# Evaluating Alternatives to In-depth F2F Interviews

## Thursday June 11, 2020

Sally Davis

PhD. Candidate

ANU Centre for Arab and Islamic Studies

sally.davis@anu.edu.au

# Outline

Socially distant fieldwork: the new 'research problem.'

Mapping a way forward through 'research **re**design'.

Evaluating WhatsApp as a data gathering tool.

Is Zoom the solution?

# New research problem:

I'm a PhD student and social distancing means I need to rethink F2F interviews for data gathering.

# New research question:

How am I going to research how to do my research?

# The original research design

In depth qualitative study

Asking Iraqi women face2face a series of questions about their personal security outlook.

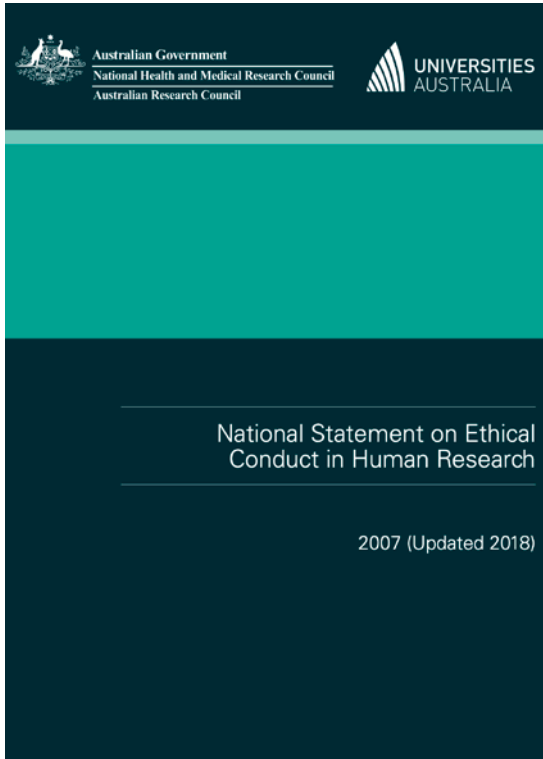Mapping a way forward through 'research **re**design'.

2 essential starting points

**1. ANU guidance and supervisors**

https://www.anu.edu.au/files/guidance/COVID-19_Research_Continuity_Checklist%20%5BPDF%2C%2066KB%5D_0.pdf

**2. Covid-19 Updates on the ANU Ethics Integrity page**

https://services.anu.edu.au/research-support/ethics-integrity/covid-19-updates-human-ethics

# Using the Ethics protocol as a compass

- Aries questions:

eg. *Methodology- In language appropriate for a lay reader, explain why the methodological approach minimises the risk to participants.*

**On Programs and Courses:**
**SOR8015 Human Research Ethics & Integrity: Principles & Practice**

# The original research design

- In depth qualitative study

- Asking Iraqi women face2face a series of questions about their personal security outlook.

# Useful resources

Adams-Hutcheson, Gail, and Robyn Longhurst. 2017. "'At Least in Person There Would Have Been a Cup of Tea': Interviewing via Skype." *Area* 49 (2): 148–55. https://doi.org/10.1111/area.12306.

AlKhateeb, Maryam. 2018. "Using Skype as a Qualitative Interview Medium within the Context of Saudi Arabia: A Research Note." *The Qualitative Report; Fort Lauderdale* 23 (10): 2253–60.

Archibald, Mandy M., Rachel C. Ambagtsheer, Mavourneen G. Casey, and Michael Lawless. 2019. "Using Zoom Video conferencing for Qualitative Data Collection: Perceptions and Experiences of Researchers and Participants." *International Journal of Qualitative Methods* 18 (January): 1609406919874596. https://doi.org/10.1177/1609406919874596.

Baker, Sally. 2013. "Conceptualising the Use of Facebook in Ethnographic Research: As Tool, as Data and as Context." *Ethnography and Education* 8 (2): 131–45. https://doi.org/10.1080/17457823.2013.792504.

Bampton, Roberta, and Christopher J. Cowton. 2002. "The E-Interview." *Forum : Qualitative Social Research; Berlin* 3 (2). http://search.proquest.com/docview/867760327/abstract/A7C2976C30F44ECBPQ/1.

Barratt, Monica J, and Alexia Maddox. 2016. "Active Engagement with Stigmatised Communities through Digital Ethnography." *Qualitative Research* 16 (6): 701–19. https://doi.org/10.1177/1468794116648766.

Boase, Jeffrey, and Lee Humphreys. 2018. "Mobile Methods: Explorations, Innovations, and Reflections." *Mobile Media & Communication* 6 (2): 153–62. https://doi.org/10.1177/2050157918764215.

Braun, Virginia, Victoria Clarke, Nikki Hayfield, Hannah Frith, Helen Malson, Naomi Moller, and Iduna Shah-Beckley. 2019. "Qualitative Story Completion: Possibilities and Potential Pitfalls." *Qualitative Research in Psychology* 16 (1): 136–55. https://doi.org/10.1080/14780887.2018.1536395.

Buelo, Audrey, Alison Kirk, and Ruth Jepson. 2020. "A Novel Research Method for Workshops and Co-Production of Knowledge: Using a Secret Facebook Group." *****Not yet Peer Reviewed*, February. https://doi.org/10.21203/rs.2.24083/v1.

Chen, Julienne, and Pearlyn Neo. 2019. "Texting the Waters: An Assessment of Focus Groups Conducted via the WhatsApp Smartphone Messaging Application." *Methodological Innovations* 12 (3): 2059799119884276. https://doi.org/10.1177/2059799119884276.

Chiumento, Anna, Laura Machin, Atif Rahman, and Lucy Frith. 2018. "Online Interviewing with Interpreters in Humanitarian Contexts." *International Journal of Qualitative Studies on Health and Well-Being; Abingdon* 13 (1): 1–10. http://dx.doi.org.virtual.anu.edu.au/10.1080/17482631.2018.1444887.

Copes, Heith, Whitney Tchoula, Fiona Brookman, and Jared Ragland. 2018. "Photo-Elicitation Interviews with Vulnerable Populations: Practical and Ethical Considerations." *Deviant Behavior* 39 (4): 475–94. https://doi.org/10.1080/01639625.2017.1407109.

Deakin, Hannah, and Kelly Wakefield. 2013. "Skype Interviewing: Reflections of Two PhD Researchers:" *Qualitative Research*, May. https://doi.org/10.1177/1468794113488126.

Eidse, Noelani, and Sarah Turner. 2014. "Doing Resistance Their Own Way: Counter-Narratives of Street Vending in Hanoi, Vietnam through Solicited Journaling." *Area* 46 (3): 242–48. https://doi.org/10.1111/area.12107.

Farooq, Muhammad Bilal, and Charl de Villiers. 2017. "Telephonic Qualitative Research Interviews: When to Consider Them and How to Do Them." *Meditari Accountancy Research; Pretoria* 25 (2): 291–316. http://dx.doi.org.virtual.anu.edu.au/10.1108/MEDAR-10-2016-0083.

Hassan, Nihad, and Rami Hijazi. 2018. *The Evolution of Open Source Intelligence - Open Source Intelligence Methods and Tools: A Practical Guide to Online Intelligence*. Springer. https://doi.org/10.1007/978-1-4842-3213-2_1.

Hesse-Biber, Sharlene, and Amy J. Griffin. 2012. "Internet-Mediated Technologies and Mixed Methods Research: Problems and Prospects." *Journal of Mixed Methods Research*, August. https://doi.org/10.1177/1558689812451791.

Hinchcliffe, Vanessa, and Helen Gavin. 2009. "Social and Virtual Networks: Evaluating Synchronous Online Interviewing Using Instant Messenger." *The Qualitative Report; Fort Lauderdale* 14 (2): 318–40.

Janghorban, Roksana, Robab Latifnejad Roudsari, and Ali Taghipour. 2014. "Skype Interviewing: The New Generation of Online Synchronous Interview in Qualitative Research." *International Journal of Qualitative Studies on Health and Well-Being* 9 (1): 24152. https://doi.org/10.3402/qhw.v9.24152.

Käihkö, Ilmari. 2018. "Conflict Chatnography: Instant Messaging Apps, Social Media and Conflict Ethnography in Ukraine:" *Ethnography*, June. https://doi.org/10.1177/1466138118781640.

Kaufmann, Katja, and Corinna Peil. 2019. "The Mobile Instant Messaging Interview (MIMI): Using WhatsApp to Enhance Self-Reporting and Explore Media Usage in Situ:" *Mobile Media & Communication*, September. https://doi.org/10.1177/2050157919852392.

Koch, More from Richie. 2020. "Using Zoom? Here Are the Privacy Issues You Need to Be Aware Of." Security Boulevard. March 20, 2020. https://securityboulevard.com/2020/03/using-zoom-here-are-the-privacy-issues-you-need-to-be-aware-of/.

Lee, Micah, and Yael Grauer. 2020. "Zoom Meetings Aren't End-to-End Encrypted, Despite Misleading Marketing." *The Intercept* (blog). March 31, 2020. https://theintercept.com/2020/03/31/zoom-meeting-encryption/.

Lo Iacono, Valeria, Paul Symonds, and David H.K. Brown. 2016. "Skype as a Tool for Qualitative Research Interviews." *Sociological Research Online* 21 (2): 103–17. https://doi.org/10.5153/sro.3952.

Lupton, Deborah. n.d. "Doing Fieldwork in a Pandemic; A Crowd Sourced Document." Google Docs. Accessed May 16, 2020. https://docs.google.com/document/d/1clGjGABB2h2qbduTgfqribHmog9B6P0NvMgVuiHZCl8/edit?usp=sharing.

# Useful resources - continued

Marres, Noortje. 2017. *Digital Sociology: The Reinvention of Social Research*. Oxford, UNITED KINGDOM: Polity Press. http://ebookcentral.proquest.com/lib/anu/detail.action?docID=4860618.

Namey, Emily. 2020. "Can You See Me Now? My Experiences Testing Different Modes of Qualitative Data Collection." *R&E Search for Evidence* (blog). January 14, 2020. https://researchforevidence.fhi360.org/can-you-see-me-now-my-experiences-testing-different-modes-of-qualitative-data-collection.

NVivo by QSR. n.d. *When the Field Is Online: Qualitative Data Collection - YouTube*. Accessed May 7, 2020. https://www.youtube.com/watch?v=swuTF7Q4gTs&t=641s.

Power, Kerry. 2019. "Ethical Problems in Virtual Research: Enmeshing the Blurriness with Twitter Data - Kerry Power, 2019." *E-Learning and Digital Media* 16 (3): 196–207.

Ravitch, Sharon. 2020. "The Best Laid Plans; Qualitative Research Design During COVID-19." MethodSpace. March 2020. https://www.methodspace.com/the-best-laid-plans-qualitative-research-design-during-covid-19/.

Research Integrity and Assurance. n.d. "Best Practices for Data Analysis of Confidential Data | Research Integrity and Assurance." Princeton University. Accessed April 5, 2020. https://ria.princeton.edu/human-research-protection/data/best-practices-for-data-a?fbclid=IwAR2by0jxtypMsB2dVDcRvidewpbj6CN7k4TDTP_OSKmesyY_SrY4eiImYbw.

"Researching Everyday Life in a Time of Pandemic." n.d. *Social Life* (blog). Accessed April 4, 2020. http://www.social-life.co/blog/post/researching_everyday_life_in_a_time_of_pandemic/?fbclid=IwAR1zUndAHm18AAGkPvbyqCJsyF_n_POjvCjNPOJbA664AZsAS_K1X_LUNNY.

Reynolds, Jason D., and Minsun Lee. 2018. "Ethical and Methodological Issues Resulting from Recording Lapses in Qualitative Research." *The Qualitative Report; Fort Lauderdale* 23 (7): 1509–14.

Ribeiro, Ana Sofia. n.d. "Doing Online Interviews: Insights from the Field." *ECHER* (blog). Accessed May 7, 2020. https://www.echer.org/doing-online-interviews/.

Salmons, Janet. 2016. *Doing Qualitative Research Online*. 1 Oliver's Yard, 55 City Road London EC1Y 1SP: SAGE Publications Ltd. https://doi.org/10.4135/9781473921955.

———. 2020. "Doing Qualitative Research Online- E.Interview." Vision2Lead.

Smith, Brett. 2019. "Some Modest Thoughts on Story Completion Methods in Qualitative Research." *Qualitative Research in Psychology* 16 (1): 156–59. https://doi.org/10.1080/14780887.2018.1536396.

UNDP. 2018. "Below the Surface: Results of a WhatsApp Survey of Syrian Refugees and Host Communities in Lebanon - Lebanon." https://reliefweb.int/report/lebanon/below-surface-results-whatsapp-survey-syrian-refugees-and-host-communities-lebanon

Waddington, Kathryn. 2005. "Using Diaries to Explore the Characteristics of Work-Related Gossip: Methodological Considerations from Exploratory Multimethod Research Using Diaries to Explore the Characteristics of Work-Related Gossip."*Journal of Occupational and Organizational Psychology* 78 (June): 221.

Wagenseil, Paul. 2020. "Zoom Security Issues: Here's Everything That's Gone Wrong (so Far)." Tom's Guide. May 12, 2020. https://www.tomsguide.com/news/zoom-security-privacy-woes.

Warren, Tom. 2020. "Zoom Faces a Privacy and Security Backlash as It Surges in Popularity." The Verge. April 1, 2020. https://www.theverge.com/2020/4/1/21202584/zoom-security-privacy-issues-video-conferencing-software-coronavirus-demand-response.

Wirtz, Andrea L, Erin E Cooney, Aeysha Chaudhry, and Sari L Reisner. 2019. "Computer-Mediated Communication to Facilitate Synchronous Online Focus Group Discussions: Feasibility Study for Qualitative HIV Research Among Transgender Women Across the United States." *Journal of Medical Internet Research* 21 (3). https://doi.org/10.2196/12569.

Zimmerman, Don H., and D. Lawrence Wieder. 1977. "The Diary: 'Diary-Interview Method.'" *Urban Life; Newbury Park, Calif.* 5 (4): 479–498.

Zoom Video Communications, Inc. 2019. "Security Guide."

# Keyword search

| | | | |
|---|---|---|---|
| affective atmosphere | ethics | online research methods | Twitter |
| Applied research | ethnography | PhD research | Video conferencing |
| asynchronous communication | experience sampling | photo elicitation | Video teleconferencing |
| Big Data | Facebook | projective techniques | videoConferencing |
| case studies | fieldwork | Qualitative interviews | Virtual research |
| cell phone app | Human research ethics | qualitative methodology | visual criminology |
| chatnography | information and communication technologies (ICT) | Qualitative online research | Visual methods |
| co-production | Informed consent | qualitative research | VoIP |
| community-based research | instant messaging | quantitative methods | wayfinding research |
| comparative design | Internet communication | remote fieldwork | web conferencing |
| Computer-based audio | internet research methods | research ethics | WhatsApp |
| cross-cultural | Internet-mediated research | Research interviews | workflow |
| data collection | Interview | research methods | Zoom |
| Data collection | interviews | researcher | |
| data quality | longitudinal research | rich data | |
| diary method | methodology | Skype | |
| digital ethnography | mixed methods | social media | |
| digital illiteracy | mobile experience sampling | story maps | |
| digital literacy | mobile messaging | story stem | |
| digital trace analyses | mobile method | technology | |
| discourse | mobile methods | Telegram | |
| e-mail | online focus group | Telephone interviews | |
| encryption | online interviews | thematic analysis | |
| ethical issues | online methods | transition | |

# Questions other researchers are asking

**f** Innovative Social Research Methods 🔍

what are some of the research methods one can use to collect data in this pandemic in the rural areas where there is no internet, few with smart phones, literacy rate is low and no use of social media?

Like· Reply · 4d 👍

Telephone interviews?

 A landline telephone works well. And probably the data collection may have to be restricted to only those respondents who are reachable by a phone. It can be accounted for as a sampling limitation.

Send a paper questionnaire, writing prompts, mapping exercise, diary to complete etc etc by mail which can then be returned by mail

if possible and if applicable without causing any bias, a small incentive may motivate the respondents to return the filled in paper questionnaire. Include stamped envelopes with your address to limit the interlocutors challenges in figuring out how to return their materials.

💡 Another question has popped up in another post about whether anyone had any experience with reliable digital software for recording telephone calls

So is  going to get the data I need?

# Issues to consider around using What's App or equivalent (IM) messaging services.
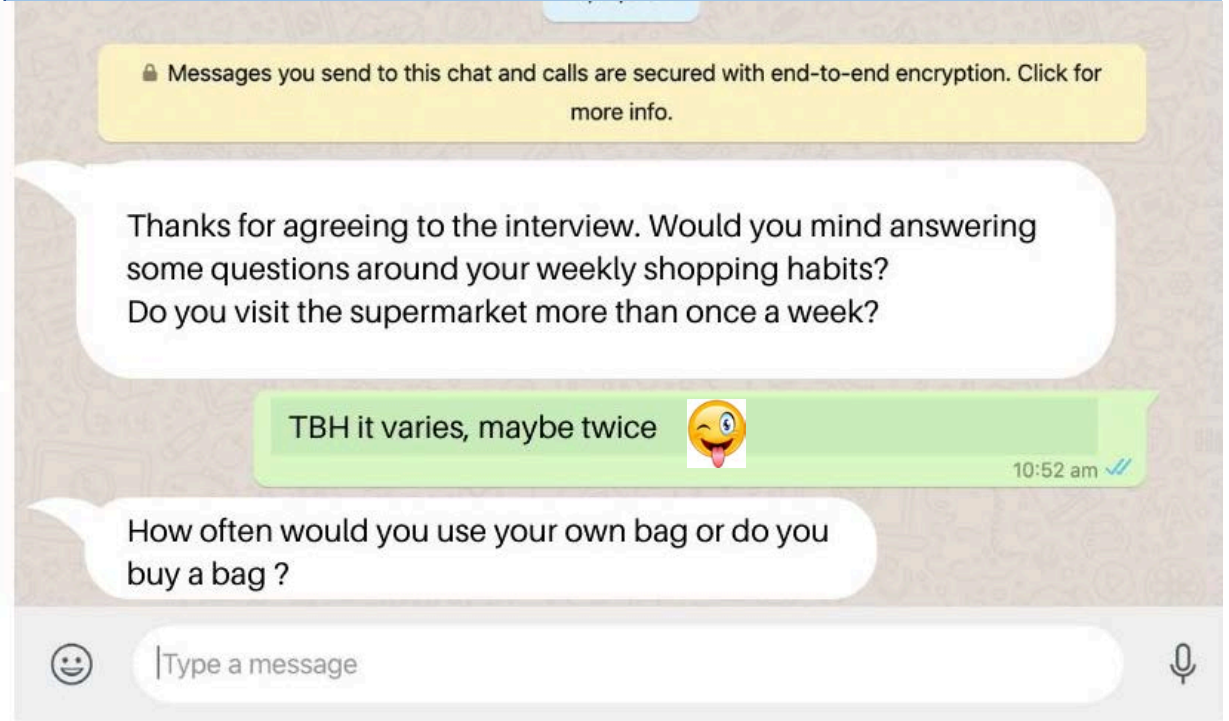
🚩 How benign is the topic being discussed? Is the data collection method suitable?

How do you know the identity of the person responding?

Chat language is informal (data richness), nevertheless literacy is required.

What do those emojis MEAN when you come to data analysis? do they substitute for body language?

How are you going to save, store this kind of data and remove identity markers? (data management plan)

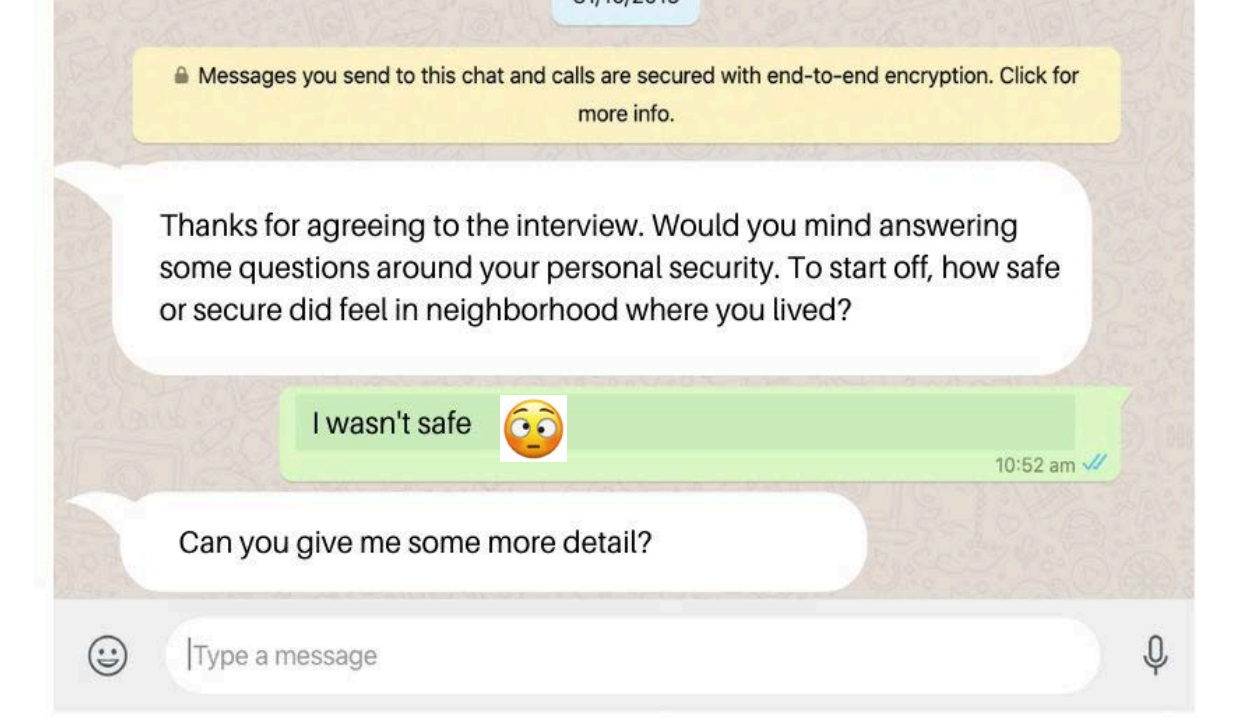What do you do if participant B doesn't respond for 2 days or stops responding altogether? Protocols?

*Compare these two examples….*

| Participant in study 'A' about community consciousness about the environment. Participant location: Melbourne, Australia | Participant in study 'B' about the presence of armed groups In their community. Participant location: Displacement camp in Iraq. |
|---|---|



🔒 Messages you send to this chat and calls are secured with end-to-end encryption. Click for more info.

Thanks for agreeing to the interview. Would you mind answering some questions around your weekly shopping habits? Do you visit the supermarket more than once a week?

TBH it varies, maybe twice 😜
10:52 am ✓✓

How often would you use your own bag or do you buy a bag ?

☺ |Type a message    🎤



31/10/2019

🔒 Messages you send to this chat and calls are secured with end-to-end encryption. Click for more info.

Thanks for agreeing to the interview. Would you mind answering some questions around your personal security. To start off, how safe or secure did feel in neighborhood where you lived?

I wasn't safe 😳
10:52 am ✓✓

Can you give me some more detail?

☺ |Type a message    🎤

# Will the Covid 19 event affect the data participants bring to the research?
# Will we get an accurate picture of the topic under investigation?

Recall bias and data validity

The pandemic has impacted almost everyone's lives and for much of 2020 and possibly beyond. It will somehow change how people live and their outlook on the world.

If we are trying to elicit data about a certain issue, the Covid-19 impacts will inevitably pop up and interfere with the topic under investigation.

Strategies may be to clarify with participants by saying, 'thinking back to before Covid 19…' or, where populations have been more seriously impacted, adopt a trauma informed methodology or postpone the fieldwork until the time is right.

*Compare the responses…..*

| Participant in study 'A' about community consciousness about the environment | Participant in study 'B' about the presence of armed groups In their community |
|---|---|



Participant in study 'A' chat:

> more info.
>
> Thanks for agreeing to the interview. Would you mind answering some questions around your weekly shopping habits? Do you visit the supermarket more than once a week?
>
> **Once a week because of the lockdown** — 10:52 am
>
> How often would you use your own bag or do you buy a bag ?
>
> **I alway use my own bag. I don't touch the trolly**

Participant in study 'B' chat:

> Messages you send to this chat and calls are secured with end-to-end encryption. Click for more info.
>
> Thanks for agreeing to the interview. Would you mind answering some questions around your personal security. To start off, how safe or secure did feel in neighborhood where you lived?
>
> **I wasn't safe** — 10:52 am
>
> Can you give me some more detail?
>
> **It's impossible to get to a hospital if the children are sick**

Is 🔵 zoom going to be the answer?
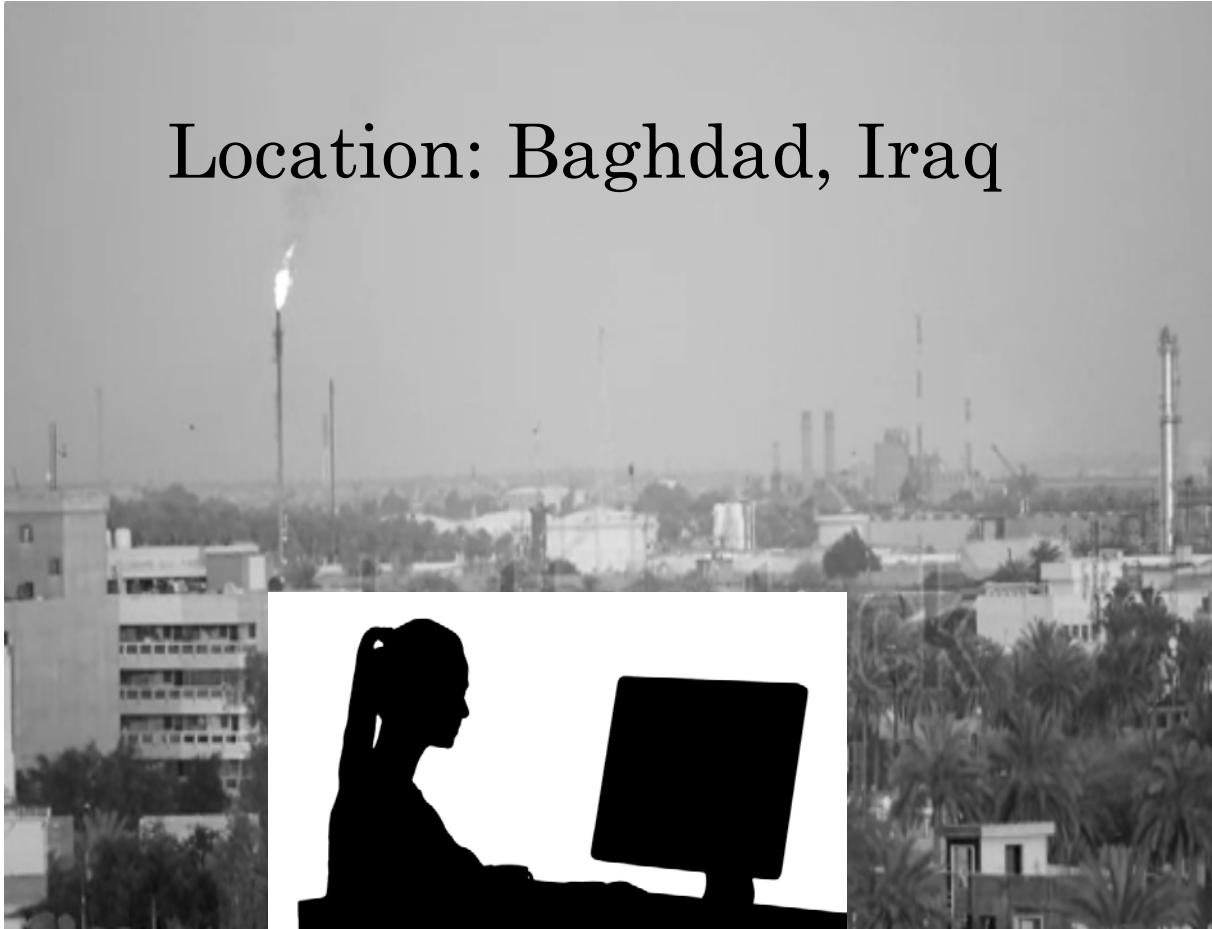
# Why was it worth researching *how to do my research?*
## Some insights and considerations from the literature

| | |
|---|---|
| **Methods: pros** | **Methods: Problems** |
| The capacity to obtain a more representative sample<br><br>Global social distancing is likely to have the effect of enabling more access to internet and familiarity with leading communication platforms.<br><br><br>Research budget re-allocation | Rapid development and change of Zoom features and other tech might require updates to data management plans and ethics protocols.<br><br><br><br>Validity and reliability: Is the experience of Covid-19 going to skew the data and influence the participant's responses to questions? |
| **Ethical advantages of online fieldwork** | **Ethical issues** |
| A pilot session can be used as an opportunity to build rapport between the interpreter and participants<br><br>A positive response from participants –an otherwise unavailable opportunity to tell their story and maybe an intro to technology they've never tried before. | Participant safety and confidentiality -What if someone else joins the link? A family member recruited to translate?<br><br>To receive access instructions, is literacy required?<br><br>Distress protocols are impossible to implement in the same manner remotely. |

# Thank you

Questions welcome via email

sally.davis@anu.edu.au