

SRA 2007

Learning from others:
Innovations in Social Research



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National Centre *for* Social Research

Helping qualitative researchers work with
their data in new and innovative ways:
the contribution of 

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Britain's leading independent social research institute



'Hidden in Plain Sight': Homelessness amongst Lesbian and Gay Youth

William O'Connor & Donna Molloy



Background

- **Institutional**
 - Social research institute
 - Applied social policy research
 - Not for profit
- **Personal**
 - Qualitative research our everyday job
 - Deal with the puzzlement and insight that accompanies qualitative research every day
 - Journey to create a software born of desire to meet the challenges *we* face in operationalising a particular analytic tool - *Framework*
 - There may be something here that is of help to others – in academic and applied settings

Let's begin with the principles...

- A CAQDAS package is but an 'analytic support' (Coffey & Atkinson, 1996)
- It does not obviate the crucial role of the researcher in the analytical process
- Any software cannot and should not be a substitute for learning data analysis methods (Weitzman 2000; Fielding & Lee, 2002)
- Making sense of the data relies in part on the tool that is used but more so on the analyst
 - Rigour, clarity and creativity of conceptual thinking
- There is no package that can replace these skills but (thankfully) there are many facilitative tools to aid the process
- Framework is a new CAQDAS tool with some features that can offer a new kind of support

Framework – the tool

- **Central component of tool is a ‘thematic framework’**
 - Used to classify and organise data according to key themes, concepts and emergent categories
- **Each dataset has a distinct thematic framework**
 - Comprising a series of main themes, subdivided by subtopics
- **These evolve and are refined through familiarisation with raw data**
- **Each main theme is displayed or ‘charted’ in its own matrix**
 - Every respondent is allocated a row, each column denotes a subtopic
- **Data from each case is then summarised within appropriate parts of the thematic framework**

CHART 2 - CENTRAL ISSUES							
Order	Typologies	Serial No., Gender, Age, Ethnicity etc.	2.1 Bullying	2.2 Abuse (physical,sexual & emotional)	2.3 Drugs	2.4 Alcohol	2.5 Prostitution
		No 38, Male, 21, white UK, gay Manchester	<p>Never had any homophobia in school because he was straight acting, played rugby, so any hassle he got was just like what everybody else got (3)</p> <p>Did some bullying of other people at school - and the words poof and queer would come up: "<i>you do anything to fit in, don't you, it's really important to you at school</i>" (9). NOT ACCEPTING SELF AT THE ROOT OF IT - "<i>getting a dig in before they do</i>" Q (10)</p> <p>Made sure he never got bullied - hung around with the mouthiest girl (10)</p>	NONE MENTIONED	<p>'When staying at dealers house got addicted to coke - never tried it before then. Jack made him take his first "E", never taken anything before then - only speed when in Manchester. Jack told him that if he didn't take it, he would spike him (19). Dealer (Gary) fed coke to him in exchange for having sex - says was having a relationship with Gary which lasted a couple of months (21). 'While living with Gary he was really addicted to Coke - really big on coke (19).</p> <p>Got out of Gary's house by moving in with Dan - doesn't know how, but didn't need coke once he'd left - got him out of that. 'Was still doing "E" when he went out (21)</p>	<p>'When sleeping rough started drinking a lot - were going to bed pissed so it didn't matter (16)</p> <p>'When at Gary's and doing all that coke, he wasn't drinking half as much as he had been in [central London area].</p> <p>But when going into Dan's, and coming off the coke - he was drinking a hell of a lot. Had to do him about three nights a week and could do what he wanted the rest of the time (20). Had to be tanked up before he went to bed because Dan was disgusting and because of what he had to do to just be there (21). When moved into Dan's would have two cans of diamond white but by the time he left he could have had that and half a bottle of vodka (23)</p>	<p>'When in Manchester befca this older guy he used to : for booze most nights - "<i>anything pocr sod</i>" - dic really in return - not then (</p> <p>First time he was stood ir some bloke asked if were any contact with that sort Friend Jack started doing went to [name of organis were referred to [name of it was like a [name of org - that's how got introduce numbers got swapped be Started renting to prove p not a snob/prissy, that it v until moved back to Man to interview - about 2 year</p> <p>CONT IN 2.8</p>
		NO.33, Female, 24, White UK, Lesbian, Manchester	NO BULLYING AT SCHOOL	All she can remember about her childhood was getting hit a lot for small things until age of 12. Had fights with her brothers - just rough and tumble, but her father would punch and kick her - real violence not just like a mum slapping kids legs QQ (3/4)	CHAOTIC DRUG USE SEEMS TO BE A FEATURE OF HER LIFE SINCE LEAVING HOME When left home started using ecstazy and amphetamines, had a bit of a drug problem, spent her rent money on ecstazy (hence eviction); has always had a bit of a habit of going out to clubs, taking drugs - still does now (5) Led to eviction from council flat - shit hit fan - got fired from job because of mood swings- was burning the candle at both ends - just collapsed (11-12)	A LOT OF RELIANCE ON ALCOHOL & DRUGS DURING PERIODS OF HOUSING DIFFICULTY / MOBILITY Also gets pissed quite often - especially lately because knows of impending situation - getting out of it to have a good time - thought process of just have a beer, forget about it for time being, deal with it as and when it comes up AAA (22)	NONE MENTIONED

So why a Framework software?

- There are now a plethora of excellent CAQDAS packages
- Certain approaches well catered for:
 - Main packages designed with grounded theory in mind
 - Facilitate many different kinds of content analysis
 - An array of 'theory-builders'
- None of them adequately support the particular approach to analysis typified by Framework
- While many use a hierarchical tree structure like a 'thematic framework' to label and organise data, two key features are not adequately catered for:
 - data summarisation
 - The ability to create fully populated matrices
- Attempted to use Excel as a host for populating matrices
 - Clunky, limited functionality and flexibility
- Conundrum: Change our approach or develop something bespoke to fit it

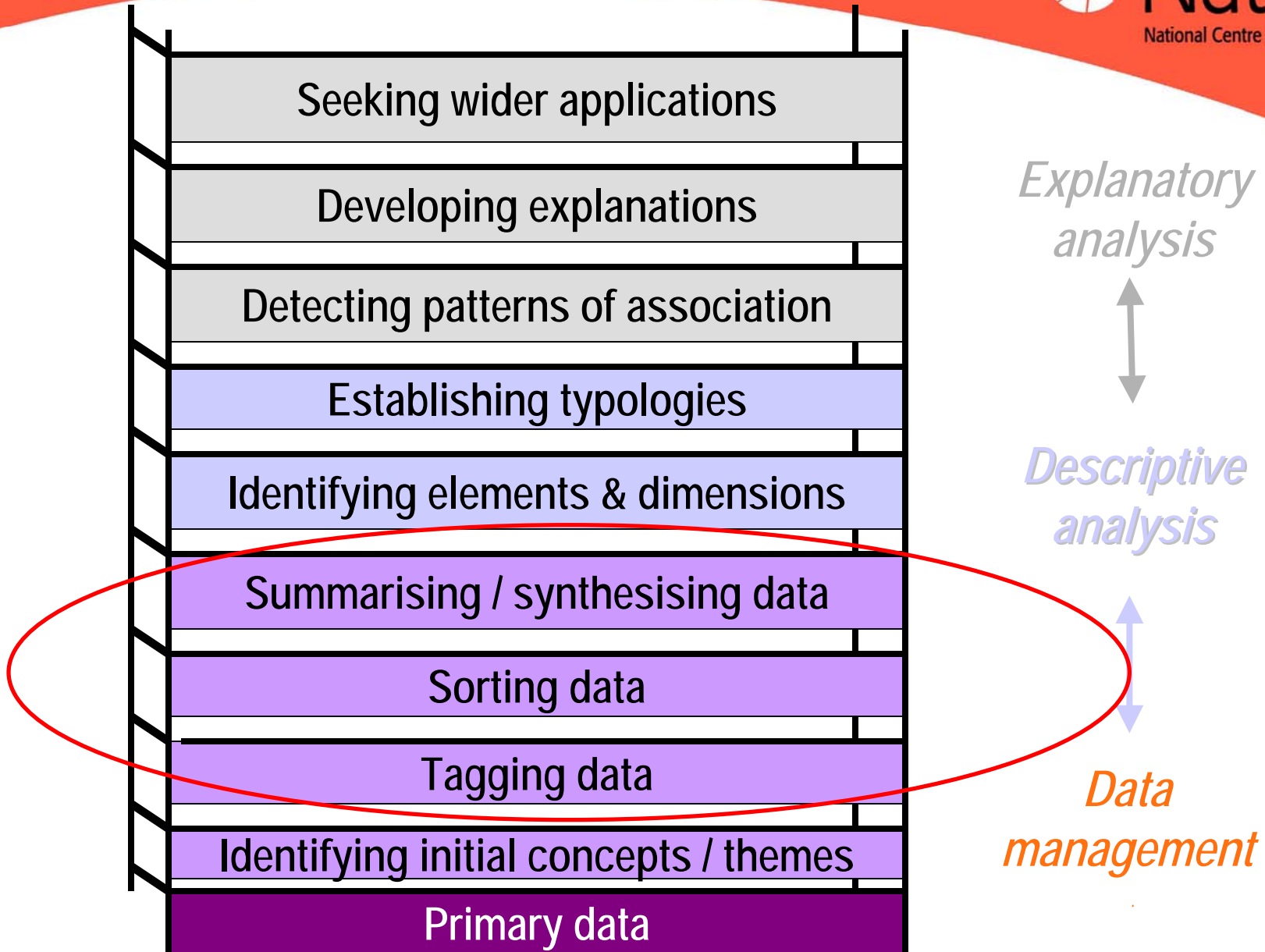
What does it aim to achieve?

- Not developing a 'new, distinctive kind of analytical procedure' (Fielding & Lee, 2002)
- Not suggesting it is 'analytically neutral' (Mason, 2002) or a 'neutral, technical tool' (Kelle, 2004)
- The approach has a clear interpretivist and pragmatic stance which will not be consistent with all forms of QDA
- Mission is to develop a tool that facilitates the framework approach and also enable other analytical approaches
- Should permit any analysis concerned with the substantive content of qualitative data
 - other forms of analysis – narrative analysis, discourse analysis and conversation analysis – may find some of the features irrelevant or redundant



So what sort of support?

- Framework's main contribution is in offering support to the process of data management and, in doing so, to help with interpretation
- Focus on its contribution to three key aspects of the analytical journey
 - How it helps with data summarisation/synthesis
 - How it can create of matrix displays of summarised data
 - How it helps keep a transparent audit trail of the analytical journey





The role of data summarisation

- Original data reduced from raw form of verbatim text, observation notes, documentary evidence
 - To a more manageable level
- Inherent and essential part of the analytic process
 - Without it the analyst will not be able to make sense of the data
- Process of writing a summarised account and attaching it to different parts of the 'thematic framework'
 - begins the process of distilling the essence of the evidence for later representation
 - Begins to trigger initial insights into, or questions about, the data which can inform the later interpretative stages

What does it require of the analyst?

- **Danger that analysis 'proceeds at a level removed from the original data and context' (Fielding, 2002)**
- **Careful handling**
 - So that key terms, thoughts and views of study participants are not lost
- **Interpretation kept to a minimum**
 - Where it occurs, need the facility to clearly delineate the analyst and respondent perspective
- **Has to be 'captured' or 'in context'**
 - Can always be traced back if desired
 - But should have coherence so that essence can be understood without recourse to original material
 - a record should be retained of the conceptualisation or interpretation that is taking place
- **Material not dismissed because the basis for its inclusion is not clear**

How does Framework help?

- **Existing (paper based) matrix approach for creating summaries and displaying them is far from ideal**
 - contains page links but navigation between summary and original material still takes time
 - Matrices themselves are fairly inflexible once final order has been decided upon
- **In addition to the standard CAQDAS offer of coding and retrieving raw text, Framework offers a 'code and retrieve' function for summaries**
- **These summaries can be displayed within bespoke matrices**
 - Developed by creating analytical queries
 - The queries mine the existing summaries and create a matrix
 - Resulting matrix can centre on a specific analytical question, or can create a matrix display of all data
 - Each summary retains explicit links back to the raw data at all times – with 'one click'

Freeze Row Headings

Freeze Column Headings

Page Setup

Print Preview

Print

Print GreyScale

	4.1 - Client characteristics	4.2 - Client issues	4.3 - Assessment process	
<p>PLA02</p> <p>PLA02</p>	<p>refuge but you need to have been a victim of domestic violence to get those. They also have health problems esp. if they have been injecting as they have the risk of Deep Vein Thrombosis and blood borne viruses.</p> <p>You get younger groups of clients that are referred into the service and they tend to be more motivated than clients who have been referred from a GP or CDT. Get clients from DRRS who have been coerced into treatment. They can be v.difficult to begin with as a lot of the time they are opting for treatment to avoid prison. <i>I think um people coming in with a lack of motivation can be motivated if you roll with the resistance.</i></p> <p>If you think of drug treatment in terms of a conveyor belt - at the beginning you have the criminal justice workers who take people who are still on drugs and who are chaotic and do motivational interviewing. Once they are more stable they move on to drug daycare and come out the other side.</p> <p>There are a lot of barriers around clients</p>	<p>Heroin is especially difficult because the addiction is physical and psych. It affects your life, health and status in the community. Also tends to lead to crime. What stops people getting treatment is that it is not just changing the drug use, its also a lifestyle change. They need to find suitable housing as it is v.difficult for a client to enter positive recovery without adequate housing. Part of <u>[cycle of addiction]</u> is low self esteem, self worth and they become a self-fulfilling prophecy.</p> <p><u>Reasons for accessing treatment:</u> A lot of clients realise they are getting on in their life whether its a 30s or 40s crisis. They say "I'm getting too old for this". Maybe its an element of maturity - its taken them that long to realise.</p>	<p>an issue that clients have assessments at other agencies as well which can be off-putting as they feel like they've been answering the same questions over. R feels there could be some more joined up working here i.e. sharing of info.</p> <p>Many people coming through to drug daycare are not as stable as they should be but because they are coming in from the streets, R doesn't feel comfortable turning them away because they are motivated to make a change.</p> <p>R thinks it is necessary sometimes for each agency to do its own assessment because depending on who they are talking to, the client might not always be truthful. Gives example of a client not admitting to a nurse that they inject because they are worried about getting shouted at. In this sense, she feels there are benefits to separate assessments because the separate services are all delivering v.diff. things.</p>	<p>the dis do sor</p> <p>So bec is (goi to 1 pro mo the</p> <p>R t clie bor he ab.</p> <p>Wh ind of sta Thi mo</p> <p>Cli to i</p>

Processing



Info.

Data Access



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*

What role does the matrix play in QDA?

- **The production of matrices is a means to an end**
 - 'Displays never speak for themselves' (Miles & Huberman, 1994)
 - They are an 'analytic tool' (Mason, 2002)
- **They can be used to move from descriptive to explanatory accounts**
 - 'going beyond a list of themes or key categories' (Ayres et al, 2003)
 - 'to do more than the 'garden path analysis' (Richards, 1998, quoted ibid)
- **Allows for the constant comparison between themes and between cases simultaneously**
 - Exploration of thematic categories and patterns across cases
 - Associations between phenomena within one case
 - Patterns of association or linkage across cases
 - Attempt to account for why those patterns occur

They been around for a while...

- The use of matrices in qualitative data analysis is not new
- Many paper based approaches – most famously that articulated by Miles and Huberman (1994) – adopt such an approach
- Existing CAQDAS packages also facilitate the creation of different forms of matrices
 - e.g. the matrix intersection search in Nvivo
- Or have modelling features that allow the exploration of relationships through diagrams and charts
- However, they exist to explore or demonstrate relationships, to theory build
 - They do not generally contain data (verbatim or summarised)

How does Framework help?

- Framework offers a new way of working with matrices
- The matrices generated by analytical queries present the analyst with a vehicle for exploring linkages and associations
 - While there is a facility to explore the patterning of themes within and across data units
 - The key purpose is to display summarised data
 - Enabling an analyst to work with reduced data while retaining the context of the case and the theme, thereby aiding interpretation
- **Though they are two dimensional in appearance, facilitate the display of:**
 - multi-level thematic categories
 - case based approaches (which may be made up of a range of data sources)
 - longitudinal display
- **Are analyst defined and led, depending on what will assist you on your analytical path**

Instant Chart Select

Complete Analytical Framework

- 4.11 - Housing
- 4.12 - Education and training
- 4.13 - Other
- 5 - Impact
 - 5.1 - Impact
 - 5.2 - Facilitators and barriers
 - 5.3 - Unmet needs
 - 5.4 - Future
 - 5.5 - Recommendations

Select
Select All

Framework Selected for Chart

- 5.1 - Impact
- 5.2 - Facilitators and barriers
- 5.3 - Unmet needs
- 5.4 - Future
- 5.5 - Recommendations

Remove
Remove All
change order

Add Title(s) Suppress Display of Summaries Unattributed to Data-Unit Suppress Null Summary Output

Full Case List

Select Select All

- UW05
- UWA02
- UWA03
- UWA04
- UWA05
- UWA06

Selected Case List

change order Remove Remove All

- UW05
- UWA02
- UWA03
- UWA04
- UWA05
- UWA06

OK Cancel

Greyscale Print
 Freeze Row Headings
 re-scale
 0.74

Print preview
 print
 Freeze Column Headings

	5.1 - Impact	5.2 - Facilitators and barriers	5.3 - Unmet needs	5.4 - Future	
BD04 UBD04 [no source name]	Although he is still using after completing 12 months in treatment he says he did gain some spiritual awareness <u>(NOT VERY CLEAR)</u>	There are days when he doesn't want to stop using but the day of the interview says he does. Doesn't work for him anymore bec he's become immune to it. Says he might as well get high off life. Needs to be more positive and thats a problem for him bec he suffers from negativity. There's a lot more to giving up than just saying no. Have to change everything from your outlook to your friends, to old haunts and your old behaviours. Have to avoid triggers for complete abstinence.	Says after he left the second rehab in Gisborne Park and was suffering psychosis he didn't get to see a psychiatrist for 6 months <u>(DOESN'T EXPLAIN THIS ANYMORE. NOT SURE IF STILL SEEING A PSYCHIATRIST)</u>	Wants to go back into detox again. Got one lined up in Prestwich but got to be stabilised and provide a negative test result. Would rather start straight away bec says there's no time like the present. Also wants to get back into joinery and get a job when gets out of rehab. Plus he wants to get a girlfriend and settle down.	The ed gro tea wh to 1 diff
BD05 UBD05 [no source name]	Got more money now he's not spending it on drugs (SEE 1.5) When he goes into town he sees people he used to use drugs with but it doesn't bother him anymore. Thinks he's got past that stage of temptation. Feels at a stage whereby if his girlfriend and son left he would still be able to stay clean bec he's seen what he can have without drugs. More opportunities when not using.	Thinks his flat has been really important to his success bec he'd probably have gone back to prison within a few months of being out if he'd stayed in a hostel bec surrounded by people who are on drug rehabilitation orders and just out of jail or rehab. Says it's very depressing living in a hostel.	NOT DISCUSSED	Wants to be drug free within four months of the interview.	Ha On be a T mi sor
	Got a job after 6/7 months of leaving prison. Was on a curfew and had to be	Thinks individual willpower is important in being able to give up.	When he first started going to prison he was just in and out and was never	Planning to give up smoking in a months time. Says got to set self a	VE TR

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	2.3 - Discussion of bad conduct	2.4 - Discussion of good conduct	2.5 - Relative importance/seriousness of examples	2.6 - Expectations of different POH
F1	If a local MP took football tickets from a drugs company in exchange for asking questions in parliament that would be wrong because they should go through the proper channels. It would be like taking a bribe.		RE: OIL SCANDAL: doesn't really see it as a big thing. Supposes it is unfair to people who need jobs in this country, but to her personally it isn't a problem.	
	Thinks anyone would take football tickets if they were in that position. It's wrong, but there's nothing you can do about it.		The difference between the councillor going to a football match, and the MP accepting tickets in return for asking questions in parliament, is that the councillor wasn't being asked to do anything in return.	
	Feels it is wrong if her neighbour gets planning permission for a garage and she doesn't just because they know someone in the planning department.			
F7	If you felt you could do something about something, then you might worry about it more. For example, if the whole community got together and you signed a petition. But if you're just sitting at home complaining, that won't make a difference. Once person won't change things.		Feels that it's wrong, but not so wrong that you couldn't overlook it.	Thinks it's worse for an MP to take a bribe than a councillor, because they have more status, and more money to buy things for themselves anyway.
		A good MP is someone who does what they say they're going to do.	The oil scandal doesn't really bother her.	In the company where she works, their boss wouldn't let them accept presents

isham1 LW1



Why a focus on transparency?

- Historic focus on findings being 'intuitive', 'emerging from the data'
- Lack of transparency in many paper based methods about how data management and interpretation evolved
- CAQDAS packages generally have begun to facilitate this in a variety of ways
 - Greater explicitness in the analytical process by having to systematically record and label analytical infrastructure
 - the ability to record decision making along the way (via memo and notebook functions)



How does Framework help?

- Prompts to record rationale for thematic categories, queries created etc
- Sophisticated note function to encourage to record every aspect of analytical journey
- **Automatic archival of all development work**
 - Shows precisely how your analytical framework has evolved
 - Saves interim versions and has a 'waste bin' for disused thematic categories
- **Dynamic audit trail**
 - Visible account of complete analytical pathway in any project
 - Searchable log of analytical activity on a project

Analytical-Framework [final] Database Record ID 011 aa570-779d-4365-b6c2-19af1f96226

P6135 DTORS service providers

- Waste Bin
 - 1.2 - Respondent experience
 - 6.6 - Factors affecting drop out/engagement
 - 6.6 - Staff and organisation
 - 2.2 - Organisational ethos
 - 1.3 - Structure of local services
- 1 - Background and context
 - 1.1 - Respondent background
 - 1.2 - Respondent orientation
 - 1.3 - Drug market in local area
 - 1.4 - Geographical context

Themes

New Child
New Sibling
Edit
Move
Undo Move
Delete

Move where?

Specific Parent
First
Last
Up One
Down One
Below Specific
Above Specific

Selected Theme Details

Name: P6135 DTORS service providers
Narrative: [Text Area]
 Indicate Theme Notes [add note]

Locked

Templates

Save
Open

Drag & Drop

Apply
Close

Framework Details

Name: DTORS service providers 1
Narrative: [Text Area]
Refresh
Edit [add note]

Audit Trail - [General Activity - Project Level]

Display Selection Specification

Date 1 Before Date 1 Between Dates 1 2 After Date 2

Date 2

Filter by User

Select Audit-Trail

General Analytical-Framework Data-Summaries

Administration

Audit-Trail Enabled Trim to File Trim before

Selection Results

	Dblid	Log Date	User	Action	Area	Detail Note
	2143	03/09/2007 17:21:27	Kinsella, Rachel	New	Data-Summary	Data Summary
	2142	03/09/2007 17:19:31	Kinsella, Rachel	New	Data-Summary	Data Summary
	2140	03/09/2007 17:11:48	Kinsella, Rachel	Change	Data-Summary	Data Summary
	2139	03/09/2007 16:54:18	Kinsella, Rachel	Change	Data-Summary	Data Summary
	2138	03/09/2007 16:47:39	Kinsella, Rachel	New	Data-Summary	Data Summary
	2137	03/09/2007 16:42:00	Kinsella, Rachel	View	Project	Project
	2136	03/09/2007 16:21:52	Barnard, Matt	View	Output Chart	Screen Chart <project>
	2134	03/09/2007 16:19:41	Barnard, Matt	View	Project	Project
	2131	03/09/2007 15:53:29	Ranns, Helen	New	Data-Summary	Data Summary
	2130	03/09/2007 15:53:20	Ranns, Helen	New	Data-Summary	Data Summary
	2129	03/09/2007 15:53:10	Ranns, Helen	New	Data-Summary	Data Summary
	2128	03/09/2007 15:53:00	Ranns, Helen	New	Data-Summary	Data Summary
	2127	03/09/2007 15:52:51	Ranns, Helen	New	Data-Summary	Data Summary
	2126	03/09/2007 15:52:43	Ranns, Helen	New	Data-Summary	Data Summary

Conclusions

- Getting the right analytical tool to suit your approach is crucial
- Framework offers some new features which may be of use
- For those whose analysis incorporates explicit data reduction
 - It offers a way to achieve this, systematically, in context
- For those who choose to work matrix displays
 - Analytical query function offers a window into your data
 - Enable the analyst to search for associations and explanations
- For everyone, it makes the complex journey we take more transparent
- Hopefully a useful addition to the diverse array of existing tools



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