



Qualitative Research in Technical Communication

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Addressing the explosive growth in qualitative research in recent years, this volume represents the first anthology to bring together a representative sample from this growing body of work, and comments on the reasons for the extraordinary interest in qualitative research. Contributors to the volume bring forward reports of significant, structured qualitative research into various aspects of technical communication practice, addressing the questions of what new insights researchers are generating about the working reality of today's technical communicators, and how technical communicators are perceived and treated by managers and by colleagues from other disciplines.

Including examples of qualitative methodologies—including ethnography, case study, focus groups, action research, grounded theory, and interview research—used by technical communicators to strengthen their practice, the result is a rich harmony of perspectives, as diverse as the field of technical communication itself.

This book will be of interest to to students and academics seeking up-to-date information on current industry practices in technical communication, as well as to practitioners in technical and professional communication. The book will also serve as a text in undergraduate seminars and courses at the master's level.

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