

EXPANDED AND NON-CONFORMING RESPONSES

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INTRODUCTION

- Identify types of expanded and non-conforming responses
- Explain what these responses accomplish
- Continuum:
 - From minimally expanded answers
 - To turns without a type-conforming response



PARADIGMATIC SEQUENCE

IR: and eh I'd also like to ask some questions about the ↑other persons↑
first about your ↓husband= =how old is your husband↑=

IE: =.hh my husband is eh forty nine↓
(0.2)

IR: and e- what- is ↓his highest school Yeducation↑/

IE: ≤ .hhh f.HHH MTS:

IR: and did he com↓plete that education↑

IE: y↓es↑
(0.4)



TYPE-CONFORMING VS. NON-CONFORMING ANSWERS

- Type-conforming:
 - "Conform to the constraints embodied in the grammatical form" (Raymond, 2003)
- Non-conforming:
 - Most important cause for survey interviewers to deviate from their script (Ongena and Dijkstra, 2010)
 - Effect on validity of the survey data is unclear (Schaeffer and Dykema, 2011)



METHODS

- Several corpora of Dutch survey interviews (1995, 2002, and 2004)
- One corpus of survey interviews conducted in the US (2006)
- Topics ranged from education to health
- Audio recordings



ANALYSIS: QUALITATIVE AND QUANTITATIVE

- Qualitative:
 - Transcribed and analyzed using Conversation Analysis (Jefferson, 2004)
- Quantitative:
 - Coded responses using Sequence Viewer (Dijkstra 2016)



RESULTS

- Limited number of ways respondents deviate from the paradigmatic sequence

- Minimal expansions:

- Serial extras
- Uncertainty markers

- Full-blown expansions:

- Answer + post-expansion
- Pre-expansion + answer

- Non-conforming answers:

- Non-conforming answers (non-problematic)
- Non-conforming answers (problematic)

MINIMAL EXPANSIONS

1 IR: and of the ↓Telegraaf how many of the last six issues↑
2 (0.7)
3 IE: → eh about two,
4 (0.8) ((tick tick))
5 IR: and of the Volkskrant↑
6 (0.8)
7 IE: → a↓bout three↑
8 (0.3)
9 IR: yes, .h
10 (.) ((tick))
11 IR: and of your regional ↓daily↓
12 IR: o↓pinion ↑magazines↑= =Elsevier and HP ↓de Tijd↑=
13 IE: b→ =m- no also not↑=
14 IR: =s↓ports magazines↑
15 (0.8)
16 no↑
17 youth and ↓juvenile magazines↑
18 also not,
19 IE: b→

Response
same

Series of related
questions

- Serial extras
- Uncertainty markers

Imprecision or
uncertainty

Otherwise well-
formatted
response



FULL-BLOWN E

Displays how the answer should be

1 IR: =.hhh then a completely different ↑sub↓ject,= =do you ever ↑smoke
2 ↓even if that is ever so rarely↓

3 (.)

4 IE: → eh I ↓smoke yes↑

5 (0.8) ((tik))

6 IR: and then I'll now name a few ↓smoking articles↑=

1 IR: eh are you the owner of the house in which you live or is it rented↑=

2 IF: =iw vih it's a bought house↓ h

3 IR: and are you planning to move house in the next ↓twelve months↑=

4 IF: =no, wll be staying here↓ heh .h

okay↑ nowadays the terms modal

Modifies the terms of the question

Shows how the respondent arrived at the answer



NON-C

Not one of the answer options

A description or reporting

■ Non-conform (non-problem

■ Non-conforming answers (problematic)

Designed as dispreferred

Set up as contrast

9 IR: =.h and ↑ how many of the past six issues of the Telegraaf ↑ did you read

10

11 IE: → WELL ↑ most of the time eh I buy eh I'm not subscribed to it ↓ but if I'm in a supermarket ↓ or in town ↓ then on SATurdays I always buy the nicely thick newspaper for the ↓ weekend (.)

15 did you do that- this Saturday as well ↑

16 (0.2)

17 E: .h Eh the pAst Saturday indeed- NNNoT ↓ =

18 IR: =so you did not read ↑ no Telegraaf for the whole week ↓ =

19 IE: =↑ -no ↓ =

20 IR: =oka[y .h] how many of the past six issues of the

4 IE: =yes ↑ =

5 IR: =which way do you ↑ usually take ↓ part ↑

6 (0.4)

7 IE: → eh just ↑ I get them myself from the post office, (.)

8

IR: ↑ cash ↓ =

IE: =-yes- H=

11 IR: =and do you ever take part in the state lottery ↓ jackpot ↑

NON-CONFORMING ANSWERS

- The influence of design:
 - Non-conforming answers designed as dispreferred turns
 - Delayed
 - Hesitations
 - Turn-initial “well”
 - Contain or imply a contrast

E::h H e-e-w (0.3) I do own a house
but e::h I don't live in an owned
house now

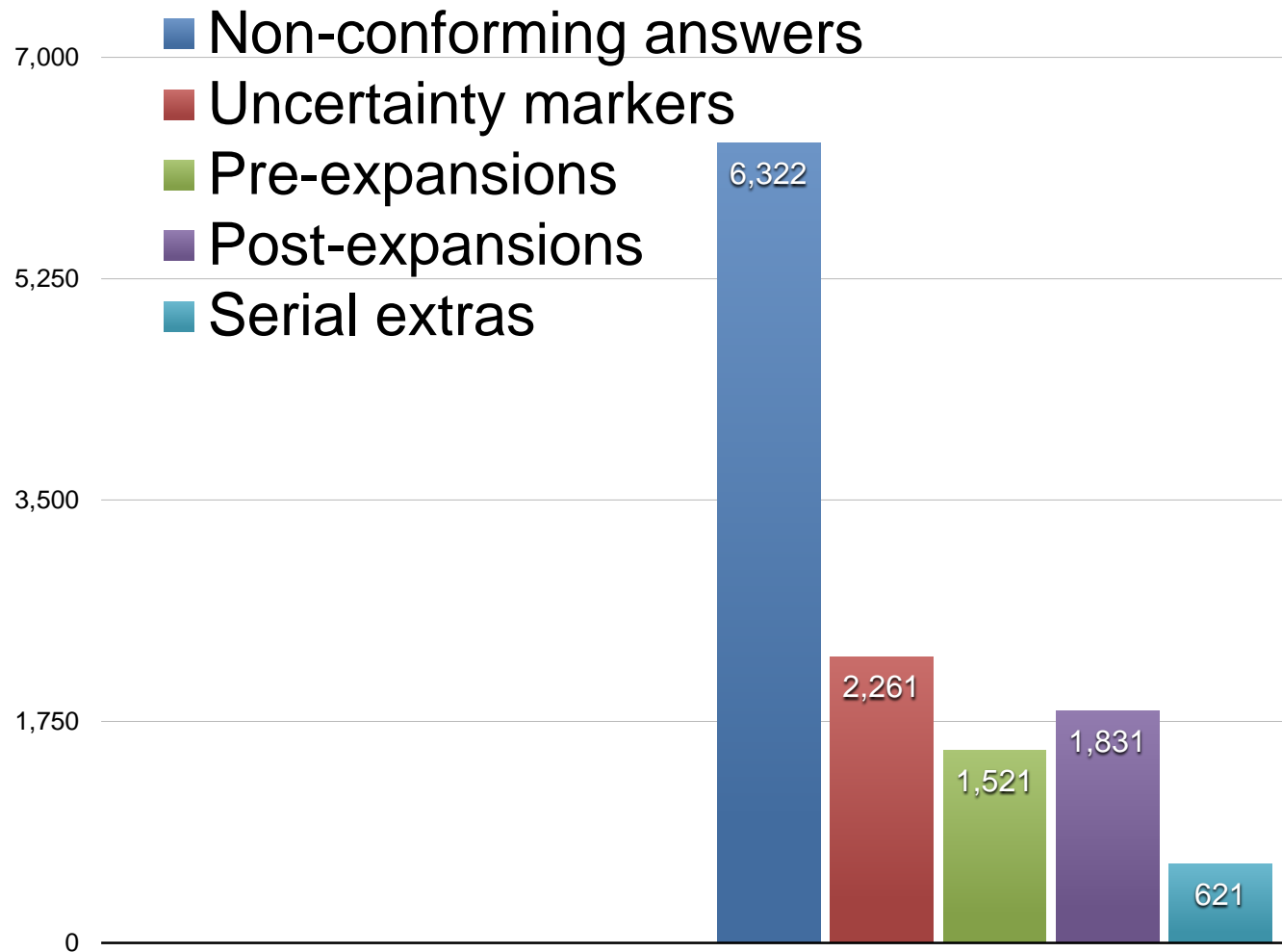
=.HH well until no:w it was rather bad,
(0.3) .klh (.) but eh I eh will mend my
ways



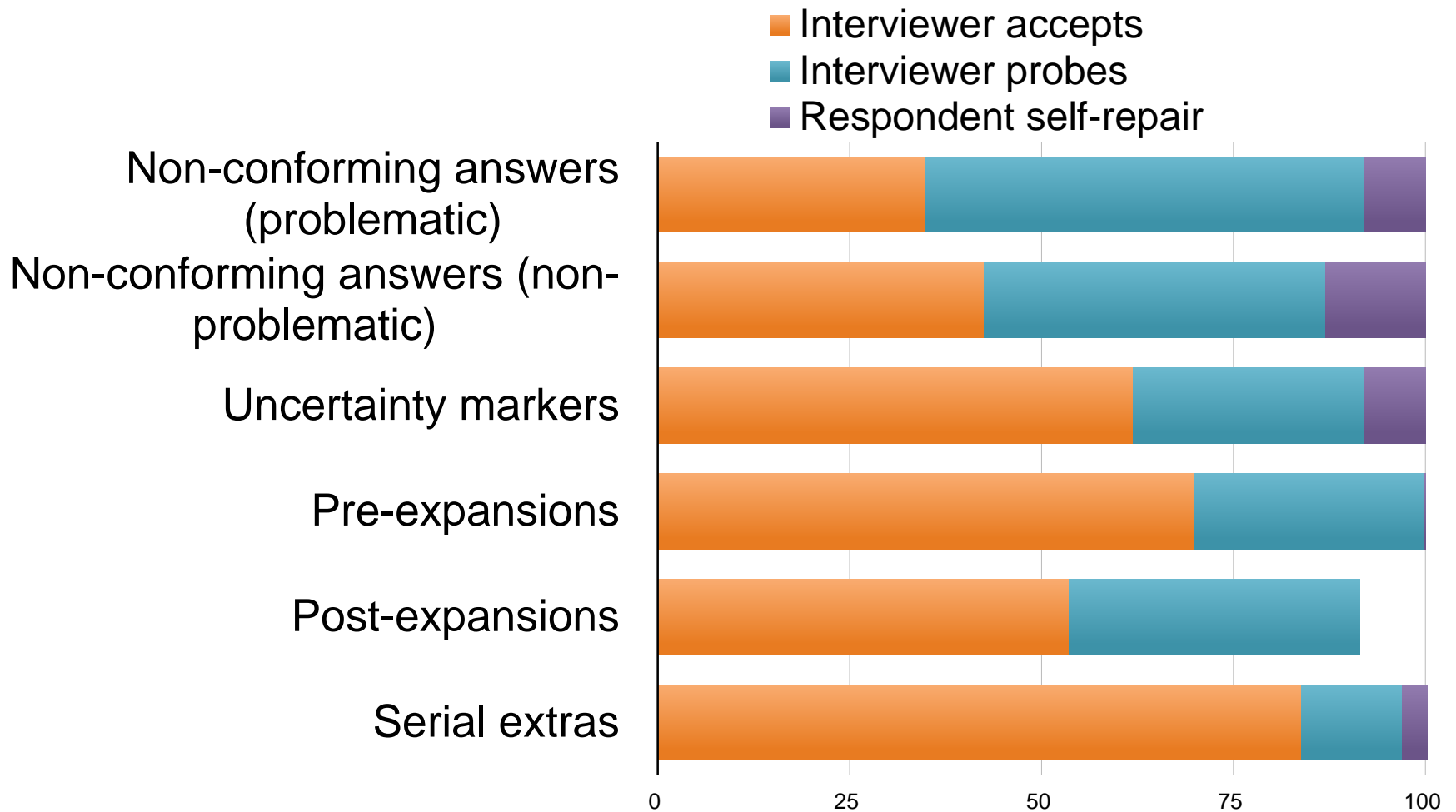
QUANTITATIVE STUDY

- Three data sets coded in Sequence Viewer
 - 36,352 Q-A sequences
 - Nearly 200,000 utterances
 - 12,556 instances of expansion
- Reliability of coding (Kappa = 0.81)

FREQUENCY OF OCCURRENCE OF EXPANSIONS



INTERVIEWER'S REACTION TO EXPANSIONS





CONCLUSIONS

- Ideal:
 - Type-conforming responses
 - Paradigmatic sequences
- Expanded responses
 - Limited ways to expand
 - Can be very minimal
 - No impact on Q-A sequence
 - Provide extra information
 - Address restrictive answer categories
 - Lead to sequence expansions

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