

READING LIST INF5220 2006

Book

David Silverman: *Doing Qualitative Research*, 2005. Sage. (2nd edition).
Chapters 1-24. (Practical and conceptual on doing qualitative research, but from the viewpoint of social sciences).

Articles and Book Chapters

The book has been complemented with articles/chapters focusing on relevant debates, approaches and examples from the informatics field, mainly Information Systems Research and Computer-Supported Collaborative Work.

I have separated the list into four parts below, A-D. Some papers will be found under different categories, as the reasons for including them are several. Detailed knowledge (beyond what is covered in the lectures) of the readings marked as OPTIONAL will not be required for the exam.

A) What is qualitative research in IS, different philosophical perspectives:

Myers, M.D., and Avison, D.: *An Introduction to Qualitative Research in Information Systems*, Ch 1 in Myers and Avison (eds.) "Qualitative Research in Information Systems", 2002. Sage. (overview over qualitative research in IS) (Handout)

M. Lynne Markus: *Power, Politics, and MIS Implementation.*, 1983. Communications of the ACM. vol 26, no. 6, pp. 430-444. (An early, seminal and classic piece of qualitative IS studies)

Walsham, G. : *Interpretive Case Study in IS Research*, 2002. Sage. Ch 6 in Meyers and Avison (eds) "Qualitative Research in Information Systems". (Describing the interpretive approach, which is the focus of this course). (Handout)

B) Various types of qualitative research:

1. Ethnography:

LA Suchman and RH Trigg: *Understanding Practice: video as a medium for reflection and design*, 1991. In: J. Greenbaum, M. Kyng, eds. Design at work: cooperative design of computer systems. Hillsdale, N.J.: Lawrence Erlbaum. 65-89. (Why ethnography?) (Handout)

Hughes J, V King, T Rodden, H Anderson: *Moving out from the control room: Ethnography in systems design*, 1994. In Proceedings from CSCW'94, Chapel Hill, North Carolina. (Why ethnography + ethnography in practice) (Handout)

R Harper: *The Organization in Ethnography. A discussion of Ethnographic Fieldwork Programs in CSCW*, 2000. Journal of Computer-Supported Cooperative Work. vol. 9, no. 2, pp. 239-264. (How to do it in practice?)

Bardram, J. and Bossen, C. : *Mobility Work: The Spatial Dimension of Collaboration at a Hospital*, 2005. CSCW Journal, 14 (131-160). (Example of ethnographic study)

D Forsythe: *It's Just a Matter of Common Sense: Ethnography as Invisible Work*, 1999. Journal of Computer-Supported Cooperative Work, vol. 8, no. 1-2, pp. 127-145. (Critical to Do-It-Yourself Ethnography by informatics people)

T Zuiderent: *Blurring the Center: on the Politics of Ethnography*, 2002. Scandinavian Journal of Information Systems. vol. 14, no. 2, pp. 59-78. (On intervention and politics in an ethnographic case study)

Beyer, H. and Holtzblatt, K.: *Contextual Design*, 1999. Interactions, vol 6, no 1, (jan/feb 1999), p. 32-42. + Book chapter handout (practical models for how to organize observations and documentation)

OPTIONAL: U Schultze: *A Confessional Account of an Ethnography about Knowledge Work*, 2000. MIS Quarterly. Vol. 24, No. 1 (Mar., 2000), pp. 3-41. (a self-reflexive account from an ethnographic study) (Handout)

2. Action Research:

Baskerville, R. and Wood-Harper, T.: *A Critical Perspective on Action Research as a Method for Information Systems Research*, 2002. Ch 8 in Myers and Avison (eds) "Qualitative Research in Information Systems". (What is AR? Why use it) (Handout)

P Checkland, S Holwell: *Action Research: Its Nature and Validity*, 1998. Systemic Practice and Action Research. vol 11, no. 1, pp. 9-21. (Quality criteria for AR).

D Avison, F Lau, M Myers, PA Nielsen: *Action Research*, 1999. Communications of the ACM. ISBN: Jan 1999, vol 42, no. 1, pp. 94-97. (What is AR?)

OPTIONAL R. Kalleberg: *Konstruktiv samfunnsvitenskap. En fagteoretisk plassering av "aksjonsforskning"*, 1992. ISO Rapport nr. 24, 1992, Institutt for Sosiologi, UiO. (about AR's role in sociology). (Handout)

3. Interpretive case studies:

Walsham, G. : *Interpretive Case Study in IS Research*, 2002. Sage. Ch 6 in Meyers and Avison (eds) "Qualitative Research in Information Systems". (About interpretivism and case studies). (Handout)

G Walsham and S Sahay: *GIS for District Level Administration*, 1999. MIS Quarterly. vol 23, no. 1, pp. 39-66. (An example of an interpretive case study, also containing a description of how they write up the case) (Handout)

M. Lynne Markus: *Power, Politics, and MIS Implementation.*, 1983. Communications of the ACM. vol 26, no. 6, pp. 430-444. (Example of a case study somewhere in between a positivist and interpretive approach)

OPTIONAL: Clifford Geertz: *Deep play: Notes on the Balinese cockfight.*, 1972. In Geertz: *The interpretation of cultures*. New York: Basic Books, 1972. (A fundamental and famous piece of work for the interpretive turn in social sciences, besides an exemplary case study in its own right).

OPTIONAL: B Flyvbjerg: *Eksemplets magt – en revurdering av case-studiet som forskningsstrategi*, 1991. Kapittel 8 i Flyvbjerg: "Rationalitet og Magt. Bind 1: Det konkrete videnskap". Akademisk Forlag . (Defending the validity of generalizing from single cases). (Handout)

4. Grounded theory

Thoresen, K.: *Appendix D: Grounded Theory* , 1999. PhD Thesis, "Computer Use", University of Oslo, Department of Informatics. (An exposition of how grounded theory was used in a concrete study) (Handout)

A Strauss, S Fagerhaugh, B Suczek, C Wiener: *Appendix: Methodological Note*, 1985. in "Social Organization of Medical Work". (Also from a concrete study, by one of the founders of the approach). (Handout)

C) Analysis, generalizations, quality in qualitative research

Walsham, G. : *Interpretive Case Study in IS Research*, 2002. Sage. Ch 6 in Meyers and Avison (eds) "Qualitative Research in Information Systems". (Discusses four ways to generalize). (Handout)

HK Klein, MD Myers: *A set of principles for conducting and evaluating interpretive field studies in information systems.*, 1999. MIS Quarterly, vol. 23, no. 1, pp. 67-94. (Lays out seven quality criteria for interpretive researchers)

D Forsythe: *It's Just a Matter of Common Sense: Ethnography as Invisible Work*, 1999. Journal of Computer-Supported Cooperative Work, vol. 8, no. 1-2, pp. 127-145. (A critique of treating fundamental methodological issues of fieldwork lightly).

P Checkland, S Holwell: *Action Research: Its Nature and Validity*, 1998. Systemic Practice and Action Research. vol 11, no. 1, pp. 9-21. (Quality criteria for Action Research, which are also of a general nature).

OPTIONAL: U Schultze: *A Confessional Account of an Ethnography about Knowledge Work*, 2000. MIS Quarterly. Vol. 24, No. 1 (Mar., 2000), pp. 3-41. (Writing also about her own process of understanding and learning through the study). (Handout)

OPTIONAL: A Lee, R Baskerville: *Generalizing Generalizability*, 2003. Information Systems Research. vol 14, no 3, pp. 221-243. (When you have to defend your interpretive study against positivist critique..)

OPTIONAL: Clifford Geertz: *Deep play: Notes on the Balinese cockfight.*, 1972. In Geertz: *The interpretation of cultures*. New York: Basic Books, 1972. (Example of analysis from case)

OPTIONAL: B Flyvbjerg: *Eksemplets magt – en revurdering av case-studiet som forskningsstrategi*, 1991. Kapittel 8 i Flyvbjerg: "Rationalitet og Magt. Bind 1: Det konkrete videnskap". Akademisk Forlag . (About generalizations, and the basis for this). (Handout)

OPTIONAL: B Latour: *Chapter 2: Circulating Reference: Sampling the Soil in the Amazon Forest.*, 1999. in Latour: *Pandora's Hope*. (Example of type of analysis). (Handout)

D) Writing, practical aspects

Most of the examples of various studies give details on fieldwork and data collection. The book also covers a lot of this. In addition:

OPTIONAL: C Sørensen: This is not an article – just some food for thought on how to write one. (Practical hints on paper writing, relevant in general)