

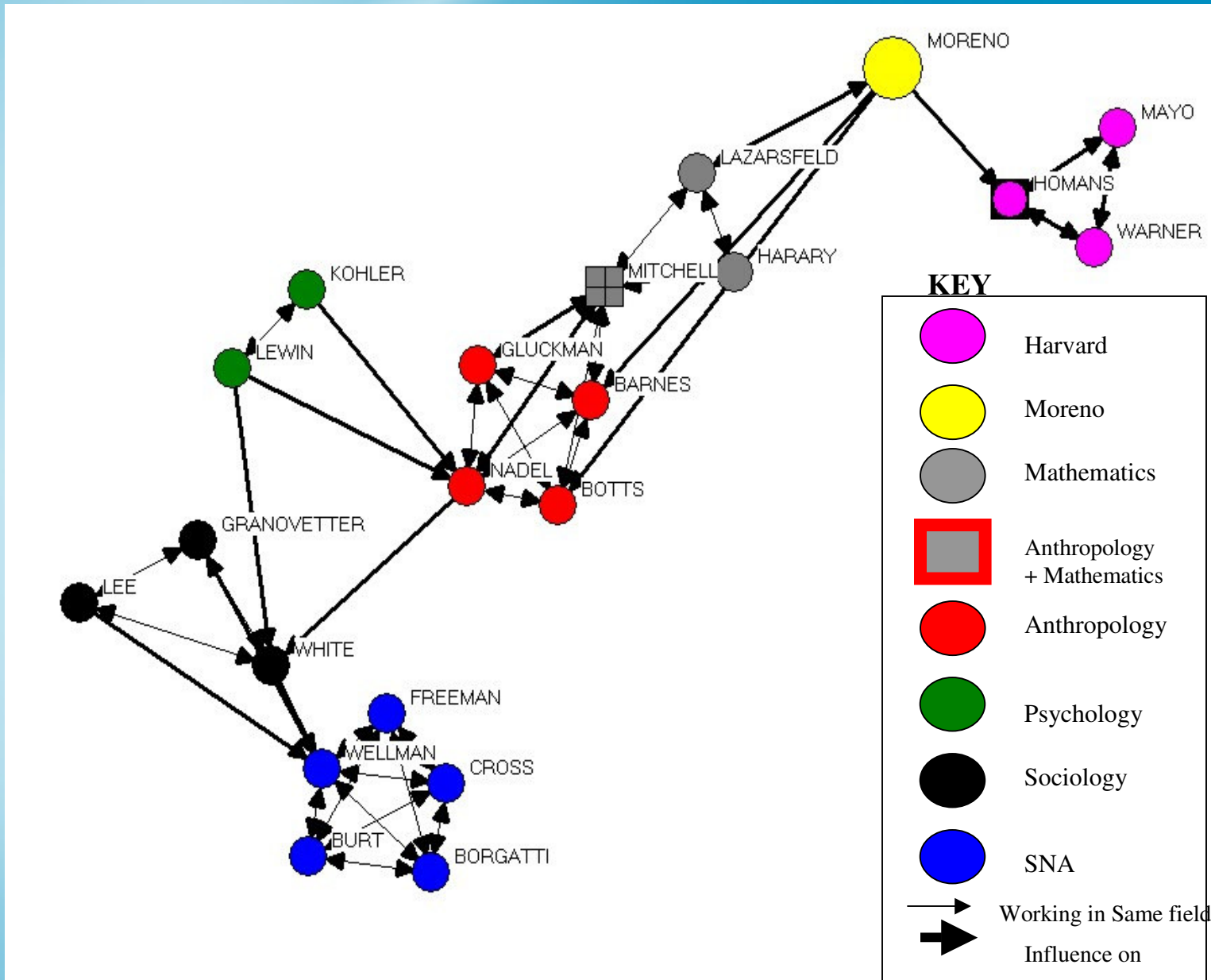
- Exploring social networks -

The Third Entity in the Dyad: The Relationship

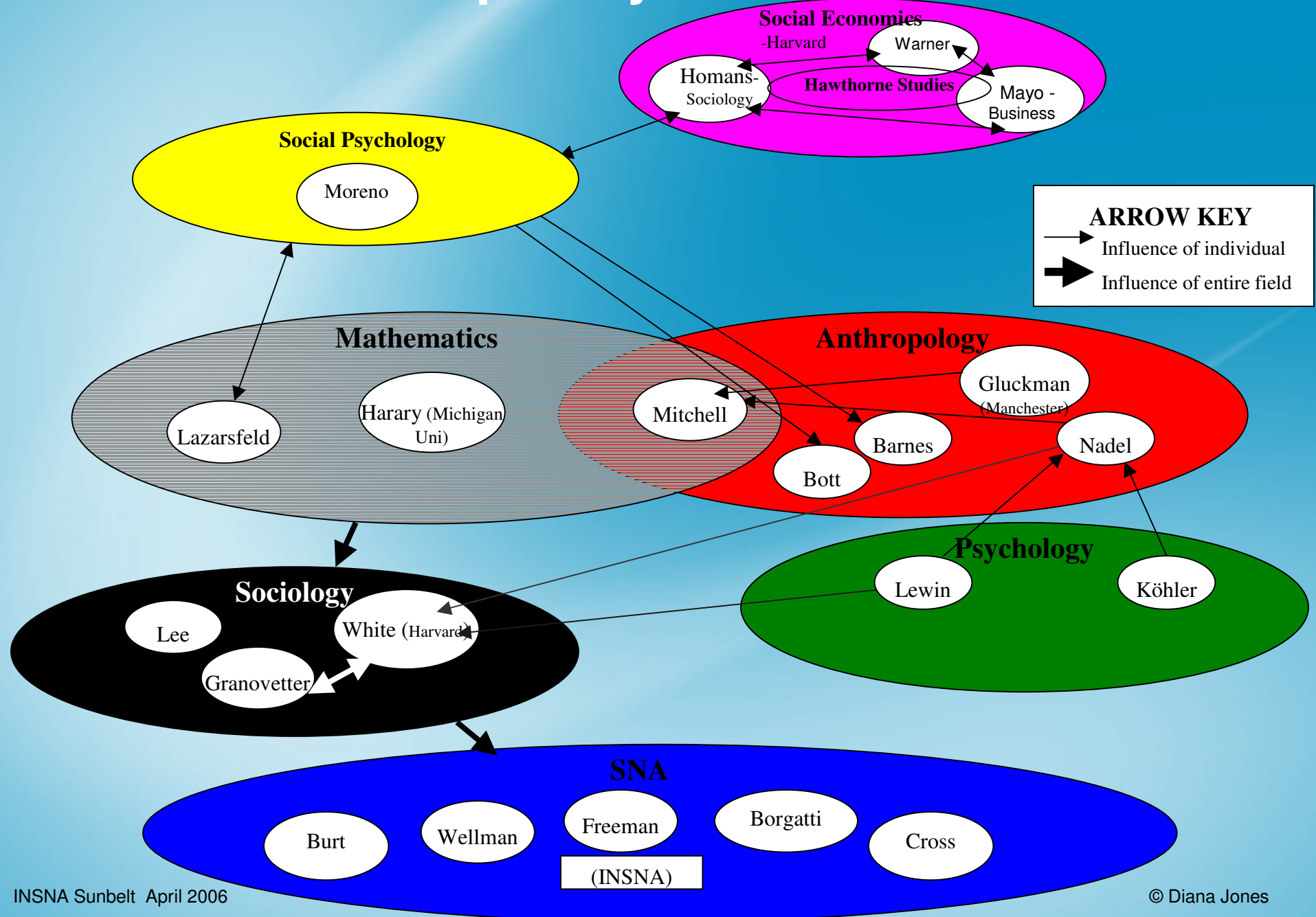
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**Presented at Sunbelt Conference, Vancouver
April 2006**

Historical Development of SNA –The Key Players



The Interdisciplinary Foundations of SNA



Exploring the relationship between the dyad.....

Assists us explore, integrate, and build a body of knowledge on working with

- Isolates
- Structural Holes
- One way relationships
- Negative relationships, the ‘choose not to.....’

- Tele -

the flow of feeling between people

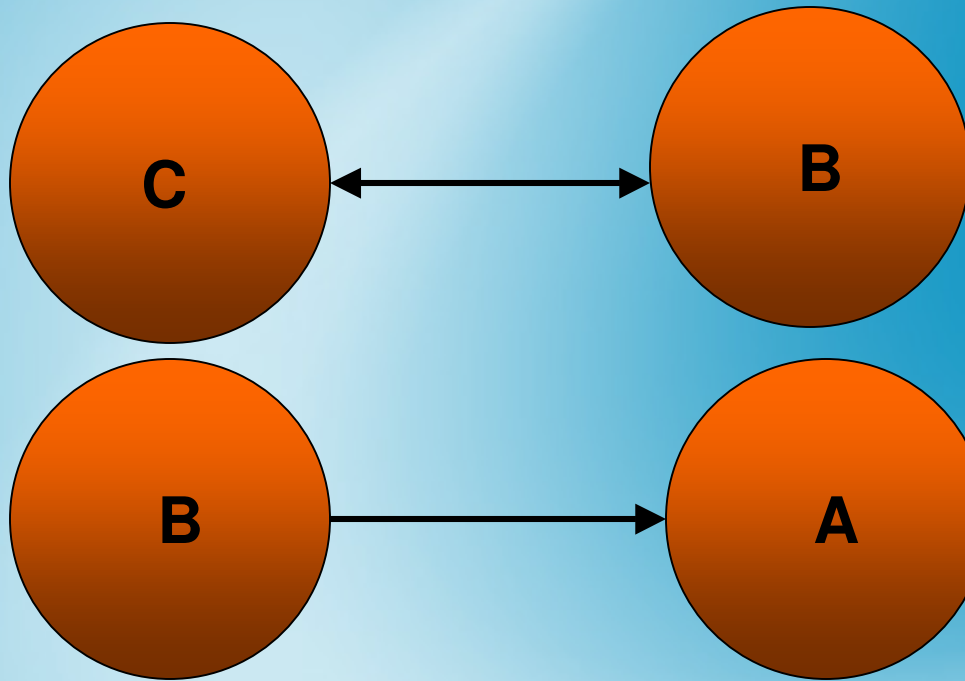
People are:

- attracted to one another on specific criteria, like molecules of hydrogen and oxygen
- repulsed, or move away from one another, similar to magnetic poles, or oil and water
- neutral, i.e. don't have a sense of the other. (Think falling in love with someone who doesn't know you exist, or they might just prefer to have coffee with you.)

(Moreno 1953; Moreno 1987; Moreno 2000)

Mutual positive relationship

B chooses C on this criteria/question, and C chooses B



- Symmetrical

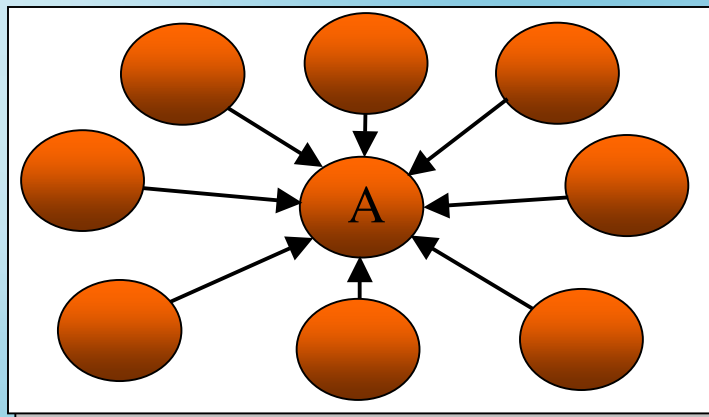
- Mutual, Reciprocal

The relationship is of mutual benefit to both actors

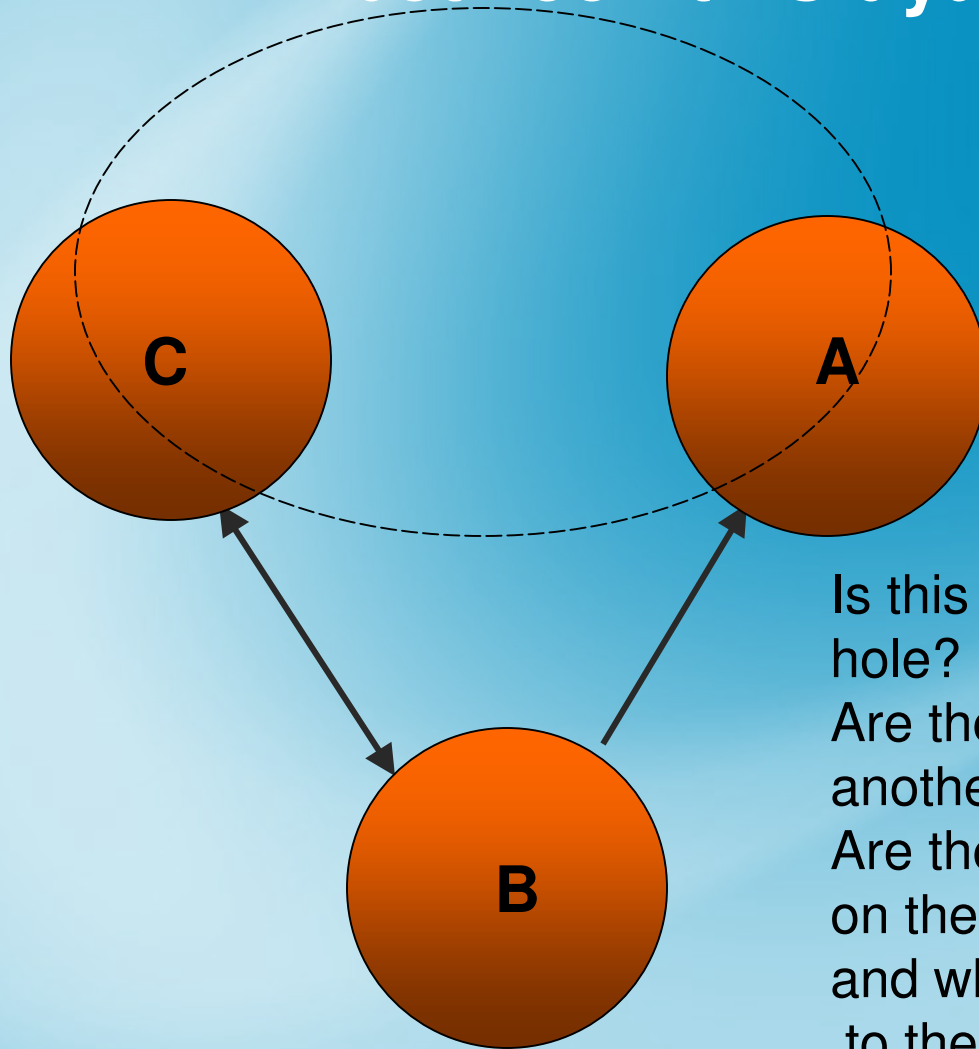
- Asymmetrical

- Non-mutual, One way

- This relationship is of benefit to B, A's response to B is unclear. A may be unaware of B, be negative to B on the criteria or question being explored. Expert networks are often characterised in this way



Third option: what is the relationship between this dyad?



Is this relationship a structural hole?
Are the two people aware of one another?
Are they negative to one another on the criteria being researched, and what is the significance of this to the work of this group?

Collecting social network data

Questions typically asked in networks are:

Who do you go to for information.....

Who do you go to for decisions on

Who do you go to for expert advice on.....

Who do you rely on to assist you get your work done.....

elicit a structural response related to job function, whereas....

Who do you go to for advice....

Who do you trust to.....

Who do you discuss work concerns with.....

Who do you discuss and explore innovations with.....

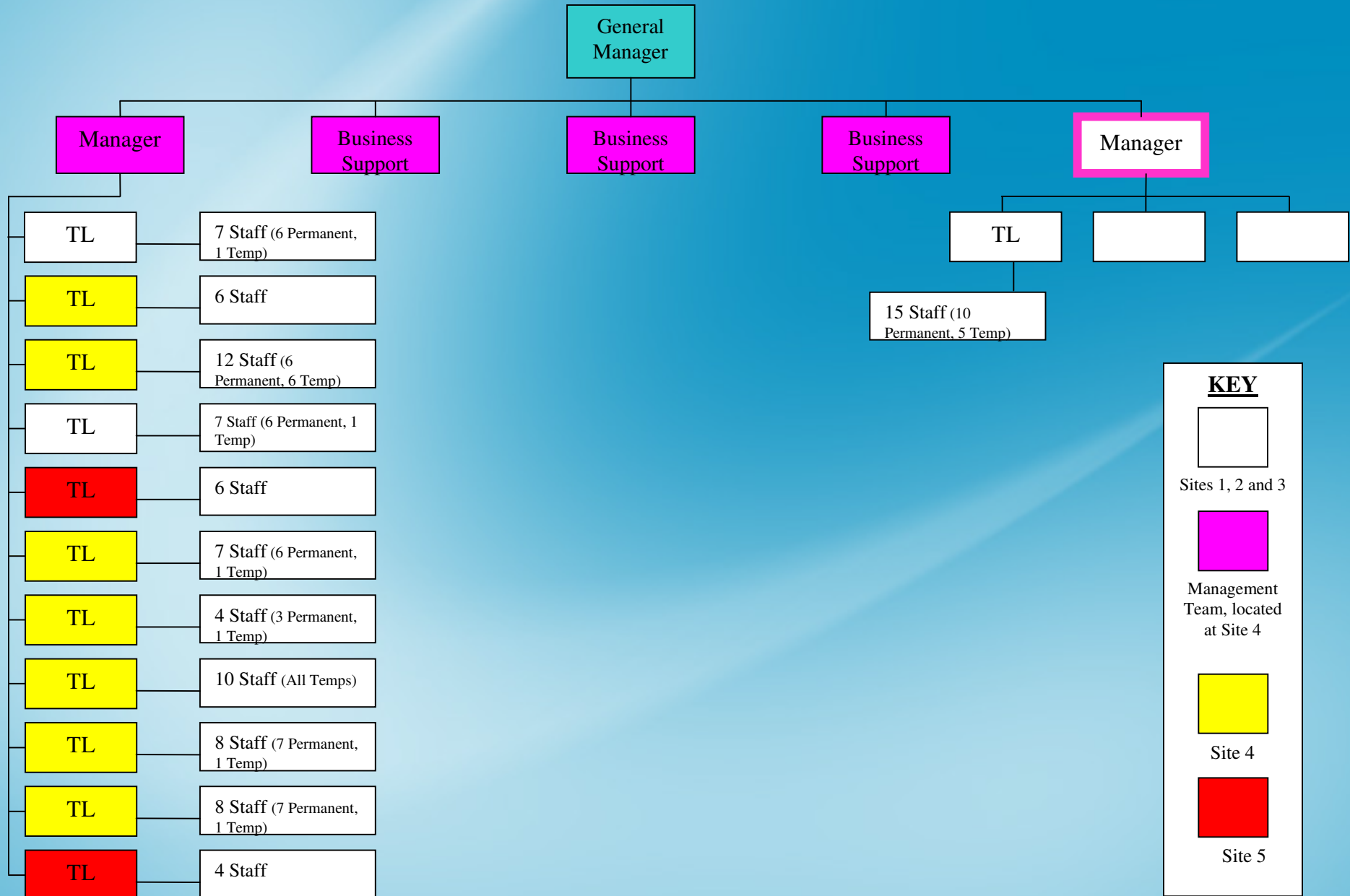
Who do you go to to find out what's happening in the organisation?

go to the heart of the socio-emotional networks of the groups you are working with.

Case Study

Criterion for exploration in this group: “who in this group do I trust to solve a work problem with me, so we enhance consistency and quality in our organisation?”

Formal Organisation Chart

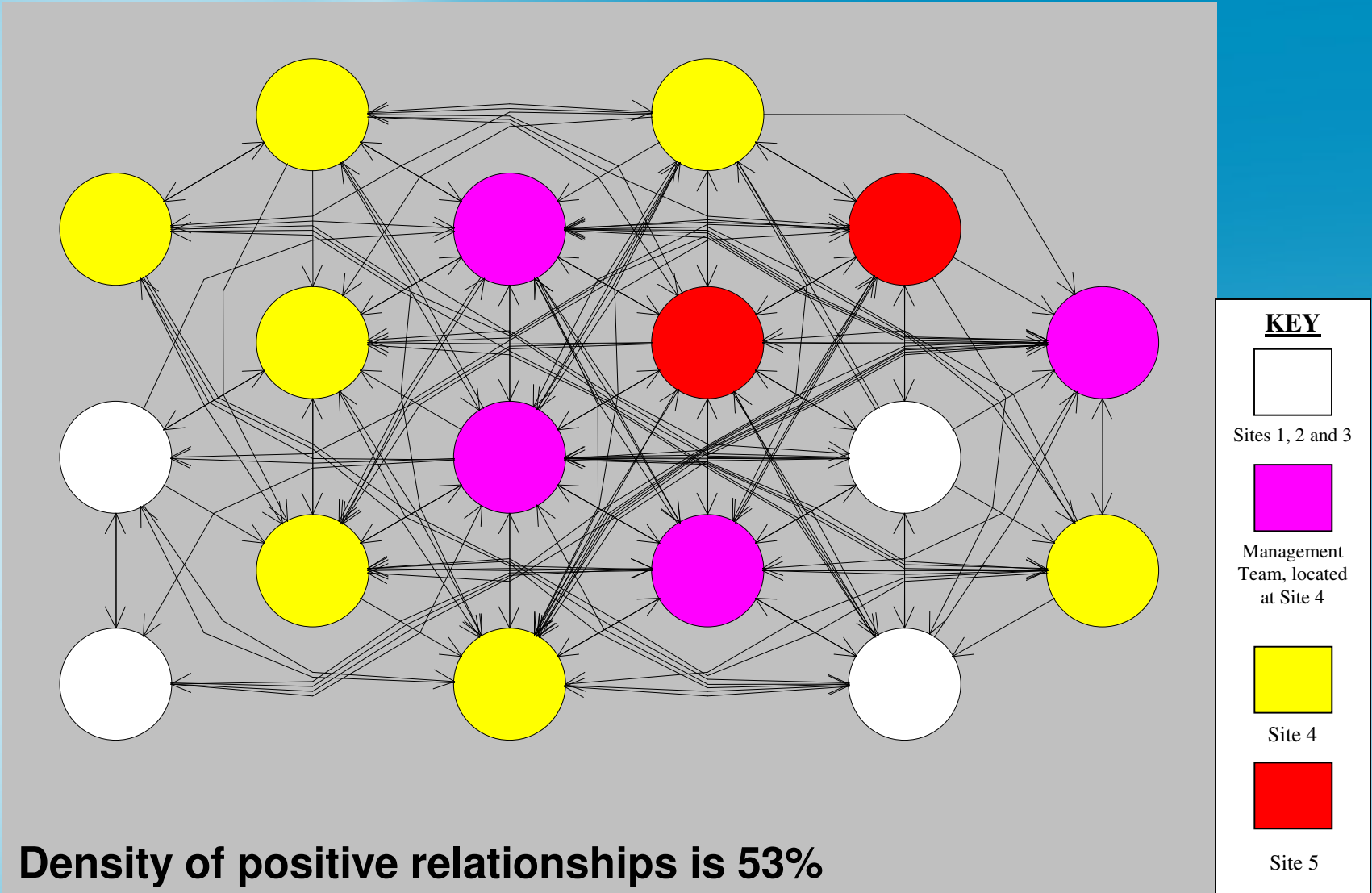


Group Statistics

Density:

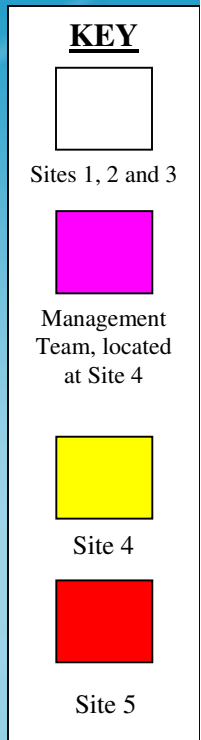
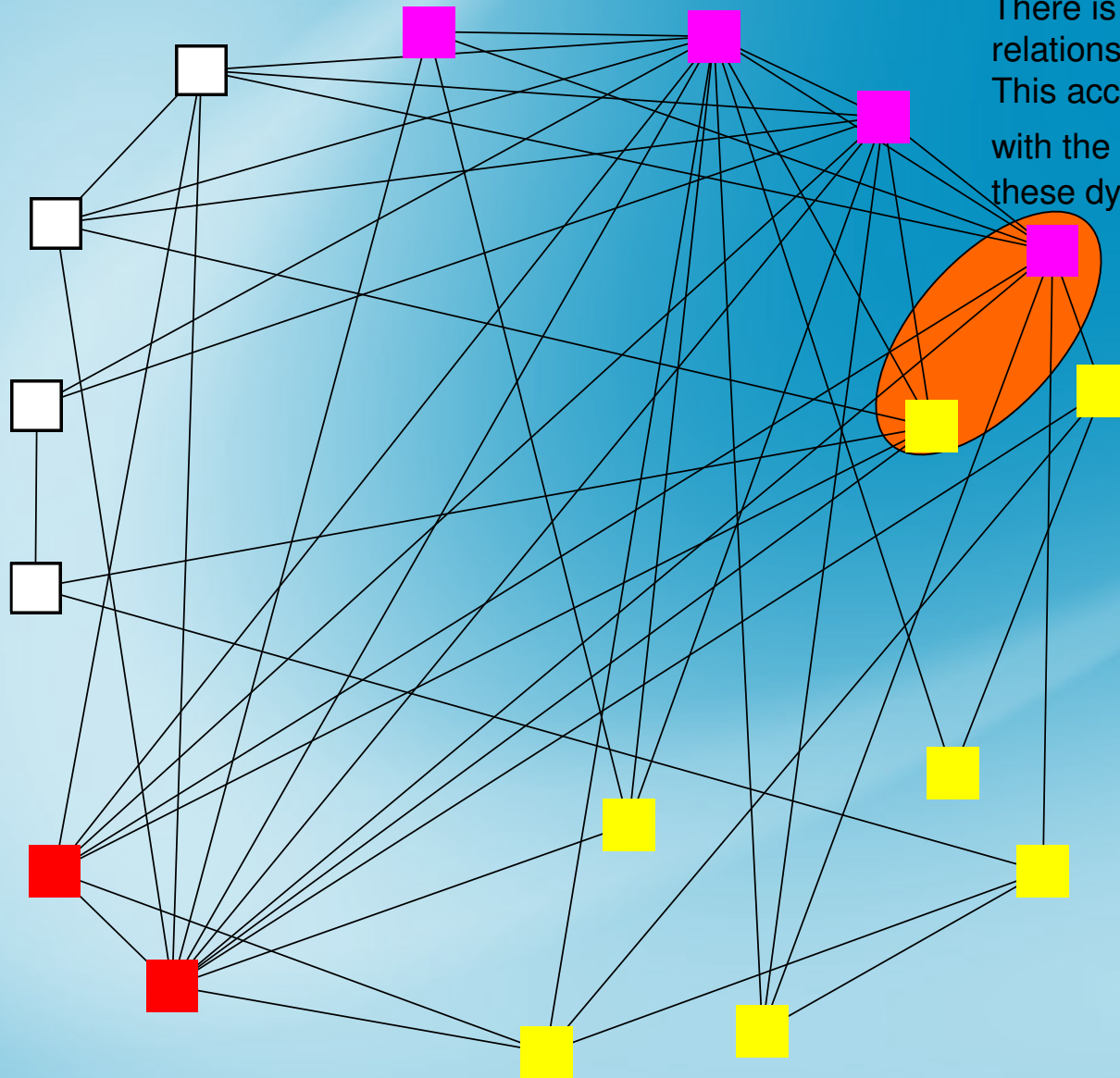
- Group Size: 17
 - Potential Ties: 272
 - Actual Ties: 143
 - Density: 53%
-
- Average number of positive choices made/received: 9
 - Range of positive choices received: 3-15
 - Range of positive choices made: 4-16
-
- Average number of negative choices made/received: 2
 - Range of negative choices received: 0-7
 - Range of negative choices made: 0-8
-
- Average number of mutual positive choices: 6
 - Range of mutual positive choices: 2-12

All Positive Choices

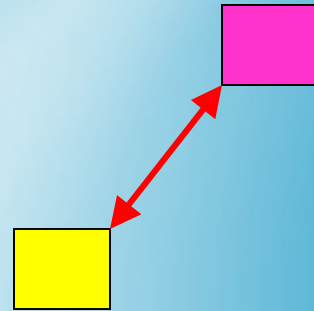


All Positive Mutual Choices

There is a density of 46% of mutual relationships.
This accounts for the strong work ethic with the group. If we now look at one of these dyads, what do we discover?



A mutual negative Choice



While positive mutual relationships are the glue in groups, negative choices are a natural aspect of group life. In looking at this group there appeared to be a high number of negative choices. The one relationship we are considering here shows a mutual negative relationship. This means both people did not choose the other with the criteria

who in this group do I trust to solve a work problem with me, so we enhance consistency

and quality in our organisation?" So while on the map this relationship is not displayed, a powerful force remains between these two people, affecting the group. Participants in this exploration received their individual choices, and many shared their reasons for choosing or not choosing one another. As a result participants developed clearer perceptions of what constituted trust and collaboration in this group and in doing so a number of people developed positive relationships with more colleagues.

Summary

- Looking at positive choices on criteria provides only a small part of the relationship picture

Wise judgment and group facilitation skills are needed when gathering data, exploring and displaying negative choices

When SNAers research work groups other than mapping information flows, researchers need to have clear agreements with participants on the purposes data is being collected for, how it will be used and who will see what is generated.