

## 16.2.1: What is “Research” and Why Should I Use It?

Research always begins with the goal of answering a question. In your quest to answer basic research questions, you turn to a variety of different sources for evidence: reference resources, people, evaluative and opinionated articles, and other sources. All along the way, you continually evaluate and re-evaluate the credibility of your sources.

For example, if you wanted to find out where you could buy the best computer within your budget, your question might be “what kind of computer should I buy and where should I buy it?” To answer your questions about computers, the first research tool you might use is the phone book, where you would look up “Computer retailers” in the yellow pages. You might also ask friends where they got their computers and what they thought were the best (and worst) stores to go to. You would probably also talk to your friends about the kind of computer they bought: a Windows-based PC versus a Macintosh computer, or a desktop versus a laptop computer, for example. You could go to a computer store and ask the salespeople for their advice, though you would perhaps be more critical of what they tell you since they are biased. After all, salespeople are trying to sell you a computer that they sell in their stores, not necessarily the “best” computer for the amount of money you want to spend. To get the opinions of computer experts, you might do research in computer magazines or web sites, looking for reviews and ratings of different models of computers in your price range.

Of course, you could skip this research process entirely. You could simply go to a store and buy the first computer in your budget based on nothing more than a “gut feeling” or based on some criteria that has little to do with the quality of the computer—the color, for example.

Who knows? By just guessing like this, you might actually end up with a computer as good as you would have ended up with after your research. After all, researchers can never be *certain* that the evidence they find to answer their research questions is entirely correct, and the fact that there are different kinds of computers available suggests it is possible for people to look at the research and reach different conclusions about what is the “best computer.” Talk to loyal Macintosh computer owners and you will get a very different answer about “the best” kind of computer than you will from loyal Windows PC owners!

Nonetheless, the likelihood is quite high that the computer you bought after careful research is a better choice than the computer you would have bought after conducting no research at all. Most of us would agree that you have a better chance of being “right” about your choice of computer (and just about anything else) if that choice is informed by research.

### Exercise 1.1

Working alone or collaboratively in small groups, answer the following questions:

- What are some examples of some of the decisions you have made that were based on a research method similar to the one described here? What do you think would have been the result of your decision had you not done any research?
- Can you think of any decisions that you have made that were not based on research? Would these decisions have turned out more favorably had you conducted some basic research?
- What kinds of decisions do think are potentially best made without research?

This page titled [16.2.1: What is “Research” and Why Should I Use It?](#) is shared under a [CC BY-NC-SA](#) license and was authored, remixed, and/or curated by [Steven D. Krause](#).

- [2.1: What is “Research” and Why Should I Use It?](#) by [Steven D. Krause](#) is licensed [CC BY-NC-SA 4.0](#).