

15:22:41 From u1672761 : Hi, I have 3 or 4 projects involving telephone interviews with employers. Some of these are with employers in business sectors made more busy by the crisis (e.g. health and social care) and those made much less (eg motor vehicle manufacturing). What are the ethics and practicalities of undertaking these interviews over the following month?

15:25:41 From Henry Fulk : What is the name of the researcher that Zoe just mentioned? I could not quite understand.

15:25:50 From Davide Nicolini : kozinet

15:26:01 From Henry Fulk : Thank you!

15:26:22 From Davide Nicolini : kozinets actually. Sorry

15:27:03 From Jackie Ashkin : Kozinets is from a PR/ business communications background if I'm not mistaken :)

15:28:30 From Frithjof Wegener : I wonder: how could we use the chance of working more "remote" now in ethnography, and hopefully at a later point be in the field again.

15:28:54 From Frithjof Wegener : Finding a way that this makes our research stronger

15:29:02 From Davide Nicolini : anybody has experience about netnography

15:31:09 From Henry Fulk : Is anyone on Eivor's research team an insider in the sense of having diabetes? If yes, what have been the implications of that status for understanding?

15:32:28 From Daniela Szabluk : I had experience conducting netnography in the industry environment, to understand users' behaviours from specific products. It was previous research, to be able to proceed with other methods.

15:34:44 From Henry Fulk : A researcher who is also a diabetic was my meaning of insider.

15:36:37 From Henry Fulk : Thank you!

15:38:01 From Katharina Dittrich : How is it with informed consent on public forums?

15:38:31 From Katharina Dittrich : I.e., do I have to inform participants in the public forum of my research?

15:41:43 From Pao Borghi : How do you conceive the terms 'continuity' and 'presence' in digital ethnography?

15:41:45 From Matthew Wingfield : @Katharina, I believe it is required to let the group know (in as subtle terms as possible, as not to make people feel like they are being examined).

15:42:29 From Katharina Dittrich : @Matthew, thank you

15:43:42 From Matthew Wingfield : I'm wondering how to try and develop a similar type of "intimacy" or close relationship with participants online, as opposed to the naturalness of engagement in offline experiences

15:46:39 From eleanor : How often would you need to disclose your "lurking" presence? I'm wondering how many participants in your forum might miss the fact that you're there if you don't make your disclosure fairly regularly...

15:48:13 From Katharina Dittrich : Thank you, very helpful!

15:48:14 From ida laurenzen : Matthew, re your question, I think it depends what kind of participants you are dealing with. If you shifted interviews from face to face to online, I would handle them as if they took place face to face.

15:49:13 From Matthew Wingfield : thank you for your input, Ida. very true

15:49:26 From Jackie Anderson : I 'run' an online public group, occasionally lead discussions with a tag that if you do not want it to be included in research, please inbox. I am concerned that this wouldn't pass

formal ethics.

15:50:09 From Henry Fulk : I am wondering about the issue of emotional labor/emotion work in case of studying shocking topics enabled by online platforms (for example, criminal violence). I have seen work about researchers struggling to process their emotions and even gain insights into the research topic, but it has been in offline settings.

15:51:03 From Henry Fulk : To be clear, I mean emotional labor and emotion work by researchers.

15:55:23 From Henry Fulk : Of course, that is fine.

15:55:41 From ida laurenzen : Henry, just wonder whether there is a huge difference between off and online re this matter.

15:56:07 From Eivor : @Jackie, I would ask the 4 or 5 people explicitly about consent to use data and explain what you re doing and why

15:56:56 From Zoe Glatt : Yes I agree with Eivor! I would message with the quotes you want to use and ask for permission

15:57:13 From Zoe Glatt : Association of Interview Researchers Ethics guidelines: <https://aoir.org/reports/ethics3.pdf>

15:57:32 From Davide Nicolini : thank you Zoe. very useful

15:57:46 From ida laurenzen : BTW, being a researcher who feels strongly about research ethics, I need to tell you that 'Ida L' is a pseudonym. Its simply a technical matter, related to the way Zoom is set up in my system.

15:59:05 From Zoe Glatt : LSE Digital Ethnography Collection livestream of ethics session with Sarah Quinton:

<https://www.youtube.com/watch?v=wyRvZgCzhSk&t=5s>

15:59:25 From Henry Fulk : Thank you, Zoe!

15:59:42 From Katharina Dittrich : Thank you Zoe!

15:59:50 From Zoe Glatt : Digital ethnography reading list (including ethic resources):

<https://zoeglatt.com/wp-content/uploads/2020/04/LSE-Digital-Ethnography-Collective-Reading-List-April-2020.pdf>

16:00:28 From Ila Bharatan : This is great, thanks Zoe!

16:00:58 From Inge Hill : Thanks Zoe, most appreciated!

16:01:11 From Zoe Glatt : No problem!

16:01:42 From Henry Fulk : There are some very useful and active hashtags on Twitter where a very wide variety of researchers discuss and seek advice about doing research during the pandemic: #PhDpandemic and #virtualnotviral.

16:01:58 From Henry Fulk : Participants include qualitative researchers.

16:02:31 From ida laurenzen : Calen, do you 'reward' people for their participation before or after they have participated?

16:02:54 From Henry Fulk : I have not seen anyone who clearly self-identifies as an ethnographer, though.

16:03:58 From ida laurenzen : What about 'inducements'' the other way round?

16:05:52 From emma-home : We are doing some research with London Symphony Orchestra. The LSO introduces us to audience members in exchange for a brief management report based on our analysis. And the participants generally participate for free because they are interested in the LSO. So I think if you can find a way to offer value in some way, you can get access for free.

16:06:06 From Davide Nicolini : @henry thanks a lot for all your suggestions. Some of us do self identify as ethnographers (I am still larning be but that is another story)

16:06:47 From Henry Fulk : You're welcome. Have you self-identified on an online platform?

16:07:34 From Davide Nicolini : haha no. I never done any netnography.  
yet

16:08:09 From Henry Fulk : Ah, okay. Thanks!

16:13:17 From eleanor : My interviews came at the end of my  
observational fieldwork. My experience was that several of my interviewees said  
that they'd found talking about their work therapeutic. I speculate that this  
may have been because my prior observation enabled me to get at topics that  
probing into how they did their work in a gentle way. Maybe the pre-interview  
activities Calen was talking about could work in the same way, although of  
course the challenge may be to get that initial participation in the activity.  
And of course Henry's points about how prepared we might be for the response are  
relevant.

16:13:53 From ida laurenzen : I think the watchword here is 'duty of  
care'!

16:14:54 From Jackie Ashkin : for those of us transitioning to digital  
research, does anyone have suggestions for ways to "participate"? the  
'observing' part of participant-observation is a little easier online..

16:15:27 From Pao Borghi : sometimes non in-kind inducements are  
similar to exchanges...in my case sometimes happen that, as researcher, I'm  
perceived as a tool to gain legitimation and visibility in the academic context  
as interesting case study

16:19:56 From Sophie Staniszewska : Something slightly different. We are  
moving our face to face collaborative patient and public involvement to virtual  
online platforms. So rather than meeting at the med school we are now meeting on  
zoom or teams. The same shift is happening at national policy level. We are  
trying to replicate the conditions we know work face to face in a virtual way.  
The contributors are not there as research subjects but rather as research  
partners so it's a bit different, but lots of overlaps too. It is a huge shift  
in our field and I am interested in understanding how this huge transition will  
work across many projects. Please do get in touch if this is of interest.  
Sophie.staniszewska@warwick.ac.uk

16:20:34 From Ila Bharatan : that's very interesting, thank you Sophie

16:21:35 From Davide Nicolini : just a reminder that we will post the  
chat in the same document with the needs and offer

16:22:15 From Sophie Rees : That's good @Sophie and I wonder if these  
things will continue post COVID if it proves to work well. It can be difficult  
to bring patients from further afield.

16:29:14 From ida laurenzen : I've done lots of telephone interviews.

16:29:21 From Calen : I'm happy to speak to that as well

16:29:42 From nobulali dangazele : Thank you

16:29:44 From emma-home : Thank you so much to the Ila, Davide and  
speakers. Very interesting!

16:29:49 From liucenpan : Thank you

16:29:52 From Pao Borghi : Thanks a lot!

16:29:52 From ida laurenzen : Thanks to you. This has been my first  
time. Having it on Zoom has made this possible!

16:29:54 From Henry Fulk : Thank you very much!

16:29:56 From Derin Kent : Thank you!

16:29:56 From Zoe Glatt : Doing Digital Ethnography: Private Messages  
from the Field:

<https://jdsr.se/ojs/index.php/jdsr/issue/view/3/JDSR%20Vol1%202%20No%201>