



Cologne Institute for Information Systems Reading List

How to use this document

This document provides a broad collection of literature relevant to conducting research in information systems (IS). The reading list is assembled and organized by all professors of the Cologne Institute for Information Systems (CIIS). It addresses Bsc., Msc., PhD students preparing their thesis and scholars undertaking IS research.

The collection is organized in various topic areas, which will vary in relevance for any specific research project. It is structured into four parts:

1. Introduction (helps you to gain an understanding of what constitutes research in general and IS research in particular)
2. Publishing (familiarizes you with the role, processes and challenges of scientific writing)
3. Methodology (exposes you to various modes of research inquiry common in IS research)
4. Theory (provides you with an in-depth knowledge of the primary theoretical perspectives within the IS discipline).

This collection should be considered as an entry point for identifying seminal literature for various topics and research approaches. We will update this list if necessary.

If you have any further questions or suggestions concerning this document, please contact:
janek.richter@wiso.uni-koeln.de

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General

Introduction to Scientific Research in Information Systems and Related Fields

- Bhattacherjee, A. Social Science Research: Principles, Methods and Practices, (2nd ed.) Global Text Project, Tampa, Florida, 2012.
- Bundy, A., Du Bouley, B., Howe, J., & Plotkin, G. (1989). *The Researcher's Bible*. Retrieved from <http://www.cs.otago.ac.nz/research/resources-for-pgs/resbible.pdf>
- Choi, K. (2002). *How to Publish in Top Journals*. Retrieved from <http://www3.nccu.edu.tw/jthuang/publish.pdf>
- Clark, T., Wright, M., & Ketchen, J. D. J. (2016). *How to Get Published in the Best Management Journals*. S.l.: Edward Elgar Publishing Ltd.
- Creswell, J. W. (2009). *Research Design: Qualitative, Quantitative, and Mixed Methods Approaches* (3rd edition). Thousand Oaks: SAGE.
- Davidsson, P. Researching Entrepreneurship: Conceptualization and Design, (2nd edition ed.) Springer, Cham, Switzerland, 2016.
- Gauch, H. G. (2002). *Scientific Method in Practice*. Cambridge et al.: Cambridge University Press.
- Popper, K. R. (2002). *The Logic of Scientific Discovery [1959]*. London; New York: Routledge.
- Recker, J. Scientific Research in Information Systems: A Beginner's Guide Springer, Berlin, Germany, 2012.
- Saunders, M. N. K., Lewis, P., & Thornhill, A. (2009). Research methods for business students (5th edition). Harlow: Prentice Hall.
- Saunders, M. N. K., & Lewis, P. (1997). Great Ideas and Blind Alleys? A Review of the Literature on Starting Research. *Management Learning*, 28(3), 283-299.
- Simon, S. J. (2004). Rigor Vs. Relevance: Why Can't We All Just Get Along. *Journal of Information Science and Technology*, 1(1), 1–11.
- Schoder, D., Putzke, J., Metaxas, P. T., Gloor, P. A., & Fischbach, K. (2014). Information Systems for "Wicked Problems": Research at the Intersection of Social Media and Collective Intelligence. *Business & Information Systems Engineering*, 6(1), 3–10. doi:10.1007/s12599-013-0303-3
- Van Slyke, C., Bostrom, R. P., Courtney, J. F., & McLean, E. R. (2003). Experts' advice to information systems doctoral students. *Communications of the AIS*, 12(28), 469-478.
- Venkatesh, V. (2011). *Road to Success: A Guide for Doctoral Students and Junior Faculty Members in the Behavioral and Social Sciences* (1. ed. ed.). Indianapolis, IN: Dog Ear Publ.
- Weber, R. (2003). Editor's comments. The problem of the problem. *MIS Quarterly*, 27(1), iii-ix.
- Weber, M. (2002). Wissenschaft als Beruf. In D. Käsler (Ed.), *Schriften 1894 - 1922*. Stuttgart: Kröner.
- Whitman, M.E., Woczczynski, A.B. (Eds.) (2004) *The Handbook of Information Systems Research*, Hershey et al.: IGI Global.

Research Standards

- Allen, G. N., Ball, N. L., Smith, H. J. (2011). Information systems research behaviors: What are the normative standards? *MIS Quarterly*, 35(3), 533-551.
- Association of Information Systems (AIS) (n.d.). Code of Research Conduct. Retrieved August 27, 2012 from <http://homeaisnet.org/displaycommon.cfm?an=1&subarticlenbr=15>
- Dennis, A. R., Valacich, J. S., Fuller, M. A., & Schneider, C. (2006). Research standards for promotion and tenure in information systems. *MIS Quarterly*, 30(1), 1-12.
- Deutscher Hochschulverband (2012). Gute wissenschaftliche Praxis für das Verfassen wissenschaftlicher Qualifikationsarbeiten. Retreived November 13, 2012 from http://www.hochschulverband.de/cms1/uploads/media/Gute_wiss._Praxis_Fakultaetentage_01.pdf

History of the Field of Information Systems

- Burton-Jones, A., Recker, J., Indulska, M., Green, P., & Weber, R. (2017). Assessing Representation Theory with a Framework for Pursuing Success and Failure. *MIS Quarterly*, 41(4), 1307-1333.
- Chen, W. S., & Hirschheim, R. (2004). A paradigmatic and methodological examination of information systems research from 1991 to 2001. *Information Systems Journal*, 14(3), 197-235.
- Hirschheim, R., & Klein, H. K. (2012). A glorious and not-so-short history of the information systems field. *Journal of the Association for Information Systems*, 13(4), 188.
- Orlikowski, W.J., and Baroudi, J.J., (1991). Studying Information Technology in Organizations: Research Approaches and Assumptions. *Information Systems Research*, Vol. 2, No. 1, 1991, pp.1-28.
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- Sarker, S., Chatterjee, S., Xiao, X., and Elbanna, A. (2019). The Sociotechnical Axis of Cohesion for the IS Discipline: Its Historical Legacy and its Continued Relevance. *MIS Quarterly*, Vol. 43, forthcoming.

Publishing

Scientific Writing

- Barley SR (2006). When I Write My Masterpiece: Thoughts on What Makes a Paper Interesting. *Academy of Management Journal* 49(1):16–20. DOI: 10.5465/AMJ.2006.20785495
- Christensen, N.B., Kume, H., Autorino, R. (2009) How to write titles and abstracts for readers, *International Journal of Urology* 16(1), 2-3.
- Davison RM (2016). The Art of Storytelling. *Information Systems Journal* 26(3):191–194. DOI: 10.1111/isj.12105
- Evans, D., Gruba, P., & Zobel, J. (2011). How to write a better thesis. Melbourne Univ. Publishing.
- Grant, A.M. and Pollock, T.G. (2011). Publishing in AMJ—Part 3: Setting the Hook, *Academy of Management Journal* 54(5): 873-879. <http://aom.org/uploadedFiles/Publications/AMJ/FTE-SettingTheHook.pdf> (all other parts in the series as well!)
- Hardaway, D. E., & Scamell, R. W. (2012). Open knowledge creation: Bringing transparency and inclusiveness to the peer review process. *MIS Quarterly*, 36(2), 339-346.
- Kumar V (2016). My Reflections on Publishing in Journal of Marketing. *Journal of Marketing* 80(1):1–6. DOI:10.1509/jm.80.1.1
- Lyytinen, K., Baskerville, R., Iivari, J., & Te’Eni, D. (2007). Why the old world cannot publish? Overcoming challenges in publishing high-impact IS research. *European Journal of Information Systems*, 16(4), 317-326 (Zugang derzeit eingeschränkt).
- Peffers, K., & Hui, W. (2003). Collaboration and Author Order: Changing Patterns in IS Research. *Communications of the AIS*, 11(10), 166-190.
- Ragins BR (2012). Editor’s Comments: Reflections on the Craft of Clear Writing. *Academy of Management Review* 37(4):493–501. DOI: 10.5465/amr.2012.0165
- Starbuck, W.H. "Fussy Professor Starbuck's Cookbook of Handy-Dandy Prescriptions for Ambitious Academic Authors or Why I Hate Passive Verbs and Love My Word Processor," 1999.
- Sorensen, C. (2005). This is not an article. Just some thoughts on how to write one. Retrieved August 27, 2012, from mobility.lse.ac.uk/download/Sorensen2005b.pdf
- Strunk Jr., W., and White, E.B. The Elements of Style, (4th edition ed.) Pearson, Essex, England, 1999.

- Wilkinson, A.M. The Scientist's Handbook for Writing Papers and Dissertations Prentice Hall, Englewood Cliffs, New Jersey, 1991.

Reviewing

- Alt R, Militzer-Horstmann C, Zimmermann H-D (2015). Editorial 25/4: Electronic Markets on reviewing. *Electronic Markets* 25(4):255–261. DOI: 10.1007/s12525-015-0207-9
- Daft RL (1995). Why I Recommended That Your Manuscript Be Rejected and What You Can Do About It. *Publishing in the Organizational Sciences*, eds Cummings LL, Frost PJ (SAGE Publications, Inc., Thousand Oaks, CA), pp 164–183. DOI: 10.4135/9781452240466.n14. Available from <https://www.researchgate.net/publication/248440889>
- Hirschheim R (2008). Some Guidelines for the Critical Reviewing of Conceptual Papers. *Journal of the Association for Information Systems* 9(8). URL: <http://aisel.aisnet.org/cgi/viewcontent.cgi?article=1451&context=jais>
- Lee AS (1995). Reviewing a Manuscript for Publication. *Journal of Operations Management* 13(1):87–92. DOI: 10.1016/0272-6963(95)94762-W
- Lee AS (2000). Submitting a Manuscript for Publication: Some Advice and an Insider's View. *MIS Quarterly* 24(2):197–197. URL: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=27196935&site=ehost-live>
- Pondy LR (1995). The Reviewer as Defense Attorney. *Publishing in the Organizational Sciences*, eds Cummings LL, Frost PJ (SAGE Publications, Inc., Thousand Oaks, CA), pp 183–195. URL: DOI: 10.4135/9781452240466.n15
- Romanelli E (1995). Becoming a Reviewer: Lessons Somewhat Painfully Learned. *Publishing in the Organizational Sciences*, eds Cummings LL, Frost PJ (SAGE Publications, Inc., Thousand Oaks, CA), pp 195–203. DOI: 10.4135/9781452240466.n16
- Zmud B (1998). Editor's Comments: A Personal Perspective on the State of Journal Refereeing. *MIS Quarterly* 22(3). URL: <http://misq.org/misq/downloads/download/editorial/53/>

Rankings and Outlets

- AIS Senior Scholars' Basket of Journals. Retrieved November 13, 2012, from <http://home.aisnet.org/displaycommon.cfm?an=1&subarticlenbr=346>
- Die Sprecher der Wissenschaftlichen Kommission Wirtschaftsinformatik im Verband der Hochschullehrer für Betriebswirtschaft (WKWI) und des Fachbereichs Wirtschaftsinformatik der Gesellschaft für Informatik (GI-FB WI) (2008). WI-Orientierungslisten. *Wirtschaftsinformatik* 50(2):155–163. DOI: 10.1365/s11576-008-0040-2
- Erasmus Journal List: <https://www.erim.eur.nl/about-erim/erim-journals-list-ejl/>
- Handelsblatt-Rankings: <http://tool.handelsblatt.com/tabelle/?id=34&so=2d>
- Harzing's Publish or Perish: <http://www.harzing.com/resources/publish-or-perish>
- Liu, F., & Myers, M. D. (2011). An analysis of the AIS basket of top journals. *Journal of Systems and Information Technology*, 13(1), 5-12.
- Lamp's collection: <http://lamp.infosys.deakin.edu.au/journals/?page=alljournals>
- Lowry, P. B., Romans, D., & Curtis, A. (2004). Global Journal Prestige and Supporting Disciplines: A Scientometric Study of Information Systems Journals. *Journal of the AIS*, 5(2), 29-77.
- Peffers, K., & Ya, T. (2003). Identifying and evaluating the universe of outlets for information systems research: Ranking the journals. *Journal of Information Technology Theory and Application*, 5(1), 63-84.
- VHB Jourqual3
 - Full list: <http://vhbonline.org/vhb4you/jourqual/vhb-jourqual-3/gesamtliste/>
 - list for Information Systems Research: <http://vhbonline.org/vhb4you/jourqual/vhb-jourqual-3/teilrating-wi/>
- Walstrom, K. A., & Hardgrave, B. C. (2001). Forums for information systems scholars: III. *Information & Management*, 39(2), 117-124.

- Willcocks, L., Whitley, E.A., & Avgerou, C. (2008). The ranking of top IS journals: a perspective from the London School of Economics. *European Journal of Information Systems*, 17(2), 163-168.

Critique on Rankings

- Frey BS, Osterloh M (2011). *Rankings Games* (Social Science Research Network, Rochester, NY). URL: <https://papers.ssrn.com/abstract=1957162>
- Osterloh M, Frey BS (2015). Rankings und der Preis der Wissenschaft. *Zeitschrift für Kulturwissenschaften* 9(1):65–78. DOI: 10.14361/zfk-2015-0110
- Parnas DL (2007). Stop the Numbers Game. *Communications of the ACM* 50(11):19. DOI: 10.1145/1297797.1297815

Views of Editors

- Bansal P (Tima), Corley K (2012). From the Editors: Publishing in AMJ--Part 7: What's Different about Qualitative Research? *Academy of Management Journal* 55(3):509–513. DOI: 10.5465/amj.2012.4003
- Bono JE, McNamara G (2011). From the Editors: Publishing in AMJ--Part 2: Research Design. *Academy of Management Journal* 54(4):657–660. DOI: 10.5465/AMJ.2011.64869103
- Colquitt JA, George G (2011). From the Editors: Publishing in AMJ--Part 1: Topic Choice. *Academy of Management Journal* 54(3):432–435. DOI: 10.5465/AMJ.2011.61965960
- Draft, R. L. (1995). Why I recommended that you manuscript be rejected and what you can do about it. In L L. Cummings, P. J. Frost (Eds.), *Publishing in the Organizational Sciences* (2nd edition, pp. 164-182). Thousand Oaks: SAGE.
- Geletkanycz M, Tepper BJ (2012). From the Editors: Publishing in AMJ--Part 6: Discussing the Implications. *Academy of Management Journal* 55(2):256–260. DOI: 10.5465/amj.2012.4002
- Grant AM, Pollock TG (2011). From the Editors: Publishing in AMJ--Part 3: Setting the Hook. *Academy of Management Journal* 54(5):873–879. DOI: 10.5465/amj.2011.4000
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- Rai, A. (2018). Editor's Comments: Avoiding Type III Errors: Formulating IS Research Problems that Matter. *MIS Quarterly*, 2017, 41(2), pp. iii-vii.
- Sparrowe RT, Mayer KJ (2011). From the Editors: Publishing in AMJ--Part 4: Grounding Hypotheses. *Academy of Management Journal* 54(6):1098–1102. DOI: 10.5465/amj.2011.4001
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- Straub DW (2008). Editor's Comments: Why Do Top Journals Reject Good Papers? *MIS Quarterly* 32(3):iii–vii. URL: <http://www.jstor.org/stable/25148851>
- Zhang Y, Shaw JD (2012). From the Editors: Publishing in AMJ--Part 5: Crafting the Methods and Results. *Academy of Management Journal* 55(1):8–12. DOI: 10.5465/amj.2012.4001

Methodology

Literature Review Methods

- Baker, M. J. (2000). Writing a Literature Review. *Marketing Review*, 1(2), 219-247.
- Bandara W, Furtmueller E, Gorbacheva E, Miskon S, Beekhuyzen J (2015). Achieving Rigor in Literature Reviews: Insights from Qualitative Data Analysis and Tool-Support. *Communications of the Association for Information Systems* 37(1):154–204. URL: <http://aisel.aisnet.org/cgi/viewcontent.cgi?article=3873&context=cais>
- Levy, Y., & Ellis, T. J. (2006). A Systems Approach to Conduct an Effective Literature Review in Support of Information Systems Research. *Informing Science*, 9, 181-212.

- Paré, G. et al. (2015) "Synthesizing Information Systems Knowledge: A Typology of Literature Reviews", *Information & Management* 52(2), pp. 183-199
- Rowe, F. (2014) "What Literature Review is not: Diversity, Boundaries and Recommendations", *European Journal of Information Systems* 23(3), pp. 241-255
- Rowley, J. and Slack, F. (2004). Conducting a literature review. *Management Research News*, 27 (6), pp. 31-39.
- Schwarz A, Mehta M, Johnson N, Chin WW (2007). Understanding Frameworks and Reviews: A Commentary to Assist Us in Moving Our Field Forward by Analyzing Our Past. *The DATA BASE for Advances in Information Systems* 38(3):29–50. DOI: 10.1145/1278253.1278259
- Templier, M. and G. Paré (2015) "A Framework for Guiding and Evaluating Literature Reviews", *Communications of the Association for Information Systems* 37(6), pp. 112-137
- vom Brocke, J., Simons, A., Niehaves, B., Riemer, K., Plattfaut, R., & Cleven, A. (2009). Reconstructing the Giant: On the Importance of Rigour in Documenting the Literature Search Process. In *Proceedings of the 17th European Conference on Information Systems*. Verona, Italy.
- vom Brocke, Jan; Simons, Alexander; Riemer, Kai; Niehaves, Bjoern; Plattfault, Ralf; and Cleven, Anne (2015) "Standing on the Shoulders of Giants: Challenges and Recommendations of Literature Search in Information Systems Research," *Communications of the Association for Information Systems*: Vol. 37, Article 9. Available at: <http://aisel.aisnet.org/cais/vol37/iss1/9>
- Webster, J., & Watson, R. T. (2002). Analyzing the Past to Prepare For the Future: Writing a Literature Review. *MIS Quarterly*, 26(2), xiii-xxiii.
- Yadav MS (2010). The Decline of Conceptual Articles and Implications for Knowledge Development. *Journal of Marketing* 74(1):1–19. DOI: 10.1509/jmkg.74.1.1

Quantitative Methods

- Boudreau, M.-C., Gefen, D., & Straub, D. W. (2001). Validation in information systems research: A state-of-the-art assessment. *MIS Quarterly*, 25(1), 1-16.
- Cook, T. D. and D. T. Campbell (1979) *Quasi-Experimentation: Design and Analysis Issues*, Boston, Massachusetts, Houghton Mifflin
- Gefen, D., Straub, D. W., & Boudreau, M.-C. (2000). Structural equation modeling and regression: Guidelines for research practice. *Communications of the AIS*, 4(7), 1-77.
- Haenlein, M., & Kaplan, A. M. (2004). A beginner's guide to partial least squares analysis. *Understanding Statistics*, 3(4), 283-297.
- Hair, J. F. et al. (2010) *Multivariate Data Analysis*, 7th edition, Upper Saddle River, New Jersey, Prentice Hall
- Hair, J. F., Ringle, C. M., & Sarstedt, M (2011) PLS-SEM: Indeed a silver bullet. *The Journal of Marketing Theory and Practice*, 19(2), 139-152.
- Jöreskog, K. G. and D. Sörbom (2001) *LISREL 8: User's Reference Guide*, Lincolnwood, Illinois, Scientific Software International
- Kim, G., Shin, B., & Grover, V. (2010). Investigating two contradictory views of formative measurement in information systems research. *MIS Quarterly*, 34(2), 345-A5.
- Petter, S., Straub, D. W., & Rai, A. (2007). Specifying formative constructs in information systems research. *MIS Quarterly*, 31(4), 623-656.
- Straub, D., Boudreau, M. C., & Gefen, D. 2004. Validation guidelines for IS positivist research. *Communications of the Association for Information Systems*, 13(24): 380-427.

Survey Methods

- Anderson, J.C. & Gerbing, D. G. (1991) Predicting the Performance of Measures in a Confirmatory Factor Analysis With a Pretest Assessment of Their Substantive Validities. *Journal of Applied Psychology*, 75(5), 732-740.

- Moore, G. C. & Benbasat, I. (1991) Development of an Instrument to Measure the Perceptions of Adopting an Information Technology Innovation. *Information Systems Research* 2(3), 192-222.
- Fowler, F. J. (2001). *Survey Research Methods* (3rd edition). Thousand Oaks: SAGE.

Experiments

- Field, A. & Hole, G. (2003) *How to Design and Report Experiments*, Los Angeles et al., SAGE.
- Friedman, D., Sunder, S. (1994) *Experimental Methods: A Primer for Economics*, Cambridge et al.: Cambridge University Press.

Measurement

- Anderson, J. C., and Gerbing, D. W. 1991. "Predicting the Performance of Measures in a Confirmatory Factor Analysis with a Pretest Assessment of Their Substantive Validities," *Journal of Applied Psychology* (76:5), pp. 732-740.
- INN Database of Variables and Items - <http://inn.theorizeit.org/>
- Moore, G. C., and Benbasat, I. 1991. "Development of an Instrument to Measure the Perceptions of Adopting an Information Technology Innovation," *Information Systems Research* (2:3), pp. 192-222.
- O'Leary-Kelly, S. W., and J. Vokurka, R. 1998. "The Empirical Assessment of Construct Validity," *Journal of Operations Management* (16:4), pp. 387-405.
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Statistics

- Bullock, J. G., Green, D. P., & Ha, S. E. 2010. Yes, but what's the mechanism?(don't expect an easy answer). *Journal of Personality and Social Psychology*, 98(4): 550.
- Faul, F., Erdfelder, E., Lang, A.-G., & Axel, B. (2007). G*Power 3: A Flexible Statistical Power Analysis for the Social, Behavioral, and Biomedical Sciences. *Behavior Research Methods*, 39(2), 175-191.
- Field, A. (2005) Discovering Statistics Using SPSS, London et al.: SAGE.
- Mertens, W., A. Pugliese and J. Recker (2017) *Quantitative Data Analysis: A Companion for Accounting and Information Systems Research*, Cham, Switzerland, Springer
- Stock, J. H., & Trebbi, F. 2003. Retrospectives: Who Invented Instrumental Variable Regression? *Journal of Economic Perspectives*, 17(3): 177-194.
- Wasserstein, R. L., & Lazar, N. A. (2016). The ASA's Statement on P-values: Context, Process, and Purpose. *The American Statistician*, 70(2), 129-133.

Replication Studies

- Dennis A, Valacich J (2014). A Replication Manifesto. *AIS Transactions on Replication Research* 1(1). URL: <http://aisel.aisnet.org/cgi/viewcontent.cgi?article=1001&context=trr>
- Niederman F, March S (2015). Reflections on Replications. *AIS Transactions on Replication Research* 1(1). URL: <http://aisel.aisnet.org/cgi/viewcontent.cgi?article=1009&context=trr>

Data Science

- Angrist, J. D.; Pischke, J.-S (2014): Mastering 'Metrics: The Path from Cause to Effect. 1st ed. 1 volume: Princeton University Press.
- Brynjolfsson, E.; Mitchell, T. M. (2017): What can machine learning do? Workforce implications. In *Science* 358 (6370), pp. 1530–1534. DOI: 10.1126/science.aap8062.

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- Dietvorst, B. J.; Simmons, J. P.; Massey, C. (2016): Overcoming Algorithm Aversion. People Will Use Imperfect Algorithms If They Can (Even Slightly) Modify Them. In *Management Science* 64 (3), pp. 1155–1170.
- Frey, C. B.; Osborne, M. A. (2017): The future of employment. How susceptible are jobs to computerisation? In *Technological forecasting and social change* 114, pp. 254–280.
- Hastie, T. J.; Tibshirani, R. J.; Friedman, J. H. (2013): The elements of statistical learning. Data mining, inference, and prediction. 2. ed., corr. at 7. printing. New York, NY: Springer (Springer series in statistics).
- Ketter, W., Peters, M., Collins, J., & Gupta, A. (2015). Competitive benchmarking: an IS research approach to address wicked problems with big data and analytics. *MIS Quarterly*, 40(4), 1057-1080.
- Pearl, J. (2010): An introduction to causal inference. In *The international journal of biostatistics* 6 (2), Article 7.
- Schölkopf, B. (2015): Learning to see and act. In *Nature* 518, 486-487.

Qualitative Methods

- Denzin, N. K., & Lincoln, Y. S. (Eds.). (2005). *The Sage Handbook of Qualitative Research* (3rd edition). Thousand Oaks: SAGE.
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- Saldana, J. (2009) *The Coding Manual for Qualitative Researchers*, London, UK, Sage.
- Sarker, S.; Xiao, X.; Beaulieu, T. (2013) Guest Editorial: Qualitative Studies in Information Systems: A Critical Review of Some Guiding Principles. *MIS Quarterly*, 37(4), iii-xviii.
- Sarker, Suprateek; Xiao, Xiao; Beaulieu, Tanya; and Lee, Allen S. (2018) Learning from First-Generation Qualitative Approaches in the IS Discipline: An Evolutionary View and Some Implications for Authors and Evaluators (Part 1/2). *Journal of the Association for Information Systems*, 19(8), 752-774.
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- Silverman, D. (2010) *Doing qualitative research : a practical handbook*. Los Angeles, CA, USA, SAGE.
- Walsham, G. (2006). Doing interpretive research. *European Journal of Information Systems*, 15, 320-330.
- Wolcott, H. F. (2001). Writing up Qualitative Research (2nd edition). Thousand Oaks: SAGE.

Case Study Research

- Benbasat, I., Goldstein, D. K., & Mead, M. (1987). The case research strategy in studies of information systems. *MIS Quarterly*, 11(3), 369-388.
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