

# Chapter 12

## Ensuring Trustworthiness in Qualitative Research: The Role of Triangulation Techniques

**Ekawati Marlina**

*National Research and Innovation Agency, Indonesia*

**Mardiana Purwaningsih**

*Perbanas Institute, Indonesia*

**Al Hafiz Akbar Maulana Siagian**

*National Research and Innovation Agency, Indonesia*

**Shidiq Al Hakim**

 <https://orcid.org/0000-0002-4677-3661>

*National Research and Innovation Agency, Indonesia*

**Ira Maryati**

*National Research and Innovation Agency, Indonesia*

### **ABSTRACT**

*One of the characteristics of qualitative research is clarifying ambiguity and discovering various realities, so the data collection method is often through unstructured interviews, in-depth interviews, and direct observation of people, places, and phenomena. This condition ensures that qualitative research always asks questions about providing the data's reliability and validity. Triangulation is an approach to increase the depth of data collected, reduce bias, and increase validity and credibility. Triangulation uses multiple techniques, including the triangulation of data sources,*

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*methods, investigators, and theories. A literature review is conducted to investigate triangulation in various research disciplines. The different forms of triangulation and their applications are then thoroughly examined. In particular, doctorate students should gain a grasp of triangulation procedures in qualitative research from this work. Therefore, this study offers valuable insights for researchers who wish to enhance their research's validity, transferability, confirmability, and dependability.*

## **INTRODUCTION**

Qualitative methods allow researchers to gain an in-depth understanding of social phenomena or social behavior. Qualitative research often involves in-depth interviews, observations, and document analysis. Qualitative research will enable researchers to explore a subject's experiences, perceptions, and meaning. In this way, several aspects that quantitative research may not cover can be better explored to generate well-descriptive data. Several dimensions that can be explored more deeply include contextual, emotional, and subjectivity. The social, cultural, and situational environment often influences the context of a phenomenon. Emotional and subjective aspects are essential for understanding an individual's motivations, feelings, and perspectives. This dynamic appears in qualitative research as a response to direct interaction between the researcher and the subject. However, the subjective assessments in this qualitative method are often challenging.

One of the challenges in qualitative research is ensuring the study's credibility. Qualitative research is often criticized for lacking transparency in analytical procedures, and findings are just a collection of personal opinions subject to researcher bias (Noble & Smith, 2015). In qualitative research, validity, the degree to which the conclusions faithfully represent the data, and the reliability and consistency of the analytical techniques are crucial for the trustworthiness of the research findings. Triangulation, explicitly or implicitly, is widely used to strengthen the trustworthiness of research results. Triangulation techniques can improve validity and reliability in qualitative research (Mohiya, 2024). A triangulation strategy, in which the research question is examined from multiple angles, verifies and authenticates the reliability of qualitative findings (Amin et al., 2020). Triangulation also strengthens the conclusions drawn from a study due to the limitations of using only one method, which may result in less credible conclusions. Data can be used to confirm and develop research through multiple sources, limiting personal and methodological bias.

This study aims to investigate the use of triangulation in qualitative research. How are the four triangulation types—data sources, methods, investigators, and theories—applied in qualitative research? In addition, the difficulties encountered during implementation are also discussed. Doctorate students are the intended

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