#### RESEARCHING VIRTUAL WORLDS - analytical strategies and methodologies



Professor Sisse Siggaard Jensen PhD seminar 2009 Communication Studies, CBIT Roskilde University

## Researching

Making sense of virtual worlds

 Working title

- The actors' decision to move in and settle in a virtual world and with that the choice of world(s)
  - the questions are: What is it that makes the actors of this study choose a virtual world like Second Life, or EverQuest? What creates the conditions for being in the virtual world, and what makes the actors remain in the world, or stop?

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- The choices made by the actors in the process of designing their chosen avatar(s)
  - the questions are: What is it that made the actors of this study choose their avatars? What leads them to develop just these avatars, and how do they do it? How come that they remain faithful or leave their avatars?

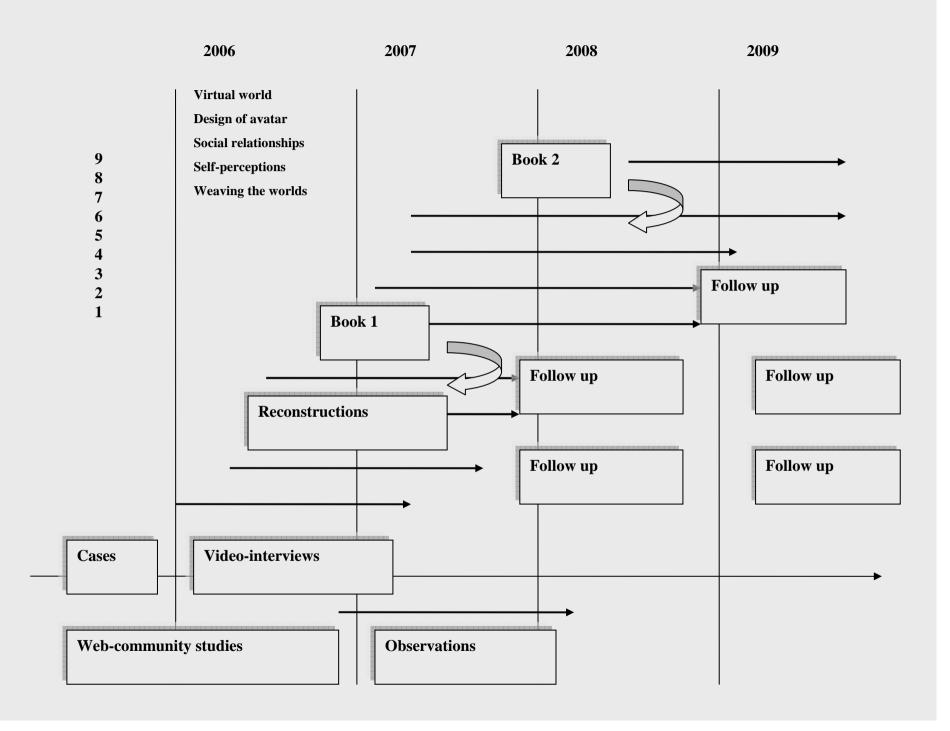
- The different ways of being together and interacting with other avatars and actors of the world(s)
  - the questions are: How do the actors of this study communicate in various practices and with the use of their avatars as mediators in battle, business and competition as well as in grouping, guilds and networking? What leads them to act and communicate the way they have chosen? How do they do it? How come that they continue or quit?

- Perceiving the self in the light of the chosen avatar(s) and the ways of being in the world
  - the questions asked are: How do the actors of this study describe the way their chosen avatars present themselves in-world? How do they view and understand the figure they have created and the interrelations of self and avatar?

- The movements back and forth between the actors' in-world virtual lives and the lives they live in the outside world
  - the questions are: How do the actors move and navigate between their in-world life and the outside world? What is it that makes the actors continue or want to stop?

# Methods

- Pre-understandings, inference and abductive reasoning
- Theory: actor-network theories, sense-making methodologies, (cybersemiotics), new media theory
  - Trajectories of human and non-human actants, chains of connections, transformations, movements, intermediaries, mediators, assemblages, gapinesses and bridgings, situation movement states, remediation, immediacy and hypermediacy.
- Empirical data are produced rather than collected
- The two modes "online and off-line" are part of the case studies
- Literature studies
  - EverQuest and MMORPGs websites
  - Web communities
- Video interviews
- Case studies
  - First, a case is to be followed over time; second, it should exemplify different types of activity; third, the method of participatory observation should be applicable; fourth, the virtual life is meaningful to the participating actors and gamers; and finally, the case should elucidate the five guiding foci of the study. Note that the fourth criterion excludes those actors who left the worlds or chose never to enter.
- Participatory observations



# Observing

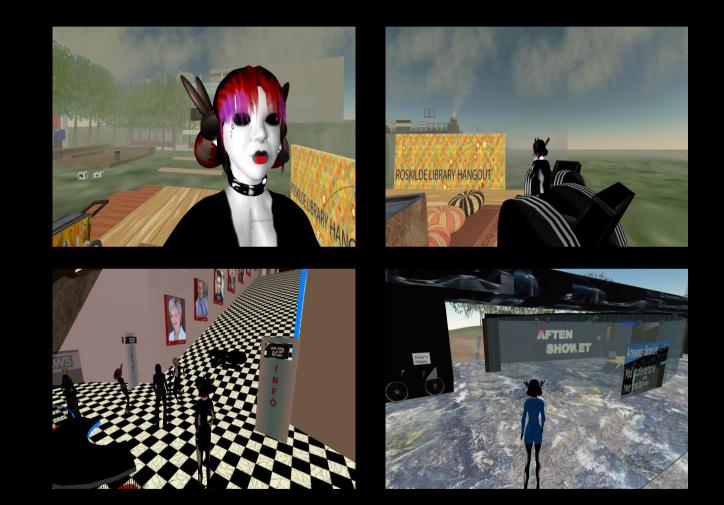
- The observations fall into four periods of time.
- They form a curve of increasing and decreasing involvement:
  - Period I "Remediation": introductory observations to get an overview
  - Period II "Getting involved and settled": participation, construction and cases selected
  - Period III "Belonging": participation and observation at certain places and with time
  - Period IV "International": a phase-out aimed to identify possible new cases from the international scene
- Danish islands and projects (Space and place)
- 38 Tableaux centred on snapshots and with concurrently written notes

# Remediation

#### • Understanding New Media:

- Immediacy
- Hypermediacy
- Remediation
  - Borrowing
  - Reshaping
  - Redefining

# Remediation



# Getting involved and settled









# Meetings and conferences









# Belonging and teaching

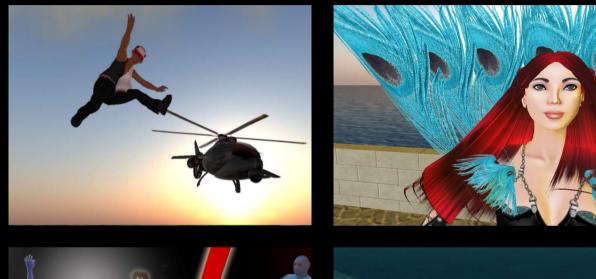








# Workshop students







# Everyday life







## Music and literature













# Business







AUDITOR

## International projects









# Positionings

- Distancing
  - Observing
  - Reflecting
- Participating
  - Asking
  - Involving
  - Constructing
- How did it influence the residents that I was present as an avatar and how did it influence me that I was present as an avatar?
  - the Cybergoth female
  - cross-boundary figure, transgresses the borders of the virtual and real life
  - she does not first and foremost convey connotations of a sexual nature
  - minor modifications, tone down the "goth and punk" connotations of the figure

# Videoviews In-situ

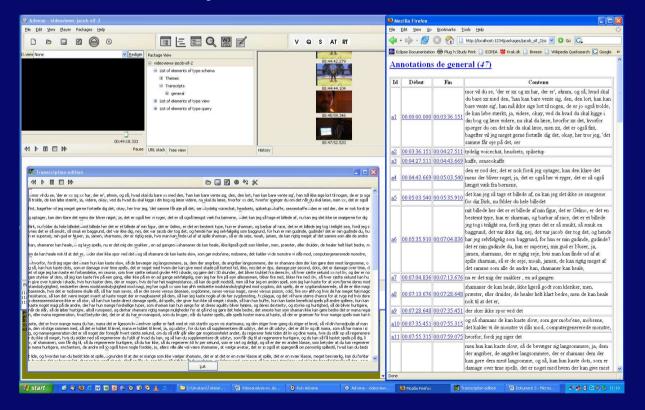


#### • PRIOR TO RECORDINGS. Step (1)

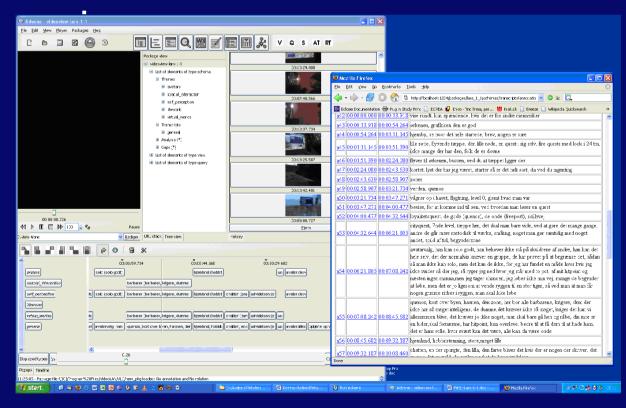
- Analytical design
- Relevance, selection, and impact.
- Simple and recurring video recordings
- RECORDING IN SITU. Step (2)
  - Overview and analytical levels
  - Situated interpretation and a dual focus
  - A virtual expedition

- PROCESSING THE RECORDINGS (3)
  - Analytical forms: Transcripts and Themes
    - Unstructured with timecodes
    - Structured with annotation-types and annotations

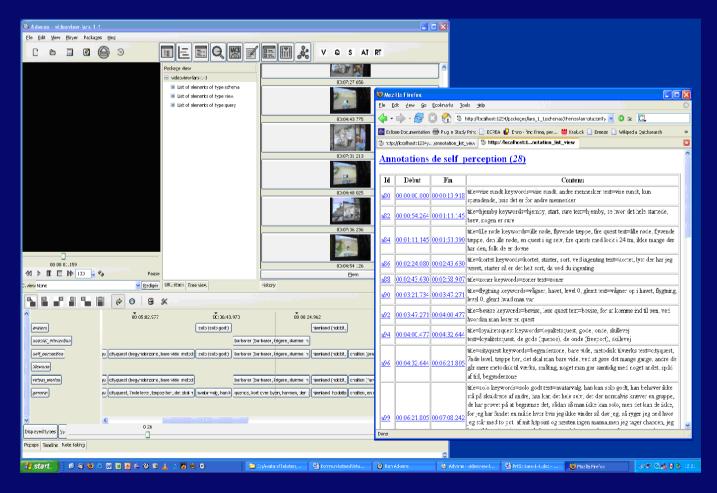
# Situations and general descriptions Transcription form



# Situations and general transcriptions – Conversion to Themes form and web



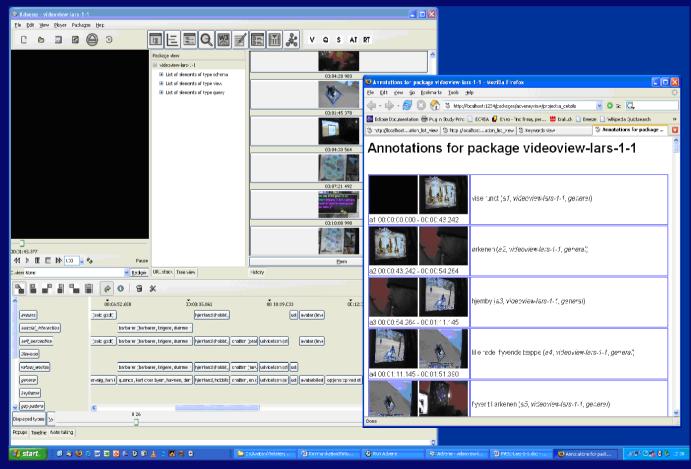
#### Sorting and typologies



#### • Characterizing and mapping

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#### Deconstructing and visual description



Systematic and intuitivelyRich empirical picture

#### Exercise 2

- Download Advene and VLC
- Create a package and a scheme
- Discuss the analytical focus
- Watch the video in a muted mode do not turn on the sound
- Transcribe and annotate the video
  - Step 1: each of you
  - Step 2: compare your annotations
  - Step 3: reflections on the process