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
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 ↑education↑/
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)

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

Serial extras

• Uncertainty markers

Series of related questions

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,
FULL-BLOWN EXPANSIONS

Answer + post-expansion
Pre-expansion + answer
Add something after type-conforming answer
Displays how the answer should be heard
Answer alone is not an ideal match

1 IR: =.hhh then a completely different ↑subject,= =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 IE: =iw yih it’s a bought house↓ h
3 IE: =and are you planning to move house in the next ↓twelve months↑=
4 ↑no, we’ll be staying here↓ heh .h
5 (0.8) ((tik))
6 IR: =okay↑ nowadays the terms modal

Modifies the terms of the question
Shows how the respondent arrived at the answer
1. IR: eh state lottery tickets can be bought cash at one of the sales

2. IR: =yes=  

3. IE: =which way do you usually take part=

4. IE: →  

5. IE: =-yes- H=

6. IR: →  

7. IE: →  

8. IE: →  

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

10. IR: ↓

11. IE: →  

12. IE: →  

13. IE: →  

14. IE: →  

15. IE: =-yes- H=

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

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

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

19. IE: →  

20. IE: →  

A description or reporting

- Non-conforming answers (non-problematic)

- Non-conforming answers (problematic)

Not one of the answer options

Set up as contrast

Designed as dispreferred
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
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

- Non-conforming answers: 6,322
- Uncertainty markers: 2,261
- Pre-expansions: 1,521
- Post-expansions: 1,831
- Serial extras: 621

The bar chart illustrates the frequency of occurrence of expansions across different categories.
INTERVIEWER’S REACTION TO EXPANSIONS

Non-conforming answers (problematic)
Non-conforming answers (non-problematic)
Uncertainty markers
Pre-expansions
Post-expansions
Serial extras

- Orange: Interviewer accepts
- Teal: Interviewer probes
- Purple: Respondent self-repair
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
REFERENCES


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