

me

- danyel fisher
- concluding phd student
- interested in
 - mapping social networks
 - temporal rhythms (the ways relationships change over time)
 - as expressed in email and online social groups
- student working with prof dourish

recap

- from theory to methods
 - qualitative approach
 - want to get at the DETAILS
 - want to get at the DIVERSITY of settings and attitudes
 - understanding “the member’s point of view”
 - observation and interviewing
- why was it done *just then* and *by so-and-so*?
- field notes are a continual site of activity

recap ii: interviews

- you need to *write stuff down* -- you *will* forget
 - writing them up *quickly*
 - re-reading and re-working
 - early analytic thoughts...
- interview guide
 - pre-organize information
 - track conversation

today:

- focusing and analyzing data
- reminder
 - should be doing observations
 - should be starting interviews

deceptive title

- this chapter is about asking questions

deceptive title

- this chapter is about asking questions... **of the data**
- you don't ask real people these questions
- you don't necessarily direct your interview around these questions
- but you will ask these questions about your results

looking back on a study

- so you kick back, and start digging through the data
- "what do i have here? what is this data trying to tell me?"
 - the data has a story
 - figure out what it is

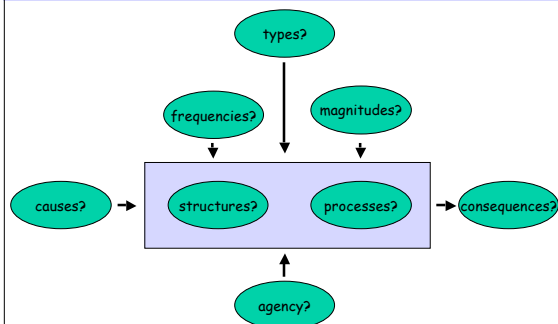
journalism 101

- basic structural question that the *article* should answer
 - who
 - what
 - when
 - where
 - why
 - how

journalism 101

- basic structural question that the *article* should answer
 - who - **agency**
 - what - **types**
 - when - **processes**
 - where - **structures**
 - why - **causes**
 - how - **frequencies and magnitudes**

eight questions



eight questions: types

- **what** is it that *i'm* looking at?
- types
 - e.g. the total institution
 - the rule of mutual exclusiveness
 - the rule of exhaustiveness



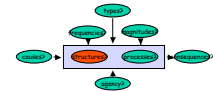
eight questions

- frequency
 - how often does it happen?
- magnitude
 - how big does it happen?

Quantitative questions ... but qualitative data can give an important sense

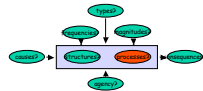
eight questions: structures

- related to types, but:
 - what are the internal features of the type?
 - what is the relationship between different types?
 - example: bureaucracies



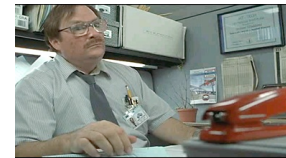
eight questions: processes

- temporal structures: how things develop
 - cycles



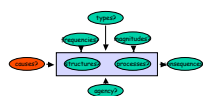
eight questions: processes

- spirals – rolls back on itself
- sequences – a series of steps



eight questions: cause

- not simple cause and effect
 - cumulative causes... think of the processes through which situations come about
- *situational* versus *dispositional* causes
 - *programs crash because users have something else to do*
 - *programs crash because users are idiots*



eight questions: consequences

- functional approach
 - what functions are served?
 - what role does this play?
- nonfunctional approach
 - what ends are served?
 - what are the products?



eight questions

- agency
 - the other questions illustrate the *passive* model
 - brute facts and the machinations of the social world
 - people are active entities!
 - coping, acting, scheming, evading, cajoling, maneuvering
 - the issue of agency:
 - whose action brings about the situation?
 - how does this action come about?
 - structure/agency dyad
 - it's a cycle!

