysis would have led to the classical primary versus secondary negative symptoms division and would as such have been of little added value. Our theoretical approach, however, created a deeper insight in the experience of negative symptoms, by providing a lens through which to approach the data.

## **From Emergency to the Community: Nursing care that promotes safe transition of the person with increased vulnerability**

Cristina Monteiro (Hospital de Vila Franca de Xira), João Rosado (Hospital Universitário Lisboa Central), Pedro Teixeira (Hospital de Vila Franca de Xira) and Melissa Fernandes (Hospital de Vila Franca de Xira).

### *Abstract*

Readmission to the emergency department after discharge is high, having presented itself as a problem in our reality. In this sense, an attempt was made to understand which nursing interventions, described in the literature, are necessary to ensure continuity of care after discharge from this service, in order to avoid this phenomenon. **Objective:** To identify the risk factors for readmissions to the emergency department and describe the interventions that guarantee continuity of care



after discharge from the Emergency Department, and select which of these are shown to prevent readmission. Methodology: Integrative literature review, following protocol in the search engines Medline Complete, CINAHL Complete and gray literature. The final bibliographic sample for analysis consists of a total of 7 articles. Results: They demonstrate that it is necessary to first correctly identify a set of risk factors, these being personal history, polymedication, the current life situation, age, level of dependence, risk of falling and cognitive function, with scales such as ISAR, ESI, Katz showing that help assist nurses in decision making. Nursing interventions should also focus on follow-up telephone calls, where a nurse is responsible for promoting the management of the therapeutic regime, helping with the management of the disease and symptoms, carrying out a general assessment of the state of the person, although in the literature it was especially the existence of an expert nurse in the transition of care that accompanies that person at home that led to better results. Conclusion: The evidence recommends that the existence of structured interventions and an effective articulation of care between the Emergency Department and the Community are good practices to implement and bring health gains in the studied population, reducing readmission to the ED, however there is a need to deepen research at this level, and to implement transitional care programs.

## **Audio-Recorded Diaries in Kenya: Using a Socially Distanced Approach to Data Collection in a Low-Income Setting**

Lila Rabinovich (University of Southern California's Center for Economic and Social Research (CESR)).

### **Abstract**

The COVID-19 pandemic has restricted opportunities for traditional qualitative field research. In an ongoing study led by a team at USC's Center for Economic and Social Research, we have been studying the personal financial management practices and preferences of low-income women in Kenya, through in-depth interviews and focus groups. Recognizing the significant economic challenges now facing households with low and uncertain incomes globally, we added a new module to our study to examine how women are coping financially on a day-to-day basis with the health and economic emergency unleashed by the pandemic. In order to comply with social distancing guidelines, we deployed a solicited diaries approach to data collection. Solicited diaries aim to elicit every-day experiences on particular themes, and allow the capture of in-depth personal perspectives in the context of day to day activities, emotions and interactions. Specifically, we used "audio recorded diaries", an adapted diary approach to account for literacy constraints and limited access to personal computers. A sample of twenty of our existing sample of women were asked to submit entries every day for a total of one week. The diaries helped us understand what financial services women still use or rely on during this time, what barriers they may experience to accessing financial services and products, and what supporting intervention they may benefit from. Two follow-up interviews provided additional opportunity to delve into diary entries in greater depth. In addition to outlining our findings, the presentation will discuss the audio-recorded diary approach, challenges and opportunities faced in its deployment in our study setting, adaptations, and lessons for use in Kenya and elsewhere.

## **Hybrid teaching with active methodologies in health education graduate courses: strategy for teacher development in the assessment of learning and feedback**

Maria Viviane Lisboa de Vasconcelos (Faculty of Medicine of the Federal University of Alagoas), Célia Maria Silva Pedrosa (Faculty of Medicine of the Federal University of Alagoas), Bruna Sá Duarte Auto (Faculty of Medicine of the Federal University of Alagoas), Silmara Santos Vieira (Faculty of Medicine of the Federal University of Alagoas), Tiago Perez Leitão Maciel (Faculty of Medicine of the Federal University of Alagoas) and Cynthia de Jesus Freire (Faculty of Medicine of the Federal University of Alagoas).

### **Abstract**

Introduction: The training of health professionals requires professors to have pedagogic knowledge and skills. In the work dimension of professors, assessment integrates the teaching-learning process, in addition to providing information that contributes to improving their performance. Objective: Analyze





the effectiveness of blended learning as an assessment learning teaching strategy for graduate students. Methodology: This is an intrinsic educational single case study with a qualitative approach, in which professors from the Health Education graduate course provided assessment training to 20 graduate students (teachers and preceptors) from the Health Teaching Assessment discipline. For teacher development in assessment learning, a hybrid approach was adopted involving in-person activities interspersed with moments of on-line production. The in-person activities initiated with three workshops using the station rotation strategy based on Miller's pyramid. The virtual activities were characterized by the production of texts on student assessment methods. The following research instruments were used: a structured questionnaire with open-ended questions, Kirkpatrick's training evaluation model and the professor's diary. The data obtained were submitted to content analysis. Results: Only 20% of the graduate students reported previous knowledge of assessment. All the individuals considered the strategy used to be adequate and relevant for the teaching of the proposed content, promoting the acquisition of knowledge, skills and attitudes, which they used in their work (Kirkpatrick level 3). Final considerations: The transformation of practices depends essentially on teacher training in assessment methods. This qualitative case study demonstrated that active methodologies make it possible to solidify the desired content and provide greater team interaction in an academic setting.

## **The Use of Information And Communication Technologies by Medical School Professors in the Teaching and Learning Process**

Weidila Siqueira de Miranda Gomes (Faculty of Medicine of the Federal University of Alagoas),  
Andréa Marques Wanderley Freaggadolli (Faculty of Medicine of the Federal University of Alagoas),  
Divanise Suruagy Correia (Faculty of Medicine of the Federal University of Alagoas) and  
Maria Viviane Lisboa de Vasconcelos (Faculty of Medicine of the Federal University of Alagoas).

### **Abstract**

Introduction: Information and communication technologies (ICTs) enable the generation of a large volume of information and knowledge. In the health professions, especially in the medical area, information and knowledge are produced at very high speeds, requiring permanent updates to the professional training process. This study aimed to analyze the use of ICTs by federal medical school professors in the teaching-learning process. Methodology: this is a case study with a qualitative approach. The sample consisted of 22 professors who completed a semistructured questionnaire containing 12 open questions on their use of ICTs in the teacher-learning process, and five on participant characterization. Results: most of the participants used ICTs such as blogs, chats, emails, cell phones, Skype, portfolio, Word and PowerPoint. They considered ICTs to be extremely important in daily pedagogical practices, thereby contributing to the teaching-learning process. The participants suggested the implementation of continuing education policies in terms of technology training, since they acknowledge their efficiency in constructing scientific knowledge. Conclusion: Technologies are part of the daily practice of medical school professors and are deemed to be relevant pedagogical tools in the teaching-learning process.

## **Dealing with the power asymmetry in expert interview**

Fadime Yilmaz (Szegedi Tudományegyetem).

### **Abstract**

This presentation will introduce the author's experience of conducting face-to-face interviews with experts. The research employed grounded theory as a framework to collect and analyze qualitative data. It is a part of a PhD research on the impact of state-sponsored religious schools on youth's religiosity in Turkey. After briefly introducing the existing literature on religious schools in Turkey and expert interview, this paper reflects upon the interaction of the author as a researcher with the experts. The experts are the civil servants, academics, and teachers and principals of religious schools (Imam Hatip Schools-IHLs) in Turkey. The status of the IHLs is a long-term controversial issue and affected by the ideological stances of every government. Considering the current political environment in Turkey, this research is not a study that experts will easily join it. Thus, the main focus of the presentation will be interviewing experts as a relatively novice researcher in a politically sensitive topic and impact of the





power imbalance between the researcher and the researched on the topic under question. It will be elaborated through the discussion of the effect of the researcher's personal history on the interviewing process, problems in reaching the experts, establishing the rapport, asking questions about a hot topic and receiving answers, and dealing with the cultural roles that affect the interviewing process. All of them, this paper concludes, affect the information gained from the interviews. The knowledge produced through the interaction between the researcher and the researched cannot be considered as totally objective. Rather, it is produced by the actors with different worldviews and influenced by the politics of time.

## **Nurses' experience with the implementation of the case management model in multiple pathologies.**

Ruth Alexandra Castiblanco-Montañez (Fundación Universitaria de Ciencias de la Salud), Sandra Milena Hernández-Zambrano (Fundación Universitaria de Ciencias de la Salud), Ana Julia Carrillo Algarra (Fundación Universitaria de Ciencias de la Salud) and Laura Catherin García Rodríguez (Fundación Universitaria de Ciencias de la Salud).

### *Abstract*

**Introduction:** Despite the evidence of effectiveness of the Case Management model in health outcomes, experiences of implementation and evaluation of the effectiveness of the case management model in the Colombian Health System have not been found in the scientific literature. **Objective:** to understand the experience of nurses in the implementation of the case management model, for the care of people with multiple pathologies and their family caregivers. **Methods:** Qualitative descriptive research. Field diaries were made that recognized the significant experiences of the Case Management Nurses during the intervention. Six case management nurses participated, with a mean age of 31.8, with more than 2 years of experience in the clinical or community setting, all of them had postgraduate training and either specialized or master's degrees. The Case Management process was developed over 12 months through four components: 1. Identification of the case; 2. The personalized evaluation; 3. Design, execution and evaluation of the case management plan; and 4. The closing of the case. A content analysis was carried out following the proposal of Taylor and Bogdan. The present study is considered to be of minimal ethical risk to the life and integrity of the research subjects. **Results:** The emerging categories were: 1. Nursing perception of the subject of multiple pathological care and their social environment; 2. Experience of nursing care in case management: role, contributions and difficulties. **Conclusions:** The perception of the multi-pathological patient, although it focuses on the physiological aspects, allows the integration of the spiritual, psychological and social dimensions both in the assessment process and in the intervention. **Keywords:** case management, pluripathology, care, family caregivers, qualitative investigation.

## **Contraceptive Counseling on Voluntary Termination of Pregnancy: Systematic Review**

Sara Palma (HGO e ESEL), Adriana Taborda (HSB), Nídia Nunes (HSB), Mário Cardoso (ESEL) and Maria Helena Presado (ESEL).

### *Abstract*

In 2018, 14928 voluntary termination of pregnancy (VTOP) were carried out in Portugal, 95.8% at the option of women. The main cause invoked was the incorrect use, dissatisfaction and discontinuity of the contraceptive method. The scientific evidence that the ideal time to adhere to a contraceptive is during the experience of VTOP, since women are more receptive to contraceptive counseling and because they do not want to repeat the experience of abortion. **Objectives:** To know the impact of contraceptive counseling on the choice of contraceptives by women undergoing VTOP. **Method:** Literature review carried out from 1 to 31 January 2020, according to the guidelines of the Joanna Briggs Institute and the question "What is the impact of contraceptive counseling performed on women undergoing VTOP in the choice of method?". **Inclusion criteria** were defined: a) all types of study design; b) strategies aimed at women aged 16 and above; c) on disciplines applied by health professionals; d) on contraceptive counseling during the IVG process; e) on methods of family defense provided by hospitals, clinics or community care; f) without time limit; g) in Portuguese, English or Spanish. The



EBSCO platform and CINAHL, MedicLatina and Cochrane Central Register of Controlled Trials were used. Results: 11 studies were elected, between 2014 and 2020. All in English and none conducted in Portugal. Counseling favors the choice and adherence to contraceptive methods, being influenced by the qualification of professionals, accessibility and free availability of contraceptives. A qualitative analysis of the studies, allowing a better understanding of the psychosocial aspects of women in the process of VTOP.

## **Post Covid-19 Protocol for Civil Construction**

Elisabeth Severo (FEUP – Faculdade de Engenharia da Universidade do Porto) and Hipólito Sousa (FEUP – Faculdade de Engenharia da Universidade do Porto).

### **Abstract**

In January 2020, the WHO – World Health Organization made public that the outbreak of the disease caused by the Coronavirus (COVID-19) constitutes a public health emergency of the highest alert level of the organization. In March / 2020 COVID-19 was characterized as a pandemic, that is, the disease spread to all continents. In civil construction, construction companies needed to adapt to measures to combat the Corona Virus, in order to protect the category of this terrible pandemic in addition to all those involved in the sector. On 10/06/2020, worldwide, “35,347,404” cases of contamination by COVID-19 and “1,039,406” deaths were confirmed. This document was prepared using the qualitative research method using data collection through documentary analysis. The purpose of this article is to bring in-house procedures that assist construction companies in fighting Coronavirus, thus minimizing the rate of contaminants and preventing the stoppage of activities. Therefore, it was necessary to create a protocol to be followed by employees to combat COVID-19, providing, among other controls: the monitoring of symptoms at the arrival and departure of workers at the construction site and office, the dissemination and training of cleaning and personal hygiene, restriction of agglomeration of employees and suppliers, care during work activities, actions to be taken in refectory and administrative areas. The created protocol observed the determinations of the civil construction category Syndicate, as well as the recommendations of the health authorities, in addition to those suggested by the WHO and the municipal, state and federal legislation.

## **Transnational Grandparenthood: A Study on the Relationship of Grandparents and Grandchildren in the Migration Context**

Flavia de Maria Gomes Schuler (Universidade Catolica de Pernambuco), Emily Schuler (Universidade Catolica de Pernambuco) and Cristina Maria de Souza Brito Dias (Universidade Catolica de Pernambuco).

### **Abstract**

Transnational relationships are defined as those between actors located in different national spaces. In the case of grandparents and grandchildren, who through migration see themselves in a distance relationship between two countries, one can speak of a transnational relationship that seeks an affective connection between two countries, two cultures. In this context, the general objective of this study was to understand the transnational relationship between grandparents who remained in the country of origin and their migrant grandchildren. We opted for a qualitative research, as it allows knowledge that goes beyond statistical data, prioritizing the object of investigation, based on what is placed by the participants and the meaning it has for them. Twelve participants were part of the research, that is, four grandparents, who remained in Brazil; four mothers, who migrated to Switzerland with their children; and four grandchildren, from different Brazilian states and who migrated to Switzerland. As research instruments, a biosociodemographic questionnaire was used with all participants; a Life History interview was conducted with the grandchildren, whose main characteristic is to allow the participant to resume their experiences retrospectively; and Semi-structured interviews were used for mothers and grandparents, with a specific script for each generation. Results point out that their transnational relationship presents itself in singular and special ways. In order to shorten the distances, family members use technologies to maintain communication. Grandparents are overcoming the challenge of exercising their transnational grandparenthood by creating possibilities to take care of their grandchildren from a distance. Through the relationship, knowledge is passed on, for example,



inheritances and family histories, cultural traditions and the inheritance language itself. Grandchildren also pass on knowledge to their grandparents by sharing their multiculturalism, providing information from the daily life in the other country and also the technological knowledge that seems to make the relationship possible.

## **Gender Equality: an exploratory qualitative study of social representations on existing practices and dynamics in four municipalities of Baixo Alentejo, Portugal**

Lisa Ferro (Polytechnic Institute of Beja, Master Student in Sustainable Development and Entrepreneurship) and Sandra Saúde (Polytechnic Institute of Beja, Portugal & CICS.NOVA (Interdisciplinary Center of Social Sciences)).

### *Abstract*

Portugal has assumed gender equality as one of its six strategic priorities in the process of implementing the 2030 Agenda – Sustainable Development Goals. Although promotion of strategies and actions has increased and diversified over the past years, the latest official reports reveal that equality between men and women in several fields does not go beyond a formal status. The qualitative case study developed explores and characterizes the social representations of local key, political and intervention, actors on the meaning, domains and practices and dynamics to promote gender equality in four municipalities of NUTS III – Baixo Alentejo, taking five local action framework documents and nine in-depth interviews as sources. With the combined use of T-Lab and webQDA software tools (Computer-Assisted Qualitative Data Analysis Software), a thematic content analysis was carried out on the corpus formed by: 1) the textual sections related to gender equality contained in the documents and 2) the transcriptions of responses. The most repeated keywords were identified with T-Lab and a “word association” analysis was performed. With webQDA, the thematic content analysis was organized by categories and subcategories which allowed the structuring elements of the social representations on gender equality contained that emerged from the analysed corpus to be identified and interpreted. The analysis carried out clearly reveals an incomplete approach to gender equality in terms of local dynamics and practices, as the intervention is mainly focused on a single aspect, such as domestic violence. Despite the existing normative framework and policy guidelines, the study carried out reveals that most key actors lack knowledge regarding some gender equality problems and domains and fail to identify evidences of inequality, which negatively influences the implemented action plans.

## **The importance of social skills in the integration of young people : an analysis through a mixed approach**

Oceane Vilches (IREDU Université Bourgogne FRANCE).

### *Abstract*

In 2013, the Youth Guarantee scheme was created in France. It is a response to the European Youth Guarantee, which aims to enable young people under the age of 25 to find a quality job, training or internship quickly. Indeed, at European level, young people and more particularly the NEET (Not in Education, Employment or Training) are a target of public policies. Since the Youth guarantee scheme is recent, only a few studies have been carried out. Our problem is set in a context where several studies have shown that employers are increasingly interested in social skills (Robles, 2012). Thus, the aim will be to observe whether there is a direct effect of the Youth Guarantee on social skills, and whether these social competences play a role in professional and social integration. We propose a mixed method. Firstly, a qualitative method based on a longitudinal follow-up with 23 young beneficiaries of the scheme. Then, a quantitative method with recruiters. On the one hand, the young people are questioned about their life course but also about ten social skills considered fundamental according to the literature, such as communication, autonomy, teamwork and risk aversion. On the other hand, recruiters are asked for their opinion on the integration of young people but also on the skills they expect to have when hiring them. Our analyses will be based on several softwares such as NVIVO and SPSS.





The expected results are diverse. As far as young people are concerned, we assume that through the Youth Guarantee they will acquire new social skills. However, some young people who are referred to as 'blocked pathways' (Loison-Leruste, 2016) will not manage to improve their situation. Finally, as far as recruiters are concerned, we believe that the expected skills depend on the business sector.

## **Transcribe or not transcribe ?**

Dorothée Ayer (University of Fribourg).

### *Abstract*

Choosing a qualitative method for research often means carrying out interviews, which are then accompanied by the corpus transcription. However, the transcription process and its usefulness are generally little discussed from a methodological point of view in the communication of research results. When considering the activity of transcription within a broader process of research work, two main uses can be identified. Transcription facilitates the work of analysis on the basis of a written corpus and then the presentation of the results in written form. However, the work of transcription, except a huge spend of time, requires specific skills related to linguistics. In this field, it is not uncommon to consider transcription as a first discourse interpretation. It is therefore understandable that this stage prior to data analysis is a delicate one. Yet students rarely receive adequate training or pedagogical support for this task. This paper proposes to question the validity of the full transcription of corpora in training programs at master's level, by establishing the state-of-the art on transcription, and then by questioning the practices and beliefs of teachers in charge of directing master's theses in a swiss university, involving transcription during qualitative approaches. The initial results show that, generally speaking, teachers do not question the merits of the approach or its validity. They recognize the lack of training and methods offered to students as well as the difficulty experienced by students in this task. However, they do not consider any other way of proceeding. The continuation of this work will make it possible to reflect on the adjustments to be proposed in the training of master's level students in order to make students work directly on the audio corpus, without going through the complete transcription into recordings, while maintaining (and improving) the quality of data processing.

## **Qualitative Experiments for Social Sciences**

Nadia Steils (University of Lille).

### *Abstract*

While qualitative and quantitative techniques are often considered as separate approaches, we present qualitative experiments as an alternative methodological solution that combines an open qualitative approach, and a structured and controlled experiment. The qualitative experiment is the intervention in a social/psychological situation for exploratory purposes. When compared with experiments, qualitative experiments are exploratory and heuristic. They are based on "experiments" and "observation". They differ from systematic observations in that the analysis remains discovery-based and introspective, and differ from traditional qualitative methods in that they allow a controlled and systematic study of patterns. They are especially suitable to discover qualitative relations such as structures, processes or structural changes. While the term has been coined by three authors before, we argue that qualitative experiments can benefit from validity criteria and techniques in quantitative research. We used three qualitative experiments (two between- (N1=16; N2=15), and one within-subjects (N3= 15) in the field of consumer behavior (1: consumer learning, 2: decision-making, and 3: video content marketing) to which we applied validity criteria from the qualitative and quantitative literature. Each study used a traditional approach (in-depth interviews) preceded by a qualitative experiment. First, we used a thematic analysis (open/axial coding) for the analysis of each approach independently. Next, we compared the findings from the in-depth interviews and the experiment to derive the benefits and risks of each approach. We present a framework for conducting qualitative experiments based on three validity criteria (internal, external, interpretivist), including recommendations about the artificial scenarios, sampling principles and control for environmental factors. We highlight the benefits, risks and biases for interpretivist research. This research offers a primer view of modern qualitative experiments combining qualitative and quantitative principles. We suggest an alternative technique to explore patterns using an open but controlled research environment.





## **Reverse qualitative coding: A proposed coding process for identifying evidentiary warrants to support intuitions**

Roehl Sybing (Doshisha University).

### *Abstract*

Established approaches to qualitative coding, at least from a grounded theory perspective, rely on an exploratory, inductive process of identifying developments in data that combine together and build up toward larger patterns and themes that ultimately address research inquiry. Through a critical exploration of bottom-up induction, however, this presentation identifies potential shortcomings in qualitative coding that a strictly inductive methodology may not be able to adequately address. As a result, this presentation proposes a method that reverses the process of grounded theory qualitative coding that aims to confirm (or challenge) intuitions about social concepts during the course of research inquiry. Using data collected from an ethnographic dissertation study of classroom interaction in a multilingual context, an exercise of the proposed "reverse qualitative coding" approach intends to produce assertions similar to that generated from a more conventional, bottom-up approach commonly, if not ubiquitously, seen in social science research. The aim of this presentation is to fill a methodological gap that potentially limits opportunities for drawing useful meaning from collected data. Whereas conventional coding identifies and groups small, discrete instances of data that can later form the basis for theoretical implications, "hunches" that arise from the data but lack evidence because of a lack of warrants provided by a narrow application of grounded theory and qualitative coding require a more confirmatory approach that a top-down process is able to afford. In outlining a top-down method for coding while also delineating intermediary steps for preserving conceptual coherence, this presentation asserts the ability of researchers to conduct a confirmatory analysis of sociological concepts in order to address exploratory inquiries. Such an assertion has significant implications in that a more comprehensive approach in which grounded theory is but one aspect complementary to reverse confirmatory coding can provide a richer description of sociological phenomena.

## **The concept of vulnerability in research**

Adriana Lucia Valdez Fernandez (Universidad del Cauca), Carlos Alberto Fernandez Silva (UNIVERSIDAD DE LOS LAGOS), Carla Bittner Hofmann (UNIVERSIDAD DE LOS LAGOS) and Claudio Mancilla (UNIVERSIDAD DE LOS LAGOS).

### *Abstract*

The ethical work of health professionals is guided by ethical codes of each country that designate responsibilities for the people's health care, especially those who are vulnerable, in order to assert their right to health. A good starting point to achieve this would be as professionals to understand what the vulnerability category means. Because the literature indicates that health is a concept that has been used interchangeably, without understanding how complex and subjective it is. Therefore, it is necessary to analyze the definition of vulnerability from the scientific publications made in the period of 2010-2020. To achieve this, an integrative literature review was carried out, this was completed using different databases: SciELO, Dialnet, Ebsco, Redalyc, Isis, Scopus, Proquest, PubMed and Google Scholar, using the DeCS terms: Health Vulnerability, Disaster Vulnerability, Social Vulnerability, Research and Biomedical Research and their corresponding terms in Spanish, obtaining 60 original articles from the mentioned period. The data analysis was carried out in three phases: data reduction, data display, and data comparison. From the results emerged the category vulnerabilities, this is defined from the risk, the susceptibility, the autonomy and the social-cultural dimension of the human being. The trends and gaps in this review indicate the need to reconstruct the concept from the vision of those who are vulnerable, in order to understand their health care requirements and make it possible to overcome the stigmas that have been formed around it. It is concluded that it is a notion that still needs to be explored from a comprehensive perspective and through dialogue with other disciplines.



## **Framing conflict mediation in the context of teacher training: a scoping review of the literature between 2000 and 2020**

Margarida Alves (Escola Superior de Educação do Instituto Politécnico de Viana do Castelo)  
and Elisabete Pinto da Costa (Universidade Lusófona do Porto /CeIED).

### *Abstract*

**Introduction:** Training in conflict mediation can become an asset for professional teaching performance, as it contributes to the acquisition and promotion of skills and abilities that allow better management of interpersonal relationships as well as to use them in an educational way to promote students' relational skills. **Goal and method:** A scoping review of empirical studies from 2000 to 2020 were analysed in order to: a) provide a synthesis of the empirical issues concerning conflict mediation in schools in the context of teacher education, and b) investigate the extent to which empirical research has provided evidence on key elements that are crucial to develop conflict mediation skills among future teachers. A scoping review, on Scopus and B-on online databases, was made: 1) search studies using keywords on abstracts, subject and title; 2) apply inclusion criteria: a) studies published in peer-reviewed scientific journals, b) studies published between January 2000 and May 2020, c) empirical studies, d) availability of full-text, f) written in English, g) written in Portuguese, h) written in Spanish, i) focussing on conflict/school mediation in the context of teacher training. **Results:** The number of publications is very stable throughout the years. Seven journals published studies about this subject. Only two continents are represented in the reviewed studies. They were mostly on-site and qualitative researches and focus the mediation as a method of conflict resolution and as a tool to introduce initial learning-to-teach experiences. **Conclusions:** There are a few empirical studies in the last twenty years in which conflict mediation and its impact on teacher education is sufficiently explored. A thematic overview of reported outcomes suggested that although mediation is perceived as positive and encourage emotional, cognitive and moral learning, stimulating preservice teachers reflective thinking, teachers identify a deficiency when it comes to their training.

## **Human resources professionals in managing Covid-19 crisis: The use of internet latent corpus**

Catarina Brandão (University of Porto), Ana Veloso (Universidade do Minho), Isabel Silva (Universidade do Minho), Joana dos Santos (Universidade do Algarve), Sónia Gonçalves (Universidade de Lisboa) and Rita Moura (Universidade de Lisboa).

### *Abstract*

**Introduction:** The Covid-19 pandemic led to unexpected changes in organizations' and work management, creating new challenges for business and employees. Little is known about the experience of human resources (HR) professionals in managing this crisis. **Goals:** The aim of the study is to explore what HR professionals expressed about their work experience when Portugal first declared state of emergency in March 2020 due to the pandemic outbreak. In this paper we will explore the adopted methodological process to collect, manage and analyse this data. **Methods:** A qualitative design was adopted. We used internet latent corpus retrieved from specialty journals and newspapers, from March to June 2020. Of 56 news pieces (audio, video and text), 11 were considered relevant as they included the use of direct speech by HR professionals. We used categorical content analysis to identify recurring themes and patterns. The data management process was conducted using NVivo (QSR), including the transcript of audio data. **Results:** Analysis resulted in three main key themes, namely (1) responses to deal with the Covid-19 outbreak, (2) impact of the pandemic on the organization and employees, and (3) expressed difficulties and concerns. HR professionals were mainly focused on the employees, followed by clients and organization, and their actions were mostly oriented towards the moment they were currently experiencing and the future. **Conclusions** The use of the internet latent corpus emerged as relevant and necessary strategy at the time, given the declared state of emergency in Portugal. In this paper, we discuss the research methodological process, with an emphasis on the relevance of using data from the internet and through technologies, particularly in times of crisis in society, which has become a major issue among qualitative researchers. We will also examine the use of CAQDAS to manage qualitative data, namely when working in a team.



## **“Becoming a Mother of a Second Child: The moment of returning home and everyday life”**

Joana Rita Guarda da Rodrigues (Escola Superior de Enfermagem de Lisboa) and Maria Antónia Rebelo-Botelho (Escola Superior de Enfermagem de Lisboa).

### **Abstract**

Becoming the mother of a second child, as a specific phenomenon of transition in parenting, represents a period of greater (trans)formation and vulnerability of the person, as a “being-in-the-world”, in the encounter of his new identity, that leads to needs in the health domain. However, this transition is poorly investigated. Having access to the meaning attributed to the lived experience of the woman who becomes the mother of a second child opens a new perspective of understanding on this phenomenon of transition from parenting. This study aimed to understand the meaning of the lived experience of the woman who becomes the mother of a second child. The investigation is part of a qualitative methodology, with a hermeneutical phenomenological design. The experiential material was collected from phenomenological interviews with 11 women, with a second child aged between 18 and 24 months. The activities developed in the data analysis process took van Manen’s guidelines into account. The moment of returning home and everyday life: *everything is a lot... I need more...* was one of the identified themes that commonly emerged from the participants’ narratives where the following variations are included: *I want to be here, but I also want to be there...; I wasn’t being a everything-right mother...; Time for us is zero: giving everything from ourselves;* The experience of the essential: *oh mom, I’m here!; I need more: a lot but with the support of one other....* Through this study, nurses can access the lived experience of these women and with these findings improve their intervention.

## **Online Interviewing in Qualitative Research**

Florian Diddens (University of Hamburg), Daniela Schiek (University of Hamburg) and Carsten G. Ullrich (University of Duisburg-Essen).

### **Abstract**

The Internet broadened the scope of qualitative research and opened a space for various methods of collecting data conducting interviews based on computer-mediated communication (CMC). Synchronous online interviewing resembles face-to-face interviewing because it leads to communication, which is determined by the principles of orality, even if it is conducted literally by chat. By conducting online interviews asynchronously and in writing, online interviewing enables the collection of enriched data by favoring a self-disclosure or reflectiveness of interviewees due to potentially anonymous and disembodied communication. The paper discusses the current state of research on asynchronous online interviewing as E-Mail interviewing and its application in qualitative research in social science. It outlines methodical issues, such as how to send questions. Finally, it presents findings of a methodological analysis of asynchronous semi-structured online interviews as conducted during a sociological research project reconstructing views on welfare-dependent single moms in Germany. The nine asynchronous semi-structured online interviews were conducted using a message board, reachable by web interface or mobile app. The design included variations with regard to prior meetings between interviewer and interviewee and synchronous elements during the interview. The meetings were arranged to examine their effects on establishing rapport and commitment. Including synchronous elements is based on the notion that CMC media potentially transgresses the analytical distinction of synchrony and asynchrony. Thus, CMC media allows shifting between synchronous and asynchronous stages. In consequence, it leads to a combination of temporarily spontaneous and temporarily distanced and reflected communication. The paper concludes that using a message board for semi-structured asynchronous online interviewing may be considered as an alternative to using E-Mails, yet its success is primarily determined by the factors of how methodical techniques and conventions are transferred to the web context.





## **The comfort of the person with hemato-oncological disease: nursing interventions**

Ana Fernandes (ESEL) and Eunice Sá (ESEL).

### *Abstract*

Introduction: Hemato-oncological diseases are chronic, serious and carry the experience of several problems. Its therapies include aggressive and prolonged treatments, which lead to frequent and long hospital stays. These aspects, which generate discomfort, led to the implementation of the intervention project: the comfort of the person with hemato-oncological disease: nursing interventions. Objectives and methods: This research aims to contribute to improving the quality of nursing care for people with hemato-oncological disease in hospital in the area of promoting comfort. To answer the research question, which nursing interventions promote comfort in the person with hemato-oncological disease, in a hospital inpatient service, nurses were asked about the comfort promoting interventions mobilized in clinical practice and the person's comfort was evaluated with hemato-oncological disease with the application of the Hospice Comfort Questionnaire-Portugal-Chronic Patients©. Results: The analysis of the findings reveals that the nursing interventions that promote comfort to the person with hemato-oncological disease can be grouped in the physical, psycho-spiritual, sociocultural and environmental contexts, as stated in Kolcaba's Theory of Comfort (2003). These patients have good comfort levels, with higher comfort values in the state of tranquility (39%) and lower in the state of relief (26%). In comfort contexts, the values indicate greater comfort in the socio-cultural context (30%) and lower in the physical and psycho-spiritual (23%). Conclusions: Nurses develop nursing interventions that promote physical relief, acting in accordance with the lowest levels of comfort manifested by people with hemato-oncological disease. The nursing interventions that promote comfort, listed by the nurses participating in this study, were categorized according to Kolcaba's Comfort Theory (2003) and synthesized in a clinical guidance standard.

## **Identifying Emerging Engineering Design Requirements With A Qualitative Delphi Method**

Tiziana C Callari (University of Leeds), Mark Robinson (University of Leeds) and Alison McKay (University of Leeds).

### *Abstract*

This research sought to understand current gaps and needs in relation to engineering configuration management, and design structures/Bills of Materials (BoMs), to tailor product definitions. Indeed, the quality of design descriptions has a significant impact on the performance of a product through its life. Inconsistencies between BoMs propagate through the design process, causing rework which has a detrimental impact on time, cost, and quality. The research comprised three stages: (1) Exploratory, employing a group interview to identify the core aspects of the design configuration management problem area; (2) Explanatory, aiming at collecting expert feedback and needs in relation to the project problem area through a qualitative Delphi study comprising three qualitative surveys; and (3) Validation, using a focus group to validate the results from the survey phase. Participants in the three phases were subject-matter-experts from academia and industry. The Thematic Analysis method was used to identify and record emerging themes, and a Comparative Analysis approach to identify differences in requirements between the academic and industrial participants. The research records (i.e. interview and focus group transcripts, Delphi questionnaire responses), codification, and analysis have been supported by NVivo (v. 12 Plus for Windows, ©QSR International). The results from the study: (1) supported the identification of gaps and issues that were presented in questions and scenarios in the (2) Delphi study questionnaire. Three rounds of online questionnaires supported both qualitative (expert free comments) and quantitative (ratings and prioritisation) results about specific needs and expert workarounds. These results will be validated in the forthcoming (3) focus group. Few studies employing the Delphi method for requirement analysis and validation use it as a qualitative approach. Here, we therefore demonstrate how such qualitative data can be collected, analysed, and interpreted from this perspective, using an iterative multi-stage research approach.





## **It doesn't rain it pours. Reflections on fieldwork in the academic year 2019/20**

Stephen Holmes (Royal Holloway University of London).

### *Abstract*

The crucial component to any research being successful is fieldwork and gaining access to research participants, which in the academic year 2019–2020 became a difficult endeavour, with regards, a) industrial action across the higher education sector, in December 2019 and again in February 2020; b) regional rail network industrial strike action across the year, and c) the pandemic (Coronavirus). This perfect storm restricted and challenged the collection of qualitative data for a study on 'Teaching Innovation in 21st century UK Higher Education'. The reflective paper reveals the emotional, practical implications of qualitative researching in an anno horribilis. Writing from a postgraduate researcher position and perspective who was caught in university halls of residence. The method adopted for this paper is reflection, reflection being a meaningful mental activity and an approach to telling stories. Reflection is embracing the distance travelled, the lived experience of the self. The researcher as the active observer of experiences in a period that shaped, disrupted, and challenged access to participants and data collection. Through reflection three themes of experience are significant. 1) Connection and access to participants, Implications of mass media reporting; workloads and screen time. 2) The use of visual method selection being difficult to achieve over a series of digital platforms with regards to network failures, functionality, visual descriptions, and feelings of incompetence in understanding the impaired spoken drawing, and 3) the emotional toll on the researcher. The emotional toll was great when not knowing if you could be contacting someone who has experienced the virus at a family or friendship level, or that participants had been made redundant. The digital conference platforms became the new norm and struggled to maintain connection as everyone became hidden homeworkers, some had limited functionality with some platforms reporting serious security issues.

## **Improving the Police communication: Application of the Delphi Method to Police Research**

Sónia Morgado (ISCPSI) and Sofia Valverde (PSP).

### *Abstract*

This research paper explores the communication between national public police and the media. Police communication is vital as it's the way to thrive among the audiences to fulfill their mission. The communication must be rigorous, strategic and able to create a climate of trust, good neighborliness and stability among police and media. Evidence suggests that communication problems included a non-effectively plan that might infatuate the disproportionate and unexpected, views of the media coverage of police activity and public security. These problems limited the success of pro-active police communication, perpetuating the asymmetrical power towards the media perceptions of the actions, rather than to the exo facto of police actions. The objective is to entrench elements to build a grounded Police plan of communication. This includes the fairness of communication, legitimacy, truthfulness, and representation of media, to support the change in the grindstone of improper understanding of police mission. Thus, in this exploratory study, with an applied purpose, 29 questionnaires (police officials and journalists), were conducted. The Delphi method allowed consensus and a synthesis about the subject. Therefore, it was possible to learn and access institutional objectives for communication, and the plan needed. The analysis of the data revealed that the media are not satisfied with the current communicative performance of the Police since their needs are not met. The need to improve and the lack of adequacy of timing is the common element. To avoid misinterpretations, the expert's perceptions asserts that press releases and a common platform of data are the most reliable mode for Police communication. The planning of communication is essential. The infusion of media perceptions in a new communication plan in Police represents one procedure to overcome the communicative obstacles, disruption of media power and is more effective by minimizing inefficiency.



## **Nursing Interventions to Multimorbidity Oncologic Patients: Scoping Review**

Cristina Moreira (Hospital da Luz Lisboa) and Eunice Sá (Escola Superior de Enfermagem de Lisboa).

### **Abstract**

Multimorbidity (MM) is a rising phenomenon, described as the presence of two or more chronic illnesses, that has in itself a poor prognosis and worse quality of life, increasing health expense, and inappropriate use of available resources. Nurses have a paramount role, in order to intervene to promote comfort. With the goal of mapping nursing interventions directed to the oncologic patient with MM, arises this scoping review. The starting question was "Which nursing interventions improve the quality of care provided to multimorbidity oncological patients?" A PCC framework was designed, following the Joanna Briggs Institute (2017). CINAHL and MEDLINE data bases were research, and eight articles were retrieved, after applying inclusion criteria. Data extraction was undertaken by two independent revisers. Results In all articles there is a scarcity of structured nursing interventions. Some studies suggest that these interventions should be grouped by domains: physical, environmental, social and psycho-emotional. Being a global approach, it is difficult to separate nursing interventions; therefore, some studies group them in structured programs. It is argued that changes at all levels should happen: either organizational, and in management policies allowing service reorganization as well as the health professionals themselves, regarding the patient as a whole, inserted in a multidisciplinary team. Finally, it is also highlighted the need to intervene on the social and family environment, with coordination of available community care, allowing patients to remain active, avoiding isolation. It was concluded that organizational changes are imperative, as well as, from health care professionals, through a concerted intervention, focused on structured programs. These programs should center on all domains. Finally, it was noted a lack of evidence concerning the efficacy of the nurse interventions identified, requiring further investigation.

## **The process of creating word's meanings category indicating positive cognitive processing of trauma.**

Wiktoria Mieleśczenko-Kowszewicz (SWPS University of Social Sciences and Humanities, Warsaw, Poland), Mariusz Zięba (SWPS University of Social Sciences and Humanities, Warsaw, Poland) and Jan Wieczorek (Wrocław University of Technology, Wrocław, Poland).

### **Abstract**

Dealing with trauma involves reassessing traumatic events and incorporating them into existing cognitive patterns. It can be done by cognitive processing which is the process of integrating information about an experienced event with existing, previously shaped cognitive patterns. Research shows that the use of insight verbs and causation words when describing the past, suggests the active process of reappraisal of the traumatic event and incorporate it into existing cognitive patterns. Existing ICT tools which enable to do automatic narratives' analysis count words not meaning. Polish is a polysemous language in which words can have different meanings varying and depending on the context. It influences the results of analyzes because not each meaning in narratives is the indicator of a specific phenomenon. The aim of this research is to create a category of words' meanings which indicates the presence of reappraisal process understands as positive cognitive processing of trauma. It is done with the usage of Polish WordNet which construction resolves the problem of recognizing meaning in narratives. The created category includes two subcategories: insight and causation. The process of category creation consists of two stages. In the first stage of work, three competent judges chose 101 words' meanings for Insight and 15 words for Causation category from a corpus of 162 texts containing a narrative about a crisis or traumatic event. Inter-rater agreement Fleiss kappa coefficient is .607. In the second stage, Insight category is extended with 55 hyponyms, 83 hypernyms and 33 synonyms with usage of a semantic network reflecting the Polish lexical system. The results of the work are categories containing 272 meanings of 223 words. Subcategory insight contains 272 meanings of 208 words. Subcategory Causation consists of 15 words. Replication of this process enables researchers analyzing their qualitative material with automatic text analysis with including words' meanings.



## Methods of analysis in qualitative health research with people living with dementia

Sonja Teupen (German Center for Neurodegenerative Diseases (DZNE e. V.)), Claudia Dinand (Witten/Herdecke University), Franziska Laporte Uribe (German Center for Neurodegenerative Diseases (DZNE e. V.)) and Jonathan Serbser-Koal (German Center for Neurodegenerative Diseases (DZNE e. V.)).

### Abstract

**Introduction:** In the past, people living with dementia (PlwD) were often excluded from qualitative research and their perspectives disregarded due to a primarily cognitivist understanding of dementia. However, a change in thinking has set in and PlwD are increasingly included as research participants. Numerous research studies and methodological papers give hints on how qualitative data collection can be realized with PlwD. Less information is available on how to analyze and interpret data originating from PlwD. **Goals and Methods:** The literature review investigates which methods of analysis and interpretation are used in qualitative health research with PlwD, how the underlying methodological decisions are justified and how methodologically relevant characteristics of the participant group PlwD are reflected. The aim is to give an overview of methodological decisions in qualitative studies with PlwD and to identify and discuss possible gaps. A systematic search is conducted in MEDLINE and PsycINFO using search terms relating to dementia, first-person perspective, and qualitative methods. Two independent reviewers screen the search results by applying inclusion and exclusion criteria. Data extraction focuses on methods of analysis, methodological argumentation, and reflexivity regarding the participant group. Results are presented in a narrative synthesis. **Results:** A research gap is assumed regarding adequate methods for the analysis of qualitative data originating from PlwD, which becomes apparent in the fact that studies either focus on reporting the data collection or do not reflect on analytically relevant characteristics of the participant group in detail. **Conclusion:** The results indicate the research gap and serve as a starting point for methodological discussions on the extent to which particular qualitative analysis methods can be used in research with PlwD, how they may need to be adapted and further developed. Theoretical considerations are initiated, e.g., on the possibility of interpreting the meaning of data originating from PlwD.

## Conducting qualitative health research in times of COVID-19 pandemic: Insights from ELEVATE focus group study about cervical cancer screening among hard-to-reach women

Ana Gama (NOVA National School of Public Health, CISP, Universidade NOVA de Lisboa; Comprehensive Health Research Centre (CHRC)), Patrícia Marques (NOVA National School of Public Health, CISP, Universidade NOVA de Lisboa), Bernardo Vega Crespo (Facultad de Ciencias Médicas de la Universidad de Cuenca), José Ortiz-Segarra (Facultad de Ciencias Médicas de la Universidad de Cuenca), Adhemar Longatto (School of Medicine, Universidade do Minho) and Sónia Dias (NOVA National School of Public Health, CISP, GHTM, Universidade NOVA de Lisboa; Comprehensive Health Research Centre (CHRC)).

### Abstract

ELEVATE project (Horizon2020) aims to test a new cervical cancer screening (CCS) strategy including HPV self-sampling test and a portable screening tool, targeting hard-to-reach women in Belgium, Brazil, Ecuador and Portugal. In order to understand knowledge, barriers and facilitators regarding CCS among hard-to-reach women and explore acceptability of self-sampling test, a focus groups (FG) study is being conducted in each country with health professionals (HP), community workers and hard-to-reach women. Due to social-distancing mandates caused by the COVID-19 pandemic, presential research activities have been affected worldwide. We aim to discuss the strategies used to collect qualitative data during the pandemic, focusing on its advantages and disadvantages. Three presential FGs with HP and three online FGs (two with HP and one with women) were conducted. Two complementary in-depth interviews were conducted online with HP. In presential FGs, group dynamics were easier to establish; however, it required physical distance between participants, and the masks hindered assessing facial expressions and seldom understanding audibly the participants. In online FGs, although it required less participants, many may feel more open to intervene in a private space. Yet, the virtual setting limited group dynamics and assessment of non-verbal cues, demanding more





stimulus for discussion and encouraging equal participation. Online data collection was occasionally disturbed due to technical failure and poor internet signal. Difficulties of some HP and women in using digital tools were also observed. Challenges in conducting presential and online qualitative data collection in physical-distancing times must be addressed. Although collecting data online is a useful strategy it requires reflexivity and adjustment, including innovative strategies to facilitate dynamic group interactions and attention to digital literacy of participants. Research advancing knowledge on online methodologies' opportunities, challenges and solutions is needed to enhance its potential in qualitative research. (ELEVATE is supported by the European Union's Horizon2020, n.825747)

## **Action-Research Methodology: an integrative literature review, through webQDA.**

Davys Moreno (University of Aveiro), António Moreira (University of Aveiro), Oksana Tymoshchuk (University of Aveiro) and Carlos Marques (Artistic School of the Conservatory of Music Calouste Gulbenkian, Aveiro).

### *Abstract*

In order to contribute to the Inclusive Education of children with Special Needs in Arts Education Programs of Music in Portugal, an Action-Research project started in 2018. The study was initiated by the enrollment of a child with cerebral palsy in the Arts education programs. The objective of this work was to define the methodology to be used – action-research – in order to justify the methodological choice of this research project in relation to other options. Therefore, we conducted an integrative literature review on the action-research methodology. We started by selecting reference authors in action-research methodology. Then we looked for studies carried out with this methodology, related to the theme of our research project. For this purpose, we used different databases (b-on, Elsevier, ERIC, Google Scholar, Scielo e Scopus), through keywords related to the theme under study: action-research, inclusion, special needs, cerebral palsy, music, music education and arts education programs. All the compiled information was organized and studied through content analysis supported by the software package webQDA, which proved to be effective for the characterization of the Action-Research methodology. We observed that there are not many rigorous studies in our area using this methodology. Despite this, in view of other methodological possibilities, we confirm this methodology as being the most appropriate for our type of study, allowing us to perform an in depth comprehension of the problems and practical situations, involving the subjects participating in the construction of knowledge. Finally, the integrative literature review using webQDA as a content analysis tool helped us to gain a deeper understanding of the methodological process of action-research, making us more aware of its potentialities and limitations.

## **Improvement of the (complex) process of creating news of events that have an impact on national security**

Rui Carreira (N2i Research Centre – IPMaia (Maia Polytechnic Institute); UNICES Research Centre – ISMAI (Maia University Institute)).

### *Abstract*

The news' creation process is complex because it collaboratively involves different stakeholders (e.g. sources, journalists, editors, sociologists) with seemingly contradictory needs. It is therefore important to better understand what those parties are and their respective needs, particularly in the case of news that may influence National Security. 52 students of Communication Sciences' bachelor degree participated in a Brainstorming on the theme: "How to produce news that do not impact National Security?", which resulted in a set of words around How is the (current) process, Who are the stakeholders already/to be involved and their motivations, and What alarms / worries people in the news. The data obtained confirmed that there is limited knowledge about the specific process of such news and thus the need to continue research using a qualitative methodology, which included the collection and content analysis of 15 semi-structured individual interviews to reporters, editors, sociologists, psychologists, security forces, and hospital managers. Additionally the Brainstorming results also supported the elaboration of the interview questions while the interviews were literally analyzed with the support of NVivo. Qualitative data analysis allowed the identification of three main



codes based on the questions posed “Who is/should be involved, What is important, and How is/should be the language used”, in the perspective of each profession. A relevant contribution found is that journalists have insufficient training in assessing news’ harmful impacts or preparing for disasters. This research contributes with an innovative exploratory study because previous studies have only addressed specific stakeholder groups. Thus this work initiates a critical reflection on the news’ developing process that may influence National Security so that in the future they can meet the needs of all parties involved and at the same time prevent harmful effects on society, especially in the case of emerging risks.

## Qualitative Research on Preventing Gender-based Violence

Maria José Magalhães (Faculty of Psychology and Education Sciences, University of Porto), Raquel Rodrigues (Faculty of Psychology and Education Sciences, University of Porto), Susana Coimbra (Faculty of Psychology and Education Sciences, University of Porto), Isabel Viana (Institute of Education of the University of Minho), Camila Iglesias (UMAR – Alternative and Response Women’s Association) and Ana Beires (UMAR – Alternative and Response Women’s Association).

### Abstract

Gender-based violence is a comprehensive and complex issue that has been researched within a vast number of subjects spawning a great number of lenses to approach this topic. This panel proposes that, while focusing more on qualitative research methods, both qualitative and quantitative methods combined can produce valuable data, that will allow for a better understanding of this phenomenon. The discussion panel consists of two distinct gender-based violence themed projects. On the one hand, the BO(U)NDS project will focus on primary prevention program evaluation by aiming to understand which strategies effectively work in primary prevention of gender-based violence, as well as the long-term effects that these prevention strategies have on the lives of young people, against the background of the school context and the pedagogical and educational perspective. In order to accomplish these objectives, the project will utilize the following data collection techniques: questionnaires; focus groups; interviews and biographical narratives. Moreover, as BO(U)NDS is an international project, partnering with Brazil, Germany, Greece and the UK, a hermeneutic comparison will also be established. The BO(U)NDS project is being developed in the Faculty of Psychology and Education Sciences of the University of Porto in partnership with UMAR (Alternative and Response Women’s Association) and CIEG (Interdisciplinary Centre for Gender Studies). On the other hand, the ATHENA BEGIN project aims to offer resources and tools to professionals who assist victims with intellectual disabilities and, simultaneously, to empower victims, improving their quality of life by developing their skills and personal abilities. The project will make use of focus groups, questionnaires and interviews. ATHENA BEGIN is also an international consortium between Portugal, Greece and Spain. The ATHENA BEGIN is being developed in the Faculty of Psychology and Education Sciences of the University of Porto in partnership with UMAR.

## Interprofessional competency frameworks in health: integrative review

David Loura (Hospital Dona Estefânia, Centro Hospitalar Universitário de Lisboa Central, E.P.E., Lisbon), Ana Eva Arriscado (Nursing School of Lisbon, Lisbon), Afke Kerkstra (Inholland University, Diemen), Carla Nascimento (Nursing School of Lisbon, Lisbon), Isa Félix (Nursing School of Lisbon, Lisbon), Mara Guerreiro (Nursing School of Lisbon, Lisbon; Centro de Investigação Interdisciplinar Egas Moniz (CiIEM), Monte de Caparica) and Cristina Baixinho (Nursing School of Lisbon, Lisbon).

### Abstract

Competency frameworks became increasingly popular to define what graduates should be able to do in practice. The paradigm of collaborative health care delivery drove the development of interprofessional competency frameworks (ICFs). The Train4Health project, funded by the Erasmus+ program, aims to improve healthcare students’ competences for behaviour change to support self-care in chronic diseases. As part of this project, we surveyed the landscape of ICFs in health. Goals. Our aim was to characterize ICFs in health and its translation into learning outcomes embedded in



academic curricula. Integrative review, conducted between March and September 2020. A search was performed in EBSCO, B-On, Scopus, Web of Science and Joanna Briggs Institute databases. Eligibility criteria included interprofessional frameworks with a link to learning outcomes. Four articles were eligible, describing ICFs in different domains in health, such as digital healthcare environment, simulation and genetic health. The participants were from distinct fields of study (twelve), nursing and medicine students in particular (four/three, respectively). Generally, ICFs were planned and developed by a committee, involving several institutions, as well as appropriate experts and stakeholders. Students were involved in all four ICFs. Interviews, consensus meetings and peer discussions were some of the activities undertaken to define ICFs. These frameworks supported learning outcomes-based curricula, organized in a tiered or straightforward structure, with different learning outcomes regarding their complexity and specialization level. Documents defining professional competences were often used as a basis for ICFs. Despite the overlap in some areas across health professions, we found only four ICFs that can guide collaborative education and are linked to learning outcomes. Pursuing this integrated approach, ideally resorting to structured scientific methods may facilitate competences attainment and merits further attention.

## **Concept of Elderly Autonomy: Phenomenological study of the opinion of specialist nurses**

Andreia Maria Lima (Abel Salazar Institute of Biomedical Sciences), Maria Manuela Martins (Nursing School of Porto), Maria Salomé Ferreira (Polytechnic Institute of Viana do Castelo), Carla Fernandes (Nursing School of Porto), Soraia Schoeller (Federal University of Santa Catarina) and Vítor Parola (Health Sciences School – Fernando Pessoa).

### **Abstract**

**Introduction:** The concept of autonomy is composed by several components, making it a multidimensional concept. This covers skills that involve cognitive ability, intellectual ability, emotional intelligence, social situation and physical capacity. It is up to health professionals to fully understand this concept, since it depends on the quality of life and the motivation for it, on the part of those who have it. Recognizing the role of nurses, the promotion / maintenance of autonomy, they diagnose, implement and evaluate interventions capable of responding to needs in this area. However, in order to make this fact possible, this professional must understand its scope. **Objectives and methods:** This study aimed to describe the perception that specialist nurses have about the concept of autonomy for the elderly. A descriptive phenomenological study was carried out. Eighteen nurses were recruited for convenience at a hospital in Portugal. The data were collected through individual interviews and the analysis and interpretation of the information obtained was carried out through thematic content analysis according to the method of Bardin. Atlas-ti software version 8.4 was used to systematize and catalog the analyzed material. **Results:** six categories emerged from the data analysis: ability to do, ability to solve, decision ability, cognitive ability, social integration and emotional intelligence. **Conclusions:** the study allowed us to understand how nurses perceive the concept of the elderly's autonomy. Most professionals perceive the concept as the ability to carry out activities of daily living and the ability to make decisions, especially with regard to informed consent. Thus, the importance is emphasized, both in the implementation of in-service training projects and in the Nursing Degree Course.

## **Perception of Specialist Nurses on Practices in the Promotion of Autonomy for the Elderly: A Phenomenological Study**

Andreia Lima (Abel Salazar Institute of Biomedical Sciences), Maria Manuela Martins (Nursing School of Porto), Maria Salomé Ferreira (Polytechnic Institute of Viana do Castelo), Carla Fernandes (Nursing School of Porto), Soraia Schoeller (Federal University of Santa Catarina) and Vítor Parola (Health Sciences School – Fernando Pessoa).

### **Abstract**

**Introduction:** Considering the concept of autonomy, multidimensional, as it covers skills such as: cognitive capacity, intellectual capacity, emotional intelligence, social situation and physical capacity, it is understood the importance of their understanding on the part nurses. The latter are responsible for promoting and maintaining the autonomy of the elderly, through diagnosis, implementation and





evaluation of interventions that respond to the needs that autonomy addresses. Objectives and methods: this study aimed to describe the perception that specialist nurses have about practices in promoting the autonomy of the elderly. A descriptive phenomenological study was carried out. Eighteen nurses were recruited for convenience at a hospital in Portugal. The data were collected through individual interviews and the analysis and interpretation of the information obtained was carried out through thematic content analysis according to the method of Bardin. ATLAS-ti software version 8.4 was used to systematize and catalog the analyzed material. Results: eight categories emerged from the data analysis: use of instruments, use of theoretical framework, nursing focus, nursing diagnosis, prescription of interventions, execution of interventions, nursing records and working conditions. Conclusions: the study made it possible to understand how nurses in clinical practice work on the elderly's autonomy. Specialist nurses essentially promote physical autonomy, however, they recognize that working conditions are conditioning factors for this promotion. An important limiting factor in this promotion is information systems, as they only allow the promotion of physical autonomy, since other nursing focuses, diagnoses and interventions that cover the scope are not parameterized within the scope of autonomy of this concept.

## **Empty schools, school at home: pandemic and contemporary education.**

Ana Cristina B. Lopez Francisco (Ana Cristina Francisco).

### **Abstract**

This study is part of the ongoing post-doctoral research, linked to the Postgraduate Program in Education. Its justification is to identify and analyze the developments that the Coronavirus pandemic, Covid-19, brought to Brazilian education, identifying the public policies developed with regard to education, as well as verifying "if" and "how" they were implemented. The general objective is, therefore, to demonstrate aspects of the discussion, implementation, and possible consequences of the teaching modality, called remote classes, adopted to face the difficulties and restrictions imposed by Covid-19. On a more specific plane, in the wake of the aforementioned research, this study will seek to reflect on the phenomenon of education, from a historical perspective, covering objects related to the history of educational practices that are related to it, in order to contribute to the knowledge of history education, promoting initiatives aimed at preserving the memory of education. As a result from the educational policies implemented, identify and analyze organizations, proposals and action plans at the national, state and local levels, and the historical subjects who are involved in the instituted and instituting social processes. Methodological procedures involve the verification of Brazilian legislation and regulations on the subject, in addition to observation and analysis of the specific case. The research will be based on the case study, as a qualitative research method. There is no way to foresee results because we are under the effects of the recent event. We are still at the stage of knowing what we are facing, although many measures have already been taken and many others are already being implemented.

## **Identifying challenges and proposing solutions for disease models with the Congenital Disorders of Glycosylation Community. A mixed research approach**

Rita Francisco (CDG & Allies-PPAIN, APCDG, UCIBIO, Faculdade de Ciências e Tecnologia, Universidade NOVA de Lisboa, Portugal.), Sandra Brasil (CDG & Allies-PPAIN, APCDG, UCIBIO, Faculdade de Ciências e Tecnologia, Universidade NOVA de Lisboa, Portugal.), Carlota Pascoal (CDG & Allies-PPAIN, APCDG, UCIBIO, Faculdade de Ciências e Tecnologia, Universidade NOVA de Lisboa, Portugal.), Paula Videira (CDG & Allies-PPAIN, APCDG, UCIBIO, Faculdade de Ciências e Tecnologia, Universidade NOVA de Lisboa, Portugal.), Vanessa Dos Reis Ferreira (CDG & Allies-PPAIN, APCDG, Faculdade de Ciências e Tecnologia, Universidade NOVA de Lisboa, Portugal.) and Dorinda Marques-da-Silva (CDG&Allies-PPAIN, APCDG, UCIBIO, Universidade NOVA de Lisboa, Portugal. ESTG-Polytechnic Institute of Leiria, Portugal.).

### **Abstract**

Introduction: Congenital Disorders of Glycosylation (CDG) are a fast-expanding family of rare and medically complex diseases mostly lacking effective treatments[1]. Disease models are essential tools



in the drug development process [2] and several have been developed for CDGs. However, a well-accepted CDG disease model is missing. Aim: To understand the CDG disease models landscape and signal future directions by identifying challenges and solutions in a community needs-assessment exercise. For that, we aimed to join the vision of CDG families and professionals with the prospect of accelerating disease models generation for effective therapy-development. Methods: A mixed-research approach was framed within the 4<sup>th</sup> World Conference on CDG for Families and Professionals. A quantitative electronic survey was developed using SurveyMonkey platform, distributed through social media and analysed via descriptive statistics tools. Qualitative analysis of the transcriptions of Think Tank discussions recorded during the conference was performed by two independent researchers using Nvivo coding. Results: CDG family members (n=82) and professionals (n=46) answered the survey. Most participants believed that CDG disease models were essential for CDG therapy-driven research and 46% of professionals reported to use disease models in their research. High costs and lack of investment were identified as the major obstacles for disease models development by the CDG community both in the survey and during Think Tank discussions. The lack of existing suitable models and the issues related to model translatability to humans were also extensively raised in the Think Tanks. Participants recognised the need to conduct more research on this topic and the investment in simpler models to reduce research costs. To address translatability issues investment in more complex animal models was suggested. Conclusion: This innovative, community-framed research approach has shed light on the status of CDG disease models and suggested future directions to this prime topic for therapy research and development.

## **A mix-method approach to study parenting during Covid19 lockdown: preliminary analyses and findings**

Silvana Martins (Research Centre on Child Studies – University of Minho), Ana P. Antunes (University of Madeira and Research Centre on Child Studies – University of Minho), Laura Magalhães (Research Centre on Child Studies – University of Minho) and Ana Almeida (Research Centre on Child Studies – University of Minho).

### **Abstract**

Parenting studies during Covid19 lockdown allowed to trace the adjustments in key-areas for the family optimal functioning and children's well-being. The challenge to respond to this "new normal" has demanded active balances between maintenance and change in the lives of adults and children. This mix-method study validates findings of the parenting questionnaire in Covid19 times. The sampling used a non-probability technique to enroll volunteer participants filling the inclusive criteria of being a parent of children under eighteen living at home. Of 1391 participants, 286 also completed the open question of the questionnaire. The online survey was available through social media and emails. An ad hoc questionnaire was developed based on a selective review of parenting scales. Items identified the family social demography and the parents' work situation during the lockdown, and captured changes on four parenting areas (daily routines, coparenting, communication and emotional regulation, social support). Additionally, participants answered an open question regarding impactful experiences during the lockdown. A factor structure study and content analysis of parent written appraisals were performed. Results showed consistencies across key-areas and parent-reported experiences regarding the lockdown. Changes in routines of care, parent-child communication and parent emotional regulation place the role of parents and the parental capacities as essentials to adjust and mitigate the impact of the lockdown measures. Less extensive effects of the lockdown were reported on coparenting or supportive networks. All things being equal, the demanding circumstances enhanced parent's agency as well as new opportunities for mothers and fathers. From a methodological perspective, qualitative data is complimentary and yet consistent to the quantitative analysis.



## **The relevance of bricolage in University community engagement approach to enhance self-regulation among teenage mothers**

Selina Tshimangadzo Mudau (sefako makgatho health sciences university).

### *Abstract*

**Introduction** - This paper presents how the use of bricolage- a French metaphor meaning a handyman who uses available tools to address the situation at hand was employed in community-based research to address complex self-regulation problems among teenage mothers. The paper aims to illuminate the strength of selected moments of qualitative research in bricolage employed to enhanced contextual transformative solutions through action research. **Goals and Methods** - The main aim of the study was to enhance self-regulation among teenage mothers. The study employed participatory action research through the University community engagement approach. The study was anchored on a bricolage theoretical framework. The framework was relevant in dismantling the complex teenage mothering versus the community's long entranced perspectives on the behavior of teenage mothers. The multi-method, multi-paradigm approach and the fractured moment of bricolage were employed to address emerging challenges and problems during data generation. The interpretative appreciative inquiry, critical reflections were blended to find solutions to challenges on self-regulation among teenage mothers. The generated data were concurrently analyzed with co-researchers immediately after the meeting, telephonic calls, group discussion, and community walk. **Results** - The study found that the critical interpretative approach and the fractured moments of bricolage were relevant in revealing chronic community problems perpetuating poor self-regulation among teenage mothers. What seemed messy and chaotic in the research process of the study, ultimately led to a respected, trustworthy, reliable group of teenage mothers and a community empowered to appreciate their tangible and intangible resources. **Conclusions** -Community engagement and the multi-approach of bricolage is the necessary tool to address complex problems such as self-regulation among teenage mothers.

## **Effective Communication Customer - Architect In The Process of Planning and Construction of Houses. Cuenca Case Study - Ecuador**

Ximena Avila (Universidad Católica de Cuenca) and Marco Avila (Universidad Católica de Cuenca).

### *Abstract*

The lack of effective communication between clients and contractors at the time of construction of a home, leads to a series of problems in the progress of construction, since communication constitutes a universal component that operates permanently in all societies; It is necessary to establish an effective communication system that allows control and monitoring in the planning and construction stages of houses, through a digital application. The research has two phases, the first of a qualitative nature and the second of an experimental nature. In the first phase, the universe of analysis is made up of construction professionals and clients who are in the planning and construction stages of housing in the city of Cuenca. The qualitative research design corresponds to the phenomenological one because through the structured interview and the life stories, the experiences that will be transformed into the variables of effective communication will be established that will allow in the programming phase to create the architecture of the digital application, the same that will serve to achieve effective communication between the two parties. The expected results in this phase correspond to a set of qualitative variables, the result of experiences, which will allow the creation of the programming architecture of a digital application, to guarantee effective communication between the client and the architect. By creating a digital application, it will improve communication between the client and the contractor in the construction process, reducing the probability of cost increases, deadlines and improving the quality of the work at the time of project delivery.





## **Influence of Concrete Flooring for the Effect of the Urban Heat Island in the City of Cuenca**

Trotsky Narvaez (Universidad Católica de Cuenca) and Marco Avila (Universidad Católica de Cuenca).

### *Abstract*

It is evident that the consequence generated by the Urban Heat Island (UHI) in medium-sized cities with a population greater than 600,000 inhabitants generates a decrease in comfort for the user of the road network due to the increase in temperature and the difficulty of dissipating it. In the city of Cuenca there are a large number of urban roads that are rigid pavement and construction and maintenance projects are currently being generated for them, so it is necessary to find solutions in the execution of concrete to reduce the UHI effect. Research in a comprehensive manner has two approaches qualitative and quantitative - experimental. In the qualitative approach, the method of systematic review supported by meta-analysis of data is used to contrast information from secondary sources of case studies worldwide on Urban Heat Island, and through a forest plots the most common methods will be exposed. appropriate to reduce the effects of the object of study. Later this defined methodology will be put to the test through experimentation. The result that is expected to be obtained is a method of analysis and experimentation to be applied in the context of the city of Cuenca, which allows us to determine the effects of radiation on rigid pavement construction materials, defining construction strategies and aggregate dosages. for concrete whose what will reduce the UHI effect. The city of Cuenca accumulates large amounts of heat during the day and has difficulty dissipating it at night, so this research seeks to propose constructive alternatives and possible environmental solutions to avoid or counteract the impact produced by the heat island through the most appropriate method.

## **Bim Experiences, A Methodological Proposal for the Design of Roads in Ecuador**

Bolívar Núñez (Universidad Católica de Cuenca) and Marco Avila (Universidad Católica de Cuenca).

### *Abstract*

In the context of this research will try to minimize and eliminate processes and activities disconnected from each other, such as the use of technological tools for the development of engineering involved in the development of a road project, as well as increase the use of standards and methodologies to reduce problems in the implementation, during the last decade the BIM methodology has been progressively incorporated in different countries as part of the mandatory standards for the implementation of engineering projects, in Ecuador is not yet mandatory use of these standards. Since there are no mandatory rules in Ecuador for the use of BIM tools due to the lack of statistical data that proves the effectiveness of this planning methodology, we focused the research on the experience of construction companies in Latin America and Spain, using the narrative design of qualitative research as a method of data collection, the techniques used are: focus group and life stories, the data obtained is analyzed by ATLAS TI. This allows us to establish the methodological patterns that companies use to better direct road planning in their different projects. The results that are intended to obtain from the studied experiences of large construction companies are the methodological processes that they employ using BIM in road planning, which makes it possible to establish a feasible and adaptable methodological proposal for projects in Ecuador. The technological development is undoubtedly facilitating the development of humanity under the context of construction management in road projects. The BIM allows to reduce losses in materials, facilitates the monitoring of work and ensures the profitability of a project. The success of large construction companies in the world is largely due to the planning method they use, the BIM concept being the best option in most of them.



## **Recommendations for the Biosafety Protocol for the Recovery from the Effects of Covid-19 in the Construction Sector: The Case of Ecuador**

Ana Mejía Carpio (Universidad Católica de Cuenca), David Velín Fárez (Universidad Nacional de Chimborazo) and Marco Avila Calle (Universidad Católica de Cuenca).

### *Abstract*

The construction sector is one of the fundamental pillars in Ecuador's national economy, because it works at various economic levels and involves a large number of people who benefit directly and indirectly from the activity. Currently, due to the COVID-19 virus, this important sector has had to cease its activities. Reactivating construction activities will require the creation of biosecurity protocols, which have to take into account many variables involved to avoid or minimize the biological risks that have, in many cases, been lethal to the population. The purpose of this research is to create actions using qualitative methods, i.e., to solve problems and improve specific practices. This methodology has been used to support the technique of participatory observations and structured interviews, which, are processed by ATLAS, whose charge is to expose the results obtained. In addition, irrigation and vulnerability matrices are applied, allowing an in-depth analysis of the obtained data and establishing the relevant recommendations. The research has resulted in a set of recommendations that will create improved biosecurity protocols to be established in the construction industry of Ecuador. It would ensure a strong economic reactivation and safety within workers of the construction sector. Regarding international context, it is noted that France, Germany and other countries, have re-considered the restrictions on the regrowth of the COVID-19. In Ecuador, if there is non-compliance of the biosecurity protocols, the activities of the construction sector would become paralyzed again, and possibly there would be further problems in the national economy, including collapse of the national health system. Herein lies the importance of this research.

## **Personal Authentication Systems for Construction Workers: Qualitative Analysis of the Influence of the Social Context for the Appropriate Choice of Registry Resources in Cuenca, Ecuador.**

Felipe Lopez (Universidad Católica de Cuenca).

### *Abstract*

The management of employees in various professional fields has a great impact on the growth of an organization. This activity evolves with technology, and in the area of construction it is no exception. In the city of Cuenca, Ecuador, masonry attendance control faces a challenge, since it cannot adapt to its respective new trends. However, its difficulty seems to be not only technical, but also cultural, due to the discordance of the users' behavior regarding to sundry existing solutions. The dilemma in question gives origin to the current article where we present a project which focuses on personal authentication technologies used with construction workmen and their acceptance. In this document we present the project and some results. In order to determine the most appropriate technical tool for personnel registry and its relationship with the cultural context of the users, the project's methodology has two phases: The state of the art of access control systems for construction employees, and the determination of the local labor reality regarding the use of such technologies. For the first phase, a classification of the indexed academic contributions and the marketplace offer is elaborated along with a basic meta-analysis of the regional scientific documentation. Secondly, local data collection through questionnaires will be carried out, jointly with the review of related undergraduate and graduate projects. As a conclusion, based on the results of both methodological stages, we intend to demonstrate the dependence between the social circumstances of the workers for the inclusion of an adequate attendance control tool.



## **Qualitative Analysis and Methodological Proposal for BIM Processes in Construction SMEs in the city of Cuenca Ecuador**

Maria Isabel Orbe Veintimilla (Universidad Católica de Cuenca) and Marco Avila Calle (Universidad Católica de Cuenca).

### **Abstract**

The construction sector contributes 8.17% of the Gross Domestic Product (GDP) in Ecuador, ranking fifth in active economic contribution, however the process faced by construction professionals to start their consulting and construction companies is complex, due to the various variables that intervene in the process, for this reason it is important to know the relationship that exists between the consolidation of a profitable construction company and the management of the processes that they handle from the consulting stage to construction, applying BIM processes (Building Information Modeling). Considering that construction professionals start their activity with the creation of their own businesses and their growth depends on the management models they implement, in this research a qualitative analysis of the management models used in architectural projects by SMEs is carried out. (Small and Medium Enterprises) of construction in the City of Cuenca- Ecuador, through a qualitative research design using cross-sectional and ethnohistorical ethnography, the instruments used for the collection of information is the semi-structured interview and the meta-analysis. The expected results consist of a set of experiences that are translated into a methodological management process supported by the application of technological tools such as BIM (Building Information Modeling), which SMEs can use to enhance their activities and profitability in increased construction projects. the contribution of GDP in the country. It is important to know the professional experiences, to abstract the concepts, methodologies, processes, technological tools that make it possible to adapt to the contexts of the professional work of SMEs and increase their capacities by better facing architectural projects in the country.

## **Construction and Validation of a Rapport Observation System**

Carla Martins (Universidade do Algarve), José Guilherme (Universidade do Algarve), António Paula Brito (FMH), Tomás Baêna (InPNL e InBodyLanguage), Luzia Wittmann (InPNL e InBodyLanguage), Rafaela Matevelli (Research Center for Spatial and Organizational Dynamics (CIEO)), Cláudia Carmo (Universidade do Algarve) and Saúl Neves de Jesus (Universidade do Algarve).

### **Abstract**

Introduction: Martins is developing a holistic intervention model in sport that makes an interface between sport psychology, neurolinguistic programming and neurolinguistic coaching. The main tool used to guide sport actors is observation, so it is important to have a trustworthy instrument. The main goal is to build and validate a Rapport Observation System (Sistema de Observação de Rapport – SOR) between the coach and the coachee. The sample are the observation periods considered to validate the instrument. As a method it will be used Systematic Observation, involving four tasks: i) construction of the categories; ii) construction of the observation manual; iii) construction of the registration instrument; iv) validity and reliability by consensus, Cohen's Kappa, through intra and inter-subject observations. Result: SOR consists of 4 levels of categories: 4th – rapport; 3rd – coach and coachee behaviors; 2nd – for the coach we have 5 subcategories: proximity behavior; mirroring; voice characteristics; active listening; other behaviors; 2nd – for the coachee we have 6 subcategories of which the only one that is different from the coach categories, is make confidences; 1st – regarding the coach, a total of 42 behaviors were observed and concerning the coachee, a total of 36 behaviors were identified. SOR consists of a total of 78 behaviors that define rapport. Conclusions: as the focus of this abstract is to build and validate a Rapport Observation System (SOR), the inductive recategorization process is ongoing at this stage, having already obtained the opinion of the panels of NLP specialists, of psychologists and of the specialists in sport and exercise. As a result, we have already obtained a System of Categories that is being used for intra and inter-observer validation that is taking place. In a first analysis, there is evidence of the need to validate the SOR using more coaches.





## **The use of artificial intelligence in social research: multidisciplinary challenges**

Judita Kasperuniene (Vytautas Magnus University).

### *Abstract*

Artificial intelligence (AI) are systems that demonstrate intellectual behavior by analyzing the environment and making partially independent decisions to achieve the goal. Such systems can be software-based and operate in a virtual world. Examples of such systems include voice synthesizers, image analysis software, search engines, speech, and facial recognition systems. This study seeks to answer the question – i) how AI could be applied in social studies and specifically – in education and media and communication research? and ii) what multidisciplinary challenges face a social researcher seeking to empower AI methods? Since the topic is very new, a literature review was chosen as the best methodological tool to provide answers to the research question and an overview of a certain research field. This literature review inspired a new AI research agenda; helped to identify the gaps in AI research and strengthened multidisciplinary discussion. Relatively few scientific articles analyzing applications of AI have been found. This study examining the challenges of AI in education, media, and communication fields. The results have shown that AI is a rapidly evolving technology that can be applied to qualitative research in data collection and processing. AI is already applied in heuristic function construction, discrete and continuous space or randomized search; natural language processing; knowledge representation and reasoning; planning and scheduling; computer vision, and other areas of data analysis. Qualitative researchers should pay special attention to ethical; political and policy; technological; and social AI challenges. AI is a branch of computer science focused on developing technologies that can imitate intelligent behavior. Artificial intelligence systems can perform tasks related to the human mind, such as image perception, voice recognition, decision making, and language translation. This study continues the discussion on the applications of AI and raises new scientific challenges.

## **Teaching Research using Affordable Learning Materials**

Elizabeth Pope (University of West Georgia) and Phillip Grant (University of West Georgia).

### *Abstract*

In the last few decades, distance learning at the college level has been changed and updated to meet the demands of the 21st century student. Beginning with paper materials and mailed in assignments, asynchronous learning now features virtual platforms where students log in, access materials electronically, and engage in an online learning community. Now, entire degree programs are online, including both undergraduate and graduate levels. Parallel to the increased demand for online learning opportunities is the demand for these educational opportunities to be affordable for today's student. There are various ways professors can work to make their courses more accessible and affordable; one of these is by using affordable learning materials. In this presentation, we discuss the use of affordable learning materials in teaching a masters level College of Education course on research methods. The authors of this presentation obtained a grant to convert their courses to use all affordable materials. To accomplish this goal, the authors compiled course materials that were entirely free for students via their university's library, online educational resources, and those of their own creation. They made a virtual repository for students of required readings, required viewings, and supplemental resources for students to use to individually learn more about topics of interest. Students were required to discuss the use of course materials in discussion posts. This presentation will offer insight from the examination of these discussion posts to understand which materials were most helpful to students in learning about research. The presentation will end with a discussion of how to use discussion posts to further teaching and research and the benefits of using affordable learning materials in teaching.



## **D@L classes in Higher Education during pandemic Covid-19 time: the video analysis with webQDA**

Susana Sa (Lusophone University of Porto).

### **Abstract**

**Introduction:** The study on the mandatory nature of Higher Education was remotely at a time when teachers and students were psychologically fragilized (if not physically) and where the E@D theme was not dominated by academia, in the first wave of pandemic Covi-19 time in Portugal. **Goals and Methods:** Given the object of study, we opted for a qualitative, exploratory and descriptive study. The webQDA software was used to analyze videos of recorded distance learning classes on a digital platform of four Curricular Units from three Portuguese Higher Education Institutions: two of a private nature and one public, from the North of the country. The main goals are: a) to identify which teaching strategies teachers use in distance education classes; and b) understand if the learning strategy is more centred on the student or the teacher. Ethical procedures have been taken into account. The anonymity and confidentiality of the data were ensured, and the data were coded without identifying the source. **Results:** The results were included in five categories: Fundamentals; Deductions; Examples; Challenges and Problems. It was found that the majority of teachers, both in public and private institutions, used traditional teaching strategies and a small minority used student-centred learning strategies. **Conclusions:** Many studies have shown that the implementation of active learning strategies is one of the most effective solutions to: actively engage students in their learning processes and to contribute to more creative professionals. We are in the middle of the second pandemic Covid-19's time the second wave. What was done? What is there to do? Time, interruptions, changes in education are very significant facts for individuals and groups. This is not a futurological job, although we need to continually prepare for the future - or futures, as several futures are likely, depending on the actions.

## **Data Collection Methods Through Online Modalities**

Arceli Rosario (Adventist International Institute of Advanced Studies), Safary Wa-Mbaleka (Adventist University of Africa), Pavel Zubkov (Adventist International Institute of Advanced Studies) and David Lumowa (Adventist International Institute of Advanced Studies).

### **Abstract**

Our team would like to engage qualitative researchers in a conversation regarding online data collection methods such as in-depth interviews, observation, focus group discussions, and other alternatives. We will discuss the different types of online interviews, various ways of preparing for and conducting online in-depth interviews, including the decision-making process for the selection of the appropriate information communication technology; overview the different communication options available for online in-depth interviews; outline stages of online in-depth interviews; and discuss the roles of the interviewer and the interviewee, online research settings, challenges of online in-depth interviews, practical tips to guide online in-depth interviews, and some ethical considerations. For online observation, we will attempt to propose some options such as the use of video recordings and conducting covert or overt observation in online spaces. We will discuss how some ethical issues can be addressed. For focus group discussion (FGD), we will explore its advantages and disadvantages. An online FGD is quite challenging to manage. The synchronous type of FGD involves real-time interaction and high degree of responsiveness. While asynchronous type allows a time lag between posting questions and answers, which may result in superficial and shallow answers. We will explore the strengths and address the limitations of the virtual setting as compared to conventional face-to-face FGD and tackle some practical and technological concerns related to an online data collection. There are other data collection methods that can be employed without on-site, face-to-face interactions. We will introduce some forms of arts-based research data such drawings, aesthetic portrayals, poetic portraits, and narrative portraits; and experiential descriptions from literature. We will discuss how each of these data can be collected, what are its strengths and limitations (if any), and what possible ethical issues may arise.



## **The critical incident technique (CIT): a qualitative research tool used in teaching and training**

Michel Klein (University of Montpellier).

### *Abstract*

The critical incident technique (CIT) makes possible the identification of behaviors that have been observed to lead to success or failure of a specific task. The CIT obtains a record of these specific behaviors from those in the best position to make the necessary observations and evaluations. Inductive in nature, the CIT is recognized today as an effective exploratory and investigative tool. It has been frequently used as a qualitative research method, but was primarily used as a personnel training tool and can be utilized in teaching (e.g., teaching negotiation). The relational nature of negotiation leads to the huge challenge of transforming students' interpersonal behaviors. However, merely providing students with opportunities to experiment via role-playing situations is unlikely to be truly transformative. The CIT was chosen as a pedagogical technique because of its analytical and reflexive perspective. The goal was to increase the transformative capacity of role-playing. The learning objectives of the online negotiation course were actually to enhance behaviors relevant to effective sales negotiation. In this presentation, the author describes how he used the CIT in conjunction with role-playing situations with 24 graduate students in marketing and international sales. The critical incident approach engages participants in examining behaviors critical to their effectiveness. Students had to use an observation form to identify the critical behaviors that can determine the outcome of a sales negotiation. The completed forms made it possible to measure if the learning objectives were met. The CIT utilizes concrete experience and reflective observation learning styles. This presentation will provide with insights about how a qualitative research method may be used in teaching or in personnel training.

## **Systematic Literature Review using Excel Software: A case of the Visual Narratives in Education.**

Marina Mota (University of Aveiro - CIDTFF), Cristina Manuela Sá (University of Aveiro - CIDTFF) and Cecília Guerra (University of Aveiro - CIDTFF).

### *Abstract*

This study does a systematic literature review on visual narratives, in the educational context. The research focuses on articles published in English in scientific journals, between 1999 and 2020, available in the Scopus and Web of Science databases. The goal was to understand how the scientific community has been working on this theme. After applying the inclusion and exclusion criteria, nineteen articles were selected from both databases. All articles should focus on the study of visual narratives to promote learning. Three different kinds of visual narratives were identified in the studies: comic-strip, comics, and animated cartoon. The objective of these studies was to verify if the students understood the information more effectively and if there was an engagement in that process. We concluded that visual narratives have the potential to explain complex concepts and to keep students interested in the learning process. Also, the importance of fully understanding the context of the application of these resources is emphasized to be successful in planning actions in the educational context. This work is financially supported by National Funds through FCT – Fundação para a Ciência e Tecnologia, I.P. under the project UIDB/00194/2020

## **Defying the Odds of Pandemic-Related Educational Challenges: A Case Study of Two Faith-Based Academies in the Philippines**

Gracel Ann Saban (Adventist International Institute of Advanced Studies) and Janeth Bacomo (Faith Adventist Academy).

### *Abstract*

The onslaught of COVID-19 pandemic required health safety protocols such as social distancing and caused schools worldwide to shift to alternative teaching and learning modalities. Since the pandemic is causing 1.6 billion children and youth to be out of school in 161 countries (Saavedra, 2020), the shift





has called for seemingly disruptive innovations suited to individual schools' profile, context, and goals, particularly in the Philippine educational system. Anchored on Design Thinking Framework by Brown (2008), this study showcases the capacities overlooked by conventional problem-solving practices through the presentation of odd-defying practices of two faith-based academies in the Philippines. The purpose of the study was to identify the individual and school practices which contribute to the schools' resilience in overcoming pandemic-related challenges. Recognizing that an increased student enrolment is an outcome of strategic planning and action, what did these academies do? What do they continue to do to defy the odds of delivering distance learning modalities? Using a descriptive case study design, data were gathered through interviews, pictures, and field notes. Data were analysed using Franks and Cleaver's (2007) Analytical Framework. Overall, the odd-defying practices of these academies are the following: a) intentional-multimodal promotional activities, b) judicious determination of mutually beneficial learning delivery modality, c) intensive teacher training on module writing, d) empowerment of missionary spirit and collaborative atmosphere, e) visionary school leadership, f) collaboration with other faith-based school teachers, g) development, refinement, and delivery of learning modules with integrated faith-based philosophy, and h) strong linkages with stakeholders. These findings affirm the key role of committed and competent educational leadership which translates into prompt action in addressing challenges such as teacher training, paradigm shift, clear modality direction, collaboration with the target community stakeholders, and intentional activities to keep teachers, parents, and children rooted in the redemptive purpose of Adventist education.

## **Best Practices of a High-Achieving Teacher Education Institute in Asia**

Gracel Ann Saban (Adventist International Institute of Advanced Studies).

### **Abstract**

This study aimed to identify the best practices of a high-achieving Teacher Education Institute (TEI) in Asia. This premiere institution is considered high-achieving due to its standing in the World University Rankings through the years. Piaget's theory of Constructivist learning has had wide ranging impact on learning theories and teaching methods in education and is an underlying theme of many education reform movements. Using a qualitative descriptive research design, data were gathered through one-on-one in-depth interviews with 10 participants: one dean of teacher education, four faculty, three students and two alumni. Participants were purposively sampled through the indicated profile, willingness and availability. Interview data were transcribed and analyzed accordingly utilizing Seidel's qualitative data analysis model. Findings show five best practices of the TEI, namely: empowerment of the teaching profession, implementation of a balanced program, contextualization and diversity of practice, application of a highly constructivist pedagogy and openness to multiple perspectives. These findings imply that the essence and relevance of quality teacher preparation through instructional quality, service learning and overseas exposure can in no way be undermined. It is thus recommended that educators see how such best practices can be functionally applicable in the context of countries with emerging economies like the Philippines.

## **Living with chronic diseases in long term: from vulnerabilities to fragility**

Marta Maia (Instituto Universitário de Lisboa (ISCTE-IUL), Centro em Rede de Investigação em Antropologia (CRIA)).

### **Abstract**

Chronic diseases such as HIV infection or diabetes increases the risk of developing comorbidities earlier than the general population. In turn, it can anticipate the onset of disability and increase a social and psychological vulnerability. Aging also tends to be linked to social vulnerability, and situations of discrimination. Aging, disease and discrimination can lead to a deteriorated identity, discredit and isolation, which can increase people's fragility, understood as a multidimensional entity that includes the physical, physiological, psychological and social dimensions. The research on people living with HIV was conducted in France, and coordinated by Rommel Mendes-Leite. Data collection was carried out in 2013 at three hospitals in the Lyon region, where 45 peoples, women and men aged 50 years or more were interviewed. Data analysis followed the Grounded Theory method. The research on people living with type 1 and type 2 diabetes was conducted by me in Lisbon, Portugal, in a hospital and in a



health center. I conducted 30 semi-directive interviews between 2018 and 2020. A content analysis was carried out, following the Grounded Theory. Looking at the results, there are several points in common, related to the issues of limitations and suffering caused by chronic diseases and aging: social isolation, impoverishment, the importance of medical monitoring and relationships with professionals health, and the therapeutic management needed in long-term illnesses. The management of chronic diseases is linked to the: socioeconomic status, education level, living environment, gender, place of residence, etc. These factors have varying importance depending on the baggage of values, beliefs and knowledge each individual carry. The result is a set of representations and ways of doing that have a subjective side but that are also defined by the context of life. This work was developed within the framework of the strategic plan of ISCTE-IUL, CRIA, UIDB/ 04038/2020.

## **The Nurse's Intervention in the Rehabilitation of Cancer Patients: A Scoping Review**

Catarina Rodrigues (ICBAS; CHTMAD), Bárbara Gomes (UNIESEP/CINTESIS), Carlos Albuquerque (UICISA) and Sandra Carmo (Centro Hospitalar Tondela-Viseu).

### *Abstract*

**Introduction:** Cancer survivors represent a growing population with very specific physical and psychosocial needs. Nowadays most delivery models of care do not integrate comprehensive cancer rehabilitation services into the oncology care continuum, and when present, they are significantly underused. The nurse's intervention is focused on the management of symptom burden and challenges due to cancer, on treatment-related morbidities, on the maximization of independence and the improvement of the quality of life of cancer patients. **Objective:** Identify the different specific rehabilitation interventions delivered by nurses in response to physical, psychological and cognitive impairments that may be experienced by cancer patients, and to understand whether these interventions are preferably implemented at a specific phase of the cancer care. **Methods:** A Scoping Review, following the Joanna Briggs Institute methodology, was performed. Two independent reviewers analyzed the relevance of the studies (obtained from January 2019 to April 2019). The results were extracted using an adapted extraction tool from JBI and have been presented narratively and by using tables to support the text. **Results:** A total of 53 studies were included yielding 3 nurse-led intervention categories of exercise, psychoeducational and/or counselling meetings and complementary and alternative medicine therapies. Considering the Orem's Self-care deficit nursing theory, the role of nurses in cancer rehabilitation is mainly supportive-educative. The majority of nurse-led interventions were delivered after cancer surgery or in survivorship. Outcomes were mostly symptom-focused and frequently included quality of life. Many interventions provided beneficial physical and psychological outcomes or showed a positive trend. **Conclusions:** Scientific publications concerning nurses as cancer rehabilitation providers still come as a relatively new approach. Further research and tailored interventions are needed to help nurses in decision-making and evidence-based practices.

## **Lived experiences of Educators in relation to CPTD within the Johannesburg West District High Schools**

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### *Abstract*

Continuing Professional Teacher Development (CPTD) is empowerment and enhancement of professionalism and competence of Educators within the education system, whether public or private sector. The Department of Basic Education implemented a standardized CPTD program throughout the schooling system, which is monitored and managed by a statutory body known as South African Council of Educators (SACE). This study sought to describe lived experiences of educators in relation to implementation of CPTD in Johannesburg West District. Educators were selected purposively for interviews, which were recorded with permission from the participants. The research question was, "What are the lived experiences of the educators within Johannesburg West District High Schools?" The study found out that as much as educators were aware of the existence of CPTD, its benefits were not experienced and no value-add could be realised. Findings were themed as follows: (1)



Mentorship Vacuum, (2) Disinterest and unwillingness and (3) Leadership Support. These themes are substantiated by significant lack of interest for CPTD. It was further found that Educators who were in or close to retirement age were hesitant to partake in CPTD, as they felt there was no more need for them to enhance any career prospects. The study concluded that, the manner in which CPTD is rolled-out currently excludes incentivising and justifying the rational of the implementation to its targeted beneficiaries. As the results of this exclusion, most educators who participated in this study could not see value and justification for their participation. It is further concluded that CPTD implementation needs more of leadership support from the district office in particular and the Department of Basic Education in general.