

# Das Narrativ von „Security“ im Arbeitskontext

Karoline Busse

It is a well known fact that the language of IT security experts differs from that of non-security related people, leading to a multitude of problems. However, very little work has examined the differences in perception between security experts within a single security department or company. The Sociological theory of power relations and organisational uncertainties by Croizer and Friedberg suggests that uncertainties about the narratives used in a department can lead to potentially harmful power relations, and dissatisfied employees.

We conducted a qualitative interview study within two distinct IT security companies in order to research the impact of diverging security narratives within security departments. Our results show that there is indeed an uncertainty about the term IT security. One company we interviewed regarded this uncertainty as highly beneficial for team creativity, communication and mutual education, while the other, more technical-focused company showed few diversions within the security staff, but a possibly uniting conflict with the company's IT department. This shows that the analysis of language uncertainties provides a powerful approach to studying the motivation of professional security groups.