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Who is involved : Supervisors
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Objectives : Given the renewed interest in narrative for complex knowledge domains such as health care, this PhD research explores its resource potential.

Description : The source material is a disorganised collection of experiential stories told by and for health workers. Dimensional mark up is via a schema loosely based on the point-structured model of the story. Reader + Author (minimally constrained) mark up provides multiple perspectives on a given story, contributing to its relative visibility.

Progress : Twenty four participants take part in an experiment where they annotate a subset of stories through a purpose built user interface. Two thirds of those participants are KMi members and one third is medical professional. The schema is split into 'Indexical' dimensions where the annotator is guided by an editor's annotation and 'Relational' dimensions where they are entirely on their own. In addition to the editor's annotation the medics are given optional access to the annotations of KMi members but only on the 'Indexical' dimensions. Grounded theory is used to analyse audio-video data capture. Participants vary widely in their task behaviours.

Comments on selected observances :

The stories

- Are engaging; they arouse a range of emotional responses
- Trigger new stories "*I know; that happened to me too...*"
- Vary in complexity; embedding, many characters and mixed styles increase it

The 'Indexical' dimensions

- Suggestions tend to be deliberated, crafted and formal
- "*For me it's X*" announces a highly personalised view, different from the editor's
- "*Can I say what I want?*" indicates an expectation of greater constraint
- Participants become involved in constructing text in order to make suggestions
- The editor's indexing is variously regarded as: correct / helpful / stifling

The 'Relational' dimensions

- Suggestions tend to be spontaneous, strange and informal
- Participants are more relaxed, find their voice, take control
- They relate the stories one to another, and to themselves in imaginative ways

General mark up & the UI

- No appreciable difference between knowledge media researchers and medics
- Common difficulty is expressing in words what they want to say
- Requiring assistance to navigate, understand object functions and task terms