

Changing Conditions and Changing Approaches of Academic Work

The Academics and the Role of the Service Function - plenary session -

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Berlin, June 5, 2012



Reflection on the (role) of service...

- different terms, concepts and interpretations
- little consensus on what service stands for
- an umbrella term for various and different activities/roles
 - internal service
 - technology transfer/innovation/commercial activities
 - civic/voluntary activities
 - organised (university) service functions
- confusion among academics (Macfarlane, 2005)



Some relevant aspects of service

- contributing to different communities
- connecting university resources to various community problems
- transfer and application of (academic) knowledge and expertise
- academic, social, economical and political activities & networks
- professional, collegial and civic duty



Some relevant aspects of service

(...) engaging in those community areas in which we are not buying or selling, but talking with neighbors about the benefits for our community.

Barber, B. (1996)





LET KNOWLEDGE SERVE THE CITY

ZNANOST NARODV



Research methodology

- 12 European countries
- common questionnaire (2007/2008 + 2010) & interviews
- elements subsumed under the ‘service’
 - service to clients/patients
 - (un)paid consultancy
 - academic, community, political service
 - voluntary service
- academic status and institutional type
- factors associated with time in service
- community engagement



Academic workload in service

Table 1. Weekly hours spent on service activities while classes are in session
(arithmetic mean)

Service	2010					2007/08						
	AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Seniors at university	6.0	4.6	2.9	3.0	3.4	2.1	6.8	2.6	3.7	2.0	1.8	1.8
Juniors at university	5.2	3.2	1.5	2.0	3.0	1.6	6.0	1.8	3.7	0.7	1.8	1.1
Seniors at HEIs	-	4.1	-	1.8	3.3	3.2	2.8	2.5	-	3.3	1.9	1.7
Juniors at HEIs	-	3.1	-	1.8	4.4	2.1	3.1	2.1	-	0.9	1.4	1.6
Total work hours												
Seniors at university	49.3	51.8	47.5	50.6	45.8	44.5	55.8	47.2	46.3	42.1	40.9	46.9
Juniors at university	41.4	42.4	41.8	46.1	44.8	41.9	39.1	40.7	44.3	27.2	41.4	42.0
Seniors at HEIs	-	44.9	-	47.1	43.7	37.0	45.4	42.1	-	37.3	41.2	41.8
Juniors at HEIs	-	38.0	-	42.8	43.2	34.3	30.7	39.6	-	24.6	38.3	36.7

Source: EUROAC data set (June, 2011)

Q: Considering all your professional work, how many hours do you spend in a typical week on each of the following activities? - Service (services to clients and/or patients, unpaid consulting, public or voluntary services)



Academic workload in service

Senior academics / university

- classes in session -

Country	Time spent hours per week
Germany	6.8
Austria	6
Norway	2.1
Netherlands	2.1
UK	2
Portugal	1.8

Junior academics / university

- classes in session -

Country	Time spent hours per week
Germany	6
Austria	5.2
Norway	0.7
Netherlands	1.6
UK	1.1
Portugal	1.8



Academic workload in service...some interesting findings

- considerable differences among countries – Germany!
- academics at university > academics at HEIs
- senior > junior academics at universities & other HEIs
- classes (not) in session – little difference for service
- administration (double) > service



The nature of service activities

ACADEMIC SERVICE	Scientific committees / boards Peer reviewer Journal/Book editor Leaders of academic/professional associations
COMMUNITY SERVICE	Membership in community associations and community-based projects Worked with local, national or international social service agencies
POLITICAL SERVICE	Involved in local, national or international politics Elected officer/union leader



The nature of service activities

Table 2. Academics at universities involved in service activities in the current academic year (percent of respondents, multiple responses)

			2010					2007/08						
Service activity			AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Academic service	Scientific committees /boards	Senior	67	90	41	77	40	64	48	57	66	66	67	47
		Junior	34	54	18	44	19	31	17	22	55	24	39	21
	Peer reviewer	Senior	92	95	86	95	81	83	72	84	71	80	84	88
		Junior	64	63	50	74	64	74	37	49	58	48	49	77
	Journal/Book series editor	Senior	54	53	49	36	13	38	62	35	15	21	37	36
		Junior	31	15	22	18	7	17	23	14	5	9	16	15
	Leaders of academic associations	Senior	58	47	44	45	34	28	51	56	18	26	37	23
		Junior	32	12	23	30	20	16	28	29	6	11	26	10

Source: EUROAC data set (June, 2011)

Q: During the current academic year, have you done any of the following?



The nature of service activities: academic service

- differences among countries
- peer reviewing most common
 - PT - 45% ... AT & IE - 73%
- senior academics > junior academics
- male > female



The nature of service activities

Table 3. Academics at universities involved in service activities in the current academic year (percent of respondents, multiple responses)

			2010					2007/08						
	Service activity		AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Community service/ engagement	Membership in community organizations, community-based projects	Senior	12	14	19	36	16	16	0	27	15	27	22	23
		Junior	13	21	28	44	21	18	0	23	20	44	25	30
	Worked with local, national or international social service agencies	Senior	22	11	6	19	18	9	19	21	10	12	5	15
		Junior	20	12	8	21	20	8	35	16	13	14	6	14

Source: EUROAC data set (June, 2011)

Q: During the current academic year, have you done any of the following?



The nature of service activities: community service

- great differences among countries
- community-based projects: AT - 12% ... IE - 44%
- working with social service agencies: PT - 6% ... DE - 33%
- junior academics > senior academics
- gender not (so) relevant
 - female > male – HR, IE, NL, FI, NO, UK
 - male > female – AT, CH, PL, DE, IT, PT



The nature of service activities

Table 4. Academics at universities involved in service activities in the current academic year (percent of respondents, multiple responses)

			2010					2007/08						
Service activity			AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Political service	Involved in local, national or international politics	Senior	3	13	9	10	9	6	3	5	4	9	13	5
		Junior	5	10	2	7	8	7	3	4	4	6	5	5
	Elected officer/union leader	Senior	2	5	7	3	1	2	1	42	1	8	1	5
		Junior	2	3	6	3	1	1	2	33	1	8	3	4

Source: EUROAC data set (June, 2011)

Q: During the current academic year, have you done any of the following?



The nature of service activities: political service

- the least time invested
- small differences among countries - Finland!
- engaged in politics: UK - 3% ... CH - 12%
- engaged in unions: IT - 1% ... FI - 37%
- junior academics > senior academics
- male > female



‘Service character’ in research

Applied / practically oriented

- PL - 54% ... HR - 81%
- other HEIs > universities

Socially oriented

- DE - 26% ... HR - 55%

Commercially oriented

- AT - 11% ... HR - 23%
- other HEIs > universities

Technology transfer

- J - 12% ... S - 18%
- seniors > juniors
- other HEIs > universities
- FIN, DE, CH, UK



‘Service character’ in teaching

Practical knowledge and skills

- great differences by country
- FI - 31% ... HR - 82%
- juniors > seniors

Values & Ethics

- great differences by country
- PL - 20% ... IE - 74%
- seniors > juniors



Table 5. Perceived reinforcement of teaching by service activities
(percentages of responses*)

	2010				2007/08							
	AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
By service activities												
Seniors at university	48	32	42	66	30	45	37	44	52	69	6	35
Juniors at university	50	29	35	62	28	33	31	32	45	54	7	33
Seniors at other HEIs	-	49	-	72	39	74	56	47	-	59	6	53
Juniors at other HEIs	-	44	-	65	29	71	35	39	-	32	2	54

Source: EUROAC data set (June, 2011)

*Responses 1 and 2 on a scale from 1=Strongly agree to 5=Strongly disagree

Q: Please indicate your views on the following: Your service activities reinforce your teaching



Views on the scholarship of service

Table 6. Academics' views on scholarship of service (percentages of responses*)

	2010					2007/08						
	AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Scholarship includes the application of academic knowledge in real-life settings												
Seniors at university	59	.	75	77	54	41	62	74	57	59	77	69
Juniors at university	62	.	74	77	61	42	67	84	64	65	76	65
Seniors at other HEIs	-	.	-	89	63	63	87	92	-	56	88	83
Juniors at other HEIs	-	.	-	84	63	46	84	91	-	70	80	55
Faculty in my discipline have a professional obligation to apply their knowledge to problems in society												
Seniors at university	60	56	72	63	40	45	61	65	62	50	73	58
Juniors at university	57	51	69	65	39	46	44	58	61	51	73	59
Seniors at other HEIs	-	68	-	73	46	74	63	78	-	56	66	73
Juniors at other HEIs	-	64	-	60	43	63	75	64	-	74	68	75

Source: EUROAC data set (June, 2011)

* Responses 1 and 2 on a scale from 1=Strongly agree to 5=Strongly disagree

Q: Please indicate your views on the following



Institutional strategies and service

Table 7. Academics' views on institutional strategies as regards service activities, entrepreneurship and external collaboration (percentages of responses*)

	2010					2007/08						
	AT	CH	HR	IE	PL	NL	DE	FI	IT	NO	PT	UK
Encouraging academics to adopt service activities/ entrepreneurial activities outside the institution												
Seniors at university	8	.	.	25	15	20	55	19	16	17	38	31
Juniors at university	12	.	.	26	10	15	49	16	12	12	26	30
Seniors at other HEIs	-	.	.	24	8	39	61	40	-	13	33	34
Juniors at other HEIs	-	.	.	13	11	26	46	29	-	18	36	30
Encouraging individuals, businesses, foundations, etc. to contribute more to HE												
Seniors at university	34	.	.	43	26	23	52	25	25	22	39	41
Juniors at university	34	.	.	46	18	22	44	19	19	19	33	32
Seniors at other HEIs	-	.	.	35	23	52	45	15	-	15	44	51
Juniors at other HEIs	-	.	.	24	17	40	49	14	-	7	24	43

Source: EUROAC data set (June, 2011)

* Responses 1 and 2 on a scale from 1=Strongly agree to 5=Strongly disagree

Q: To what extent does your institution emphasize the following practices?



Factors associated with time in service

1. Academic status/rank - no significant role
2. Gender - no significant role in most countries
3. Discipline - business & law < social sciences and humanities
- life science and medicine > others
4. Research-orientation - less time in service
5. Involvement in technology transfer - **more time in service**
6. Institutional factors/strategies - marginal role



Community engagement...deeper insight

- Expectations from society?
- interviews – 8 countries (AT, HR, FI, DE, IE, PL, RO, CH)
- Engagement in community beyond teaching and research?
- interviews – 3 countries (DE, IE, HR)



What does society expect from us?

Society seeks answers for solving current and next future problems, expecting academics to contribute to shaping the profile of successful graduates, who once on the labour market, should bring added value to the community they are part of. (RO)



What does society expect from us?

Society expects university to influence the development of its community; it expects university to provide solutions to wider problems, but also to some specific economic and social problems related to local issues. (HR)



What does society expect from us?

Society in general expects contribution to its welfare and development. (HR)

Society expects intelligent, applied, useful and understandable results for its betterment. (AT)



The nature of community engagement

1. academic service-learning and students placements
2. community-based research
3. outreach programs
4. volunteering and *pro bono* work
5. organised university services
6. consulting, advising
7. political engagement



Country specifics...challenges

- voluntary vs. mandatory service
- formal vs. informal recognition
- 'out of the academic box' engagement – community service as a threat to academic carrer
- short-term (1 day/night) vs. long-term activities
- partners vs. visitors and promoters



Concluding remarks

- absence of a common notion of ‘service’
- positive views on the service relevance
- ‘European’ average - 3 h/week for service
- hierarchy vs. interdependence of academic functions
- substantial differences by country



Open questions...

Service as...

- national / regional / local / issue
- institutional issue
- individual issue

