

# EXPANDED AND NON-CONFORMING RESPONSES

SANNE UNGER AND YFKE ONGENA

LYNN  
UNIVERSITY



rijksuniversiteit  
 groningen



# 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)



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## 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

Response  
same

Series of related  
questions

- Serial extras
- Uncertainty markers

Imprecision or  
uncertainty

Otherwise well-  
formatted  
response

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  
20  
21  
22  
23  
24  
25  
26 IE: b→





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

4 R: =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



	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	IE:	.h Eh the pAst Saturday indeed- NNoT ↓ =
	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-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

## 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

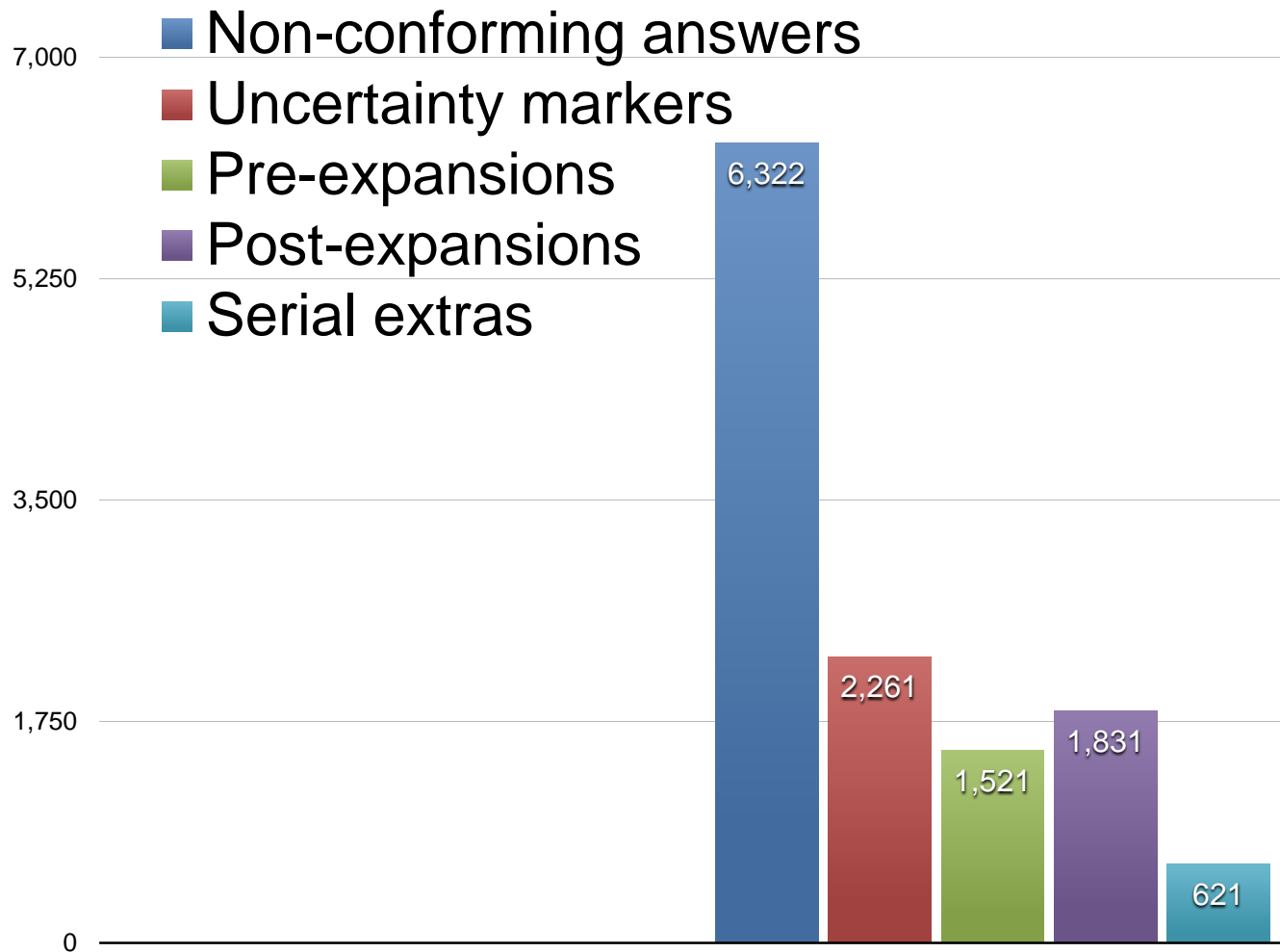
=.HH well until no:w it was rather bad,  
(0.3) .klh (.) but eh I eh will mend my  
ways



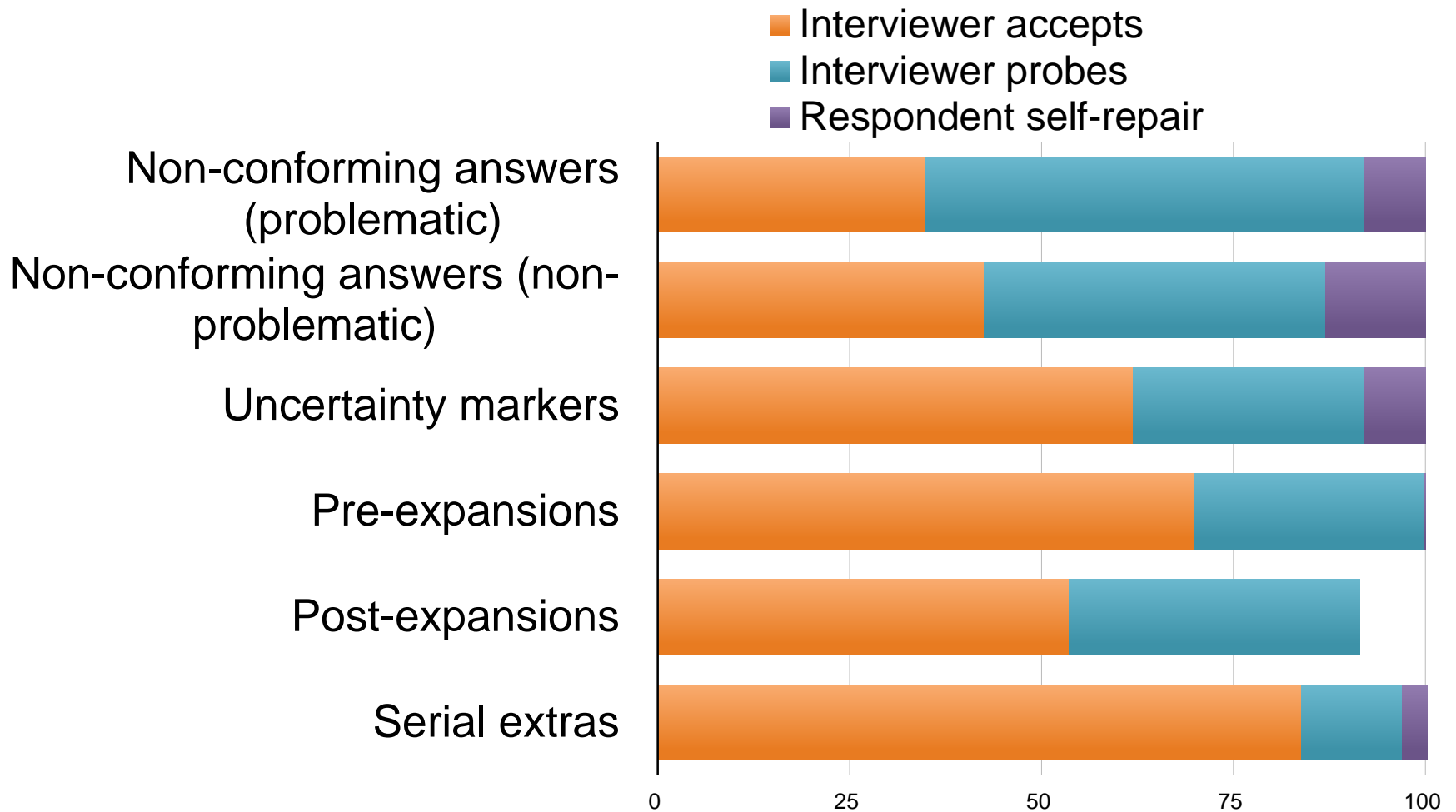
## QUANTITATIVE STUDY

- 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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