

France Focus Report

HR Forum Guest Speaker Jean-Baptiste Suquet

5/6/2014

Kaitlin Appleby

Joining the HR Forum for the first time was French scholar Dr. Jean-Baptiste Suquet from the NEOMA Business School, Reims. In his presentation entitled “Conflictual sensemakings in the service encounter: The plurality of frauds in Parisian public transport”, Dr. Suquet discussed how clients are socially constructed within service organizations. Using the example of the public transport system in Paris, he explained how service workers (in this case, the ticket inspectors) view their work as either performing repressive inspection or caring inspection and what this means for the public bus clients. After presenting his working paper, Dr. Suquet sought possible directions for the theoretical section of his work from the HRM research group that specializes in Convention Theory. Dr. Suquet is considering using this approach and a vibrant discussion ensued concerning the theoretical impact of taking such an approach. One research group member’s dissertation research is also focusing on the service sector and Convention Theory, and her comments were especially insightful for the group. The discussion was an interesting and enlightening for the whole group, and continued into the afternoon. It was a pleasure to host Dr. Suquet and to learn about how he is considering using Convention Theory in his work as well as exchange ideas about publication options. Thank you to the France Focus for making such an exchange possible!