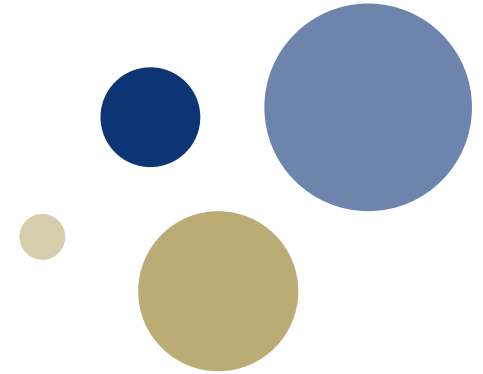




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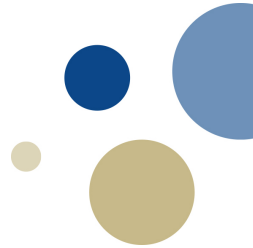
DT 8108 IT topics

Case studies/ Interpretative methods

Eric Monteiro

www.idi.ntnu.no/~ericm

RQ: What vs Why



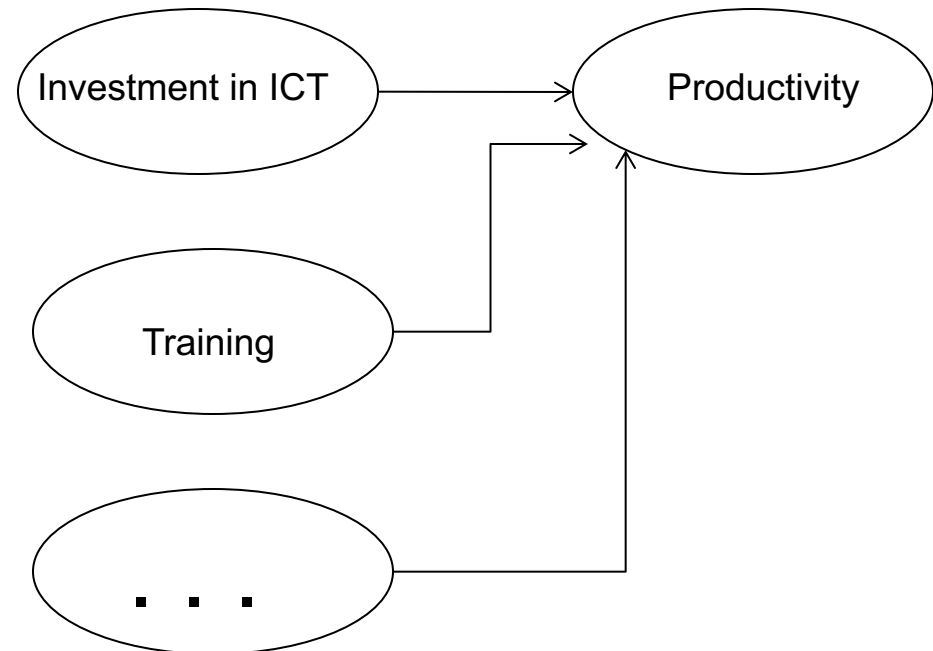
What

- Causality
- Explanations

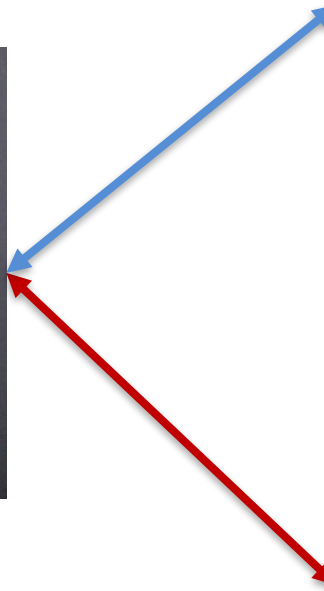
Why/ how

- Contextual
- Understanding

"Productivity paradox"



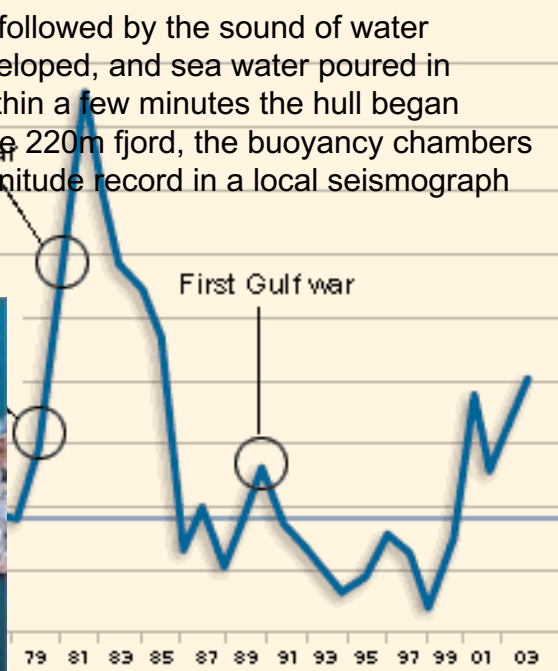
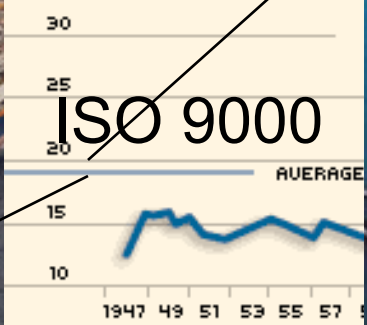
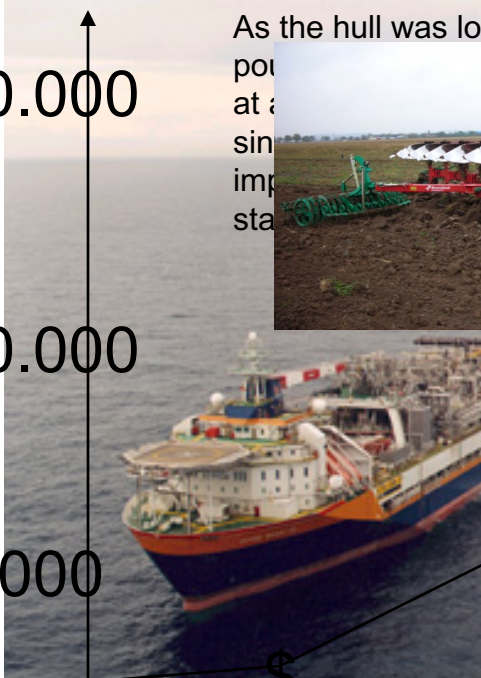
Technology-in-practice (enacted)



Ex.: Lotus Notes Statoil (1992-)

Oil and war Crude oil price per barrel in 1996 dollars. Source: WTRG Economics

As the hull was lowered to the 99m mark, rumbling noises were heard followed by the sound of water pouring in. The hull had failed and a serious crack had developed, and sea water poured in through the deballasting pumps to deal with. Within a few minutes the hull began to sink. As the structure sank deeper into the 220m fjord, the buoyancy chambers struck the floor of the fjord creating a 3.0 magnitude record in a local seismograph.

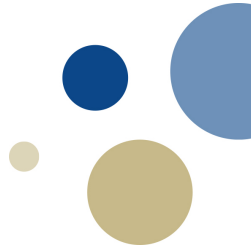


1994

1996

1998

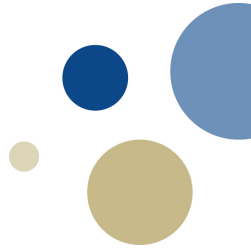
Method (1): part vs whole



- 25.000+
- 30+ countries
- N organ. units....
- N disciplines ...

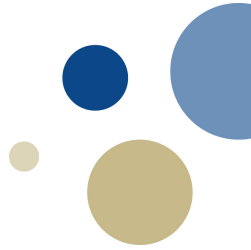


Method (2): interviews



- General statements
 - What about **last** time?
 - Pick one instance – what about this?
- "Strategically dumb"
 - Triangulate with other sources
 - Keep out of it, refer to **others**

Method (3): Observation



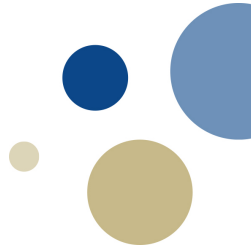
- Participatory observation
- Legitimate **role** ("who are you?")
- Becoming "wall-paper"
- Hints for further navigation/ "**snow-balling**"

Method (4): Multiple voices



- Multiplicity of accounts
 - Who to listen to?
- Different perspectives – so what is yours?
 - **Reasonable** interpretations.....
- Accounting (writing about) multiplicity
 - Eliminate **traces** in the text?
- Staging/ "validation"
 - **feed-back** sessions

Concerns: generalizations



- Representativeness/ sample ?
- "only" a story/ rich account
- Critical case
- Concepts (e.g. "emotional labour")

References



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