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# Complaints in performance appraisal interviews: reflections on data analysis, data collection and interdisciplinary boundaries

On the basis of my current research on employee initiated complaints in performance appraisal interviews, I will share some reflections about issues related to data analysis, data collection and about the balancing between disciplinary boundaries (linguistics/sociology and management/business) when doing research in, with and for organizations. In specific, I will reflect about the benefits and challenges of using a microanalytical approach like Conversation Analysis for the investigation of larger organizational phenomena, about the difficulties of negotiating access to collecting video data in organizations, and finally about how to make conversation analytic studies of organizational life relevant for a management or business audience.

**Birte Asmuß** is an associate professor at the Department of Management at Aarhus University, Denmark. From a microanalytic approach, she is interested in understanding the nature of organizational and management practices. She has worked on topics like intercultural negotiations, management and strategy communication and organizational routines, and she has published in leading international journals like Discourse Studies, Research on Language and Social Interaction, Journal of Communication Management, and Journal of Management Inquiry.

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