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“Care is not just about care anymore”

**Micro-level responses to institutional complexity
and change in the Dutch home-care sector**



Marieke van Wieringen



The Dutch home-care sector is best characterized as a complex and dynamic institutional environment. Institutional complexity particularly comprises the co-existence of a professional care logic and a logic of managed care. Whereas the professional care logic reflects values and practices such as client-centeredness, professional autonomy, competence and effectiveness, the logic of managed care is characterized by values and practices such as accountability, control, efficiency, transparency, and standardization. While both logics have been influencing the (organization of the) caregiving process, over time, the Dutch home-care sector has seen institutional change, involving (incremental) shifts in the relative dominance of these logics. In essence, the co-existence of a professional care logic and a logic of managed care, and their shifting dominance has considerably affected the nature and essence of the work of people working in the home-care sector. This dissertation explores and explains how managers and nurses in the Dutch home-care sector have perceived and acted upon institutional complexity and change. In so doing, it unravels actors' perceptions and experiences, and how these are informed by the co-existing institutional logics. Thereby, this dissertation captures how and why people respond and act in particular ways in a complex and changing institutional environment.