

Lecture Notes in Networks and Systems 688

António Pedro Costa ·  
António Moreira · Fábio Freitas ·  
King Costa · Grzegorz Bryda *Editors*

# Computer Supported Qualitative Research

World Conference on Qualitative  
Research (WCQR2023)

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(WCQR2023)

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## Preface

This book contains a selection of the works accepted for presentation and discussion at the seventh World Conference on Qualitative Research (WCQR2023), held during 25–27 January 2023 in the Algarve, Portugal (hybrid conference). WCQR2023 was organised by the Escola Superior de Educação e Comunicação (ESEC) from the University of Algarve and Ludomedia of Portugal. The conference organisers also had collaboration or sponsoring of several universities, research institutes, and companies, including the Research Centre on Didactics and Technology in the Education of Trainers is a Research (CIDTFF) from the University of Aveiro, the University of Alberta, the National Centre for Research Methods (NCRM), the Asian Qualitative Research Association (AQRA), the Adventus University, Nursing Research, Innovation and Development Centre of Lisbon from ESEL, Vivekanand Education Society Institute of Management Studies and Research (VESIM), the Society of Qualitative Studies and Research (in portuguese Sociedade de Estudos e Pesquisa Qualitativos), the Ibero-American Congress on Qualitative Research (CIAIQ), the Action Research Network of Americas, the Global CAR, Atlas.ti, Timberlake, and DiscoverText.

The conference focused on qualitative research with an emphasis on methodological aspects and their relationship with research questions, theories, and results. This book focuses mainly on using Computer-Assisted Qualitative Data Analysis Software (CAQDAS) to assist researchers in using the correct methodological approaches for qualitative research projects. WCQR2023 featured four main application fields (education, health, social sciences, engineering, and technology) and seven main topics: rationale and paradigms of qualitative research (theoretical studies, critical reflexion on epistemological, ontological and axiological dimensions); systematisation of approaches to qualitative studies (literature review, integrating results, aggregation studies, meta-analysis, meta-synthesis, meta-ethnography); qualitative and mixed methods research (emphasis on research processes that build on mixed methodologies with priority to qualitative approaches); data analysis types (content analysis, discourse analysis, thematic analysis, narrative analysis, etc.); innovative processes of qualitative data analysis (design analysis, articulation, and triangulation of different sources of data images, audio, video); qualitative research in web context (e-Research, virtual ethnography, interaction analysis, Internet latent corpora, etc.); and qualitative analysis with the support of specific software (usability studies, user experience, the impact of software on the quality of research and analysis). After carefully reviewing each article with at least three independent reviewers, 13 high-quality works from WCQR and 10 from CIAIQ were selected for hile-publication. These articles comprise 65 authors from 8 countries, including Brazil, Colombia, India, Italy, Lithuania, Poland, Portugal, and Spain.

We want to take this opportunity to express a particular word of acknowledgement to the members of the WCQR2023 organisation, Conceição Ferreira, Jaime Ribeiro, Fábio Freitas, Hugo Mártires, Mfanelo Ntsohi, Marisa Mártires, Grzegorz Bryda, King Costa, Elizabeth Pope, and Sónia Mendes for their intricate and delicate work on the scientific

management, local logistics, publicity, publication, and financial issues. We also express our gratitude to all members of the WCQR Programme Committee and the additional reviewers, as they were crucial in ensuring the high scientific quality of the event. We also acknowledge all authors and delegates whose research work and participation made this event successful. Finally, we acknowledge and thank all Springer staff for their help in the production of this volume.

March 2023

António Pedro Costa  
António Moreira  
Fábio Freitas  
King Costa  
Grzegorz Bryda

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# The Metaphenomenon as a Genesis in the Triangulation Process of Qualitative Research in the Digital Age: The Reframing of the Object

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**Abstract.** The triangulation process of qualitative research developed by Tuzzo and Braga (2016) adopts a theoretical-methodological reasoning to explain that triangulation in qualitative research can be understood differently. The multimethod proposal initially elaborated by researchers materializes in the definition of the object, the subject, and the phenomenon which suggests, as in the original study, that the vertices of the triangulation are actually new levels of investigation. This article presents a new perspective on qualitative research in light of the digital revolution, the advancement of the internet, and the emergence of digital social media platforms. Under this new perspective, the subject and the object of the research are substantially modified due to the change that occurred in the phenomena itself, more specifically in its genesis. Thus, the possibility of triangulation, even within qualitative perspective, seems to be an approach that is sustainable and makes sense as it offers the researcher multiple and different views of the same place of speech. This reflection shows that triangulation can be carried out in the same research modality – qualitative, which is now expanded and can occur physically or digitally. As a phenomenon is only part of the diverse phenomena that make up the metaphenomenon category, choosing the phenomenon, object, and subject as well as the mode (physical/digital) explains and enables the performance of qualitative research from the perspective of the metaphenomenon.

**Keywords:** Qualitative Research · Triangulation · Digital age · Metaphenomenon · Genesis

## 1 Introduction

The second phase of qualitative research started in 2014, which gave rise to the idea that the triangulation process of qualitative research can be understood from the metaphenomenon as genesis (2016), aimed to study the multiple and diverse perspectives on the complexity to which social actors and their personal and work environments have

been exposed. However, this scenario has been increasingly modified with the advent of information and communication technologies - ICT and the vulgarization of the internet, especially digital social media platforms.

At the time, the study proposed to present a new qualitative methodological strategy, considering the subject, the object, and the phenomenon as the perspective in the triangular research. Tuzzo and Braga (2016) argued that by doing research and triangulation, another problem can be raised, and randomly, it can generate a new qualitative or quantitative research or even a new triangulation, within a dialectical process. What was not considered was that, a few years later, the interference of technology in social phenomena would be so strong as to change the existing relationship between subject, object, and phenomenon.

As such, within the scope of the studies started in 2014, it is possible to confirm the possibility of a triangulation of the qualitative research established within itself; however, it is no longer possible to confirm the maintenance of the same original perspective regarding subjects which are no longer the same. Thus, it (the subject) is still the subject of the research, but its relationship with the multiple objects of the social world has been substantially altered and we are now talking about a technological mediation in all senses of everyday life.

What before could be an almost mediated relationship, as Thompson (1995) says, it is now considered an online-mediated interaction (Thompson 2018).

In other words, if interactions were modified due to technology, what about subjects, objects, and phenomena in a new highly technological environment?

When presenting the research development, we suggested in 2014, that the investigations were based on the tripod: method, subject, and phenomenon. It is important to stress that the object that appears on this research tripod was previously contemplated in the phenomenon axis.

In this way, we found that the phenomenon is complex, the method is plural and the subject is mutable, absolutely dependent on the environment and the social conditions where the research is carried out and where other interferences can generate mutations in the researched phenomenon.

The proposal of a new conceptualization of the subject, the object, and the phenomenon, having as reference the notion of metaphenomenon as genesis, remains, but it is now updated because the subject, the object, and the phenomenon have been modified and, consequently, the notion of a metaphenomenon as genesis, too.

Here we must also stress that a new triangulation may result from the fact that the object is also susceptible to the technological environment.

If in our last theoretical incursion, we discussed the role of technology in relation to the metaphenomenon; now we question the changes that occurred, due to the advent of new technologies, from the point of view of the object, once it is the object that, in a certain way, internalize all these changes; what is known as the internet of things.

## **2 Triangulation of Qualitative Methods in a Complex Society**

Triangulation of qualitative methods is a complex task due to the multiplicity of social agents involved to think about their responses. The complexity considered here is based

on studies by Morin (2005), for whom complexity does not produce or generate intelligibility, which can incite the researcher subject's strategy/intelligence to consider the complexity of the question under study.

At the same time, the complexity that Morin (2005a) speaks of is not in the object, but in the researcher's gaze, in the way he studies his object, and in the way, he approaches phenomena, now in a more complex way than before.

It is understood that the qualitative approach, as a research exercise, does not present itself as a rigorously structured proposal, allowing imagination and creativity to lead researchers to propose works that explore new approaches, as well as suggests that qualitative research offers the researcher a vast field of investigative possibilities that describe routine and problematic moments and meanings in the lives of individuals.

This idea reaffirms the certainty that each practice guarantees a different visibility to the world. However, this world is now interconnected in real-time. For example, the notion of geographical and linguistic distances disappeared due to technological mediation due to the complexity that is only possible to overcome with the adoption of multimethods that allow for a multifaceted look at the research.

Tuzzo (2016) states that the complexity of the modern world requires a complexity of methodologies capable of considering the views towards and prisms of the same object, which has several sides and many ways of being contemplated and which, on several occasions, is impossible to be seen in its entirety from just one angle. Here the perspective of considering multiple prisms to account for the complexity of the social world had already been considered and again it is important to stress that everything has become even more complex with technology. Now the world is at the touch of the computer screen.

Totality can only be a representation of the whole. Hence, the central idea is that when carrying out research using the triangulation method, a new problem can be generated, something which had not been considered at the beginning of the search for data and information. This new problem can lead to new qualitative or quantitative research or even a new triangulation.

Tuzzo (2016) states that conducting research is like a ray of light that, when illuminating an object, offers us a perspective, yet if the light increases, we can see other angles, and other sides... Our perception also changes regarding shape, size, and color. Carrying out research is writing a sonnet of light. The light that comes from the object, but materializes in the clarity of new ideas from a multifaceted universe of research, art, and life. Qualitative research fosters a multiplicity of studies which generates new possibilities of triangulation carried out by authors such as Duarte (2009), who states that the emphasis in qualitative research is not on the search for quantity based on numbers and statistics but on the quality and depth of data and findings resulting from the phenomena.

## 2.1 Conceptualizing (Meta)phenomenon, Subject and Object

To conceptualize the metaphenomenon, which is one of the main points of discussion in this study, we will consider the thought of Benjamin (1985), a theorist of the Frankfurt School, who described the process of the here and now (*hic et nunc*). The idea defended is that the metaphenomenon can only be understood within a social context. Under this

perspective, the characteristics of each research study need to consider the *hic et nunc*. In the attempt to make an analogy and adequacy to the term, we respect Benjamin's idea (1985) by stating that the here and now include the physical presence and the place where something was produced to guarantee the uniqueness of a work of art, taking into consideration, its duration, tradition, manners, customs and history, and may even extend to a religious connection, which the author called aura, giving the work of art an idolatry of cult and exclusivity.

Benjamin (1985) also argues that, when reproduced, it would lose and no longer be a work of art. But still working with the idea that the social context in which the research is carried out is fundamental, the well-known term *hic et nunc* was adopted to explain the importance of the subject in the process and all the complexity that involves human existence. Aristotle had already discussed the complex relationship between the whole and its parts, always concerned with unity and distinction.

Morin (2005) states that culture, which characterizes human societies, is organized/organizational using the cognitive vehicle of language based on the collective cognitive capital of acquired knowledge, learned skills, lived experiences, of historical memory, as well as the mythical beliefs of a society. The author goes on to develop studies on the "paradigm of complexity" (Morin 2005a), which explains the dependence of what we call subjects, objects, and phenomena and the interdependence existing among them. Although explained separately, they can only be understood as a whole. To speak of complexity is to speak of relations that are simultaneously complementary, concurrent, antagonistic, recursive, and hologrammatic among these instances.

Therefore, this study is also based on the studies of Kerckhove (2009) for whom senses and sensations are fundamental in the communicational process of today's society. The author finds support in one of the most important aphorisms coined by McLuhan (1964) who stated that in the age of electricity, we use all humanity as our skin.

Kerckhove (2009) explains that this electronic extension of the body, i.e., a perception of the skin, makes it no longer just a form of protection but becomes a communication device capable of processing information faster than our mind. This reaffirms the idea of *hic et nunc* and the paramount role of the researcher in conducting research.

As such, according to Gil (2005), the metaphenomenon can be understood as a bundle of forces, an experience beyond consciousness or in other words, a place of experience, of events and facts, which, incorporated into the reality of the social world, support, behave and enable the subjects' psychosocial functioning. It is the metaphenomenon that incorporates and offers research on all these elements, allowing the researcher to identify the other categories of the vertex subject, object, and phenomenon.

It is important to highlight that the subjects (researched) can be multiple (people, documents, printed and television reports, etc.) and complex, as stated by Morin (2005).

In other words, the research subjects pervade everyone and everything that can be investigated due (or not) to the approach adopted in the data collection. Adopting the qualitative method for investigation as a logic, we must consider that the subjects are effective participants in the research study and in all its complexity and that it will certainly demand multi-methods. Only this way will it be possible to identify, collect and appropriate the information necessary for the processing of interpretation and conclusion

of research data, bearing in mind that everything we determine as a composition of complexity for the subject researcher is also true for the subject under study.

Regarding the object, discussed later on, the third and last tripod of this construct, we return to the concept of metaphenomenon, which offers the researcher the phenomenon that will be investigated, here called object. It is the object/phenomenon that will support the entire research process adopted in the proposed methodological architecture.

In other words, objects and phenomena are similar in form and content. They are inseparable in the act of research. It is through the phenomenon that the belonging subjects are identified; the metaphenomenon that originates and supports the phenomenon itself and the object that is, in essence, the genesis of the phenomenon itself. It is, therefore, in the subject and in the object that the phenomenon is installed, operationalized, and constructed as a place of research.

Given this theoretical construct, we realize that the phenomenon is still part of the metaphenomenon, which, in turn, is also the object. What we cannot do in this new reality of technology is to ignore or underestimate the role of the internet and its devices and platforms.

Phenomena have been substantially altered and shared on a global scale. The notion of locality is deconstructed and supplanted by the notion of globality. Cultural aspects that are so important in understanding phenomena and objects were (re)signified by breaking down cultural barriers. Never has *hic et nunc* been so possible for everyone. The here and now that Benjamim (1985) mentions in *The Work of Art in the Age of its Technical Reproducibility* has become the here and the now for everyone and moreover, the here and the now also has also become everyone's production.

The exclusivity of the *locus* ceased to exist once everyone has access to it. Now that ethnography is also digital, it was converted into netEthnography. Going into the field for non-participant observation was made possible by Google Earth. It is no longer necessary to travel to the real world. The real has expanded and become accessible to the movement of the mouse and/or to the touch of a screen.

## 2.2 The New Object and the Internet of Things

Returning to the initially proposed concept that the object/phenomenon supports the entire investigation process, it is considered that, although this object contains the phenomenon, when placed in this condition, the object is faced with all the technological environments mentioned so far the concept of metaphenomenon of the Digital Age.

What has not been mentioned so far, or at least has not been discussed in depth, is how much the object has been altered due to technology, namely due to the worldwide computer network – the internet.

Here the object has been substantially reframed and altered and, in an attempt, to explain how this process has occurred, the concept of what is known as the Internet of Things has been taken as a reference.

For researchers, it is the everyday equipment that has undergone the most changes in technological terms. Televisions, refrigerators, electronics, and many other pieces of equipment have been substantially modified to function in this new technological environment. However, it is not only the equipment but also the social facts that have

changed. Relationships, the world of work, communication, and so many other objects of life have changed and are still changing due to the internet.

This is why John Romkey developed a toaster in the early 90s that could be connected remotely via the internet. The internet of things appears. But it also comes as a consequence. More than comfort, this technological modernity represented behavioral changes, relational changes, and everyday changes.

By changing the routine, the position of social actors about this routine also changes. In this sense, the Internet of Things apparently changes inanimate and technological objects. However, it also has an impact in a more than symbolic way, it changes the life of beings and things in a conceptual way.

According to Godoi & Araújo (2019, p. 5), “the Internet of Things is a technological revolution of interconnected items aimed at facilitating and organizing day-to-day tasks [...]” and by putting things in these terms, the authors indicate that everyday life has been reorganized according to technology which certainly gives rise to new perspectives and new points of view to previous social objects.

It doesn't seem possible to change things without life in society also being changed. Things are more than objects; they are tools of life in society.

The authors still consider what the Internet of Things has changed to be important, “With the arrival of the Internet of Things, it is possible to automate our daily processes due to the lack of time in modern life, allowing equipment to exchange information with each other, performing routine tasks and helping its users” (Godoi & Araújo 2019, p. 12).

Here, the concept encompasses new perspectives and raises new concerns: The absence of time and space that people talk about with the emergence of the internet did not, in fact, simply cease to exist. It seems more appropriate to say that this space and this time were occupied by technology and so it gave a new look and a new functional speed, giving the impression of non-existence.

In other terms, it is possible to speak of a substitution. In practical terms, we could say that instead of personally going from one point to another, we send a video message of the places we visit but we are only represented using our virtualized presence.

The example of the toaster that turns on by itself through programming also explains it. We don't need to turn on the equipment in person. We do this remotely. It is the distance from our corporeal presence, but not the distance from our symbolic presence sub-established by technology, by the internet.

According to Galegale et al. (2016), citing Singer (2012), Friedewal, and Raabe (2011), the Internet of Things tends to be much broader than what has been demonstrated. For the authors, the application ranges from intelligent environments to computing, the web of things, the internet of the future, up to smart cities.

The authors also reveal that the Internet of Things has advanced and has provided new forms of communication, creating a new communication paradigm, according to the infographic below (Fig. 1):

Here lies the great novelty of reframing objects. We are talking about the communicational object that has been reinvented and put to the test every time that technology shows itself to be different. Here, the research triangulation process, even in the digital



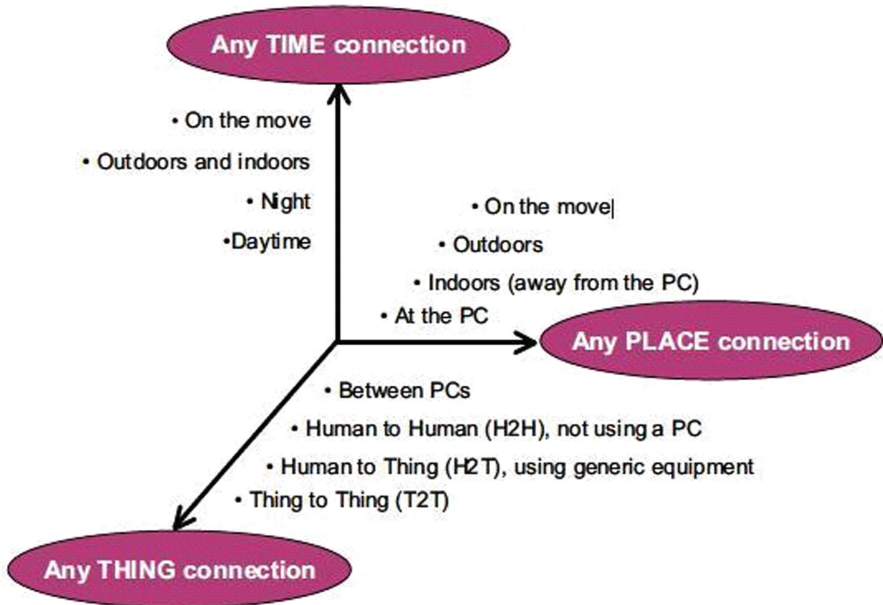


Fig. 1. New Communication Paradigm Fonte: ITU 2005.

age, is definitively redefined. We no longer have the same objects. We only know that objects are still the fundamental *locus* of phenomena and their genesis.

### Methodological Proposal for Triangulation: Subjects – Objects – Phenomena

The systematic triangulation method can be understood in Flick (2009) based on the combination of perspectives and appropriate research methods, which are appropriate to take into account as many different aspects of the same problem as possible. There are four determining aspects: the definition of the type of research, the appropriate collection instruments; the target population for sampling construction; and analysis methods.

Regarding bibliographical research, authors such as Minayo (2000), Marconi and Lakatos (2007), and Flick (2009), defend its importance in the support for carrying out empirical research.

With regard to the Field of Empirical research, they are responsible for social transformation. The research material is to be found in society and the colloquial is a big laboratory. Hohlfeldt (2011) states that opting for empirical research forces us to leave the tranquility of our home. The willingness to go out into the field, see and listen to others. Authors like Braga and Campos (2016); Havelais (2011); or Dencker and Da Viá (2001) reinforce this idea by saying that the main purpose of empirical research is to answer questions about social phenomena.

It is in empirical research that the current reality has been transformed. What was yesterday, today is no more. Changes occur at the speed of technology. Access to the field has been changed and given way to new visibility. However, it has become much more complex.

A trip to the field can also be a trip to the computer. All fields are, to a certain extent, represented there. What previously required the researcher to move physically is no longer necessary. If on the one hand, here empirical research, has become democratic, on the other it runs the serious risk of trivialization, of superficiality. Therefore, extra care is required of the researcher.

Phenomena circulate in networks and are altered and modified by the acting beings mentioned by Latour (2013).

Concerning data collection instruments, Souza (2011); Minayo (2000); Flick (2009), and Triviños (1987) provide the clues for the production of a structured or semi-structured script that could allow research based on interviews or focus groups; case study; personal experience; insight; storytelling; artifacts; texts and cultural productions; observational, historical, interactive and visual texts; ethnographic observation and more recently, netethnographic or participant observation (which aims to understand the social processes of the conception of a phenomenon from the researcher's own perspective and not only from the report of an external participant).

Just as the possibilities of the types of research, the types of collection are also multiple.

Construction methods and sample analysis complete the process. In this context, we take as reference the theory of causality (different from cause and effect), inspired by the statistical perspective, in which this (causality) suggests that the metaphenomenon can and should indicate the phenomenon of interest to the researcher. This is not always obvious although we tend to focus on the obvious. The obvious is close to common sense. It is this distance that the researcher needs to see with magnifying glasses beyond the obvious. Even if causality can be understood as a relationship between an event (the cause) and a second event (the effect), in which the second event is understood as a consequence of the first. We opted for the view that it is also in causality that the place of this perspective is built, where the relationship between a set of factors (causes) gives rise to a phenomenon (the effect), which we call object-phenomenon.

Based on the premises that steer this article, i.e., the realization of qualitative research from the vertices object, subject, and phenomenon, now with a more adjusted look to current times, we take as first example research on the printed newspaper. In this case, the subjects are the readers, the printed newspaper is the object and the phenomenon is the reading process, which nowadays can be carried out on printed paper or electronic media; where the phenomenon, in this case, is characterized by the type of physical or digital reading or both. In this sense, the concept of metaphenomenon arises, where the phenomenon is always something that cannot be dissociated from research, and the triangulation between phenomenon, object and subject is the qualitative research on three levels, three exploration vertices. In an attempt to seek an answer to the central question: What is the role of the printed newspaper in times of internet and social networks? The research carried out by Tuzzo between 2013 and 2016 in Brazil and Portugal showed us that triangulation only based on qualitative research is possible and desirable.

First, research with readers carried out in Brazil based on interviews and semi-structured scripts led to a response that the practice was associated with pleasure and the senses not only of reading but of social practice.

In the second phase, the research carried out in Portugal, the ethnography method stood out for data collection and analysis. The social reading that emerged from this process was a determining point in addition to the questions that made up the interview script and the research in Brazil was also complemented. To conclude, research, interviews, and research scripts were also carried out with journalists and printed newspaper editors in order to understand whether the meaning of reading for readers was in line with those who produce the printed newspaper.

The results point to the fact that this group continues to read the printed newspaper in a digital society because they like the smell of the ink; the sound of turning pages; the texture of the paper being a pleasure to the touch; of the calm that reading in the printed format of the newspaper brings, which is also a pleasant sensation for the eyes. In addition, many mention the pleasure associated with a coffee. This is very interesting, in the sense that reading the newspaper began to sharpen the five senses. At first, it stimulated sight, touch, hearing, and smell, but as taste was not present, coffee completed the process for Brazilian readers. The information gains a physical-sensorial meaning (Tuzzo 2016).

In all these research studies, the object that conducted the research was the printed newspaper. The subjects (readers, editors, journalists) were changed due to the complexity of the research itself and the phenomenon: the reading of printed newspapers gave shape and content to the research. Here is where the metaphenomenon lies: reading as something which permeates social life. Thus, as Gil (2005) argues, this bundle, this experiencing beyond consciousness, which signifies the metaphenomenon are, ultimately, the essence of this qualitative research perspective: the subjects, objects, and phenomena. Using the research example, the operational complexity of the triangulation was verified, however, research favored at the time, field collections with trips to the field itself, and documentary collection in databases.

If we reformulate the questions with new goals for the same research described here, we see that it is absolutely possible to operationalize this study online via digital platforms, still considering a multi-collection of triangulations through qualitative research.

In technological terms, qualitative research requires applications and software from the researcher that allow for maintaining the linguistic quality of the collected and/or identified speeches, whenever there is a great amount of content.

In this process, we chose IRAMUTEQ as a support software, which focuses on textual analysis. According to Camargo and Justo (2013), the textual analysis consists of a specific type of data analysis, which is specifically about the analysis of transcribed verbal material, texts produced under different conditions such as: originally written texts, interviews, documents, essays, netnographic source content, etc.

IRAMUTEQ is a free software and developed under the logic of open source, licensed by GNU GPL (v2). It is anchored in the statistical environment of the R software and in the python language.

Among the possible analyses, IRAMUTEQ offers the classic lexical analyses; the descending hierarchical classification method; the similarity analysis, and the word cloud. These analyses, according to Camargo and Justo (2013, p. 4) “[...] can be performed either from a group of texts on a given topic (corpus) gathered in a single text

file; as from tables with individuals in line and words in a column, organized in spreadsheets, as is the case of databases built from free evocations tests. Texts or tables should preferably be generated by OpenOffice.org or LibreOffice software, to avoid coding bugs”.

In the research carried out both in Brazil and in Portugal, IRAMUTEQ collaborated in the organization of the speeches to allow the researcher to have computer assistance to speed up the reading of qualitative data and to have access to parameterized results of the information, which ultimately streamlined the analysis and offered a range of robust interpretative possibilities for the research and the collected data.

Originally developed in French, IRAMUTEQ started to be used in Brazil in 2013. Like in this article, it has been used with some frequency, including in the original text ‘The metaphenomenon as genesis in the triangulation process of qualitative research in digital era’ that inspired the writing of this article.

### 3 Final Considerations

It is already possible to state that under the same roof of qualitative research, one can broaden one’s horizons and look for possibilities of collection and analysis in a triangular, broad, and (almost) unlimited way in an attempt to meet the needs of the phenomena, especially since the phenomena happens simultaneously in real life and on digital platforms, which is no longer a parallel reality. On the contrary, real lives are now physical and digital.

We found that “triangulation” presents multiple potentialities: as validation, as a way of integrating different perspectives in the phenomenon under study, as a way of discovering paradoxes and contradictions, or as a way of development, in the sense of sequentially so that the use of the initial method informs the use of the second method.

As such, the possibility of triangulation, even when dealing with the same perspective – qualitative – seems to be an approach that is sustainable and makes sense insofar as it offers the researcher multiple and different views of the same place of speech.

This conclusion is strengthened and new possibilities are added to it. This triangulation, which, as we have already highlighted, can be carried out in the same research modality – qualitative – is now expanded and can occur in two ways: physically and digitally. Digitally, above all, with the advent of the Internet of Things.

In turn, the whole and the parts are keywords in this triangulation model. What emerges in the research are the thoughts of complexity and meanings in a multiple societies in the perspective of people and events. The complexity of the phenomena demands other research strategies.

Here it is noteworthy to emphasize the richness of these possibilities when referring to, for instance, the number of approaches and methodologies for analyzing the universe of qualitative research, which suggests that it is in the metaphenomenon that the phenomenon is created. If we open the possibility of multiple research, observing the mode we can expand the understanding of the object, since the object is part of the phenomenon.

At the same time, when it is investigated physically and digitally, we expand its understanding, allowing it to be possible to triangulate the subject, object, and phenomenon

in the physical and digital environments with the possibility of obtaining completely different results. It is also seen that the reframing of the object as a function of technology has created almost infinite possibilities for understanding and research. If we had triangulation in a physical and now digital way, we can risk saying that we also have multidigitizations of the object, namely as a function of what has been called the new paradigm of communication.

As a phenomenon, it is only part of the diverse phenomena that make up the metaphenomenon category, choosing a phenomenon, an object, or several objects, depending on the *locus*, a subject and a mode (physical/digital) explains and enables the performance of qualitative research to from the perspective of the metaphenomenon. It is in it that the possibility of multiple forms of research becomes real, it is in it that the complexity of that research may be understood, and even more, it is the genesis of the whole investigation process.

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