



Adopting Qualitative Research in Information Systems Study: Issues and Challenges

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This paper discusses the issues and challenges faced in adopting a qualitative research methodology using an exploratory case study approach for an information systems study. The study was conducted as the fulfilment of a postgraduate degree aimed at developing an information audit framework for electricity companies in Malaysia by assessing the current practices of information management (IM), the role of IM practices in supporting organisational goals as well as the role of information or information technology related audits in the organisation. Six (6) middle-level management personnel from two (2) main electricity companies in Malaysia had been selected as the key respondents for this study. In the course of conducting this study, the research encountered several issues and challenges, which were mainly associated with the adopted methodology. This paper concludes by summarising the key issues and challenges as well as highlighting some opportunities that may benefit potential information systems researchers in conducting their studies using qualitative method particularly with a case study approach.

Keyword: Information system study, qualitative research, case study, exploratory research