

Phenomenology Approach Applicability in Information Systems and Technology Field

Abstract.

Phenomenology is a research approach that is uniquely positioned to help scholars learn from the experience of others. Even though it is a powerful research approach, the nature of phenomenology is qualitatively requiring a more subjective, interpretive stance which makes it incompatible with ICT research which is based on logical, objective and quantifiable procedures. This incompatibility has made ICT scholars shy away from applying it in their research work. However, phenomenology can still be used to explore challenging problems in the field of ICT, by understanding its nature of studies and working to ensure proper alignment between the specific research question and researchers' underlying philosophy. An important finding from the different studies that have applied phenomenology is that empiricism and phenomenology do not oppose each other, rather while empiricism helps understand what happens in ICT use, phenomenology helps to uncover the root cause behind the empirical observation. Therefore, it is important to know areas in ICT research where phenomenology is most suitable. This article examines the applicability of phenomenology approach in the field of ICT by defining phenomenology, explaining the nature of studies that apply it, highlighting the benefits of applying phenomenology approach in the field of ICT, Discussing suitable areas in the field of ICT where phenomenology approach is applied and Revealing areas where phenomenology approach has been applied in the field of ICT.

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