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)
METHODS

- 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)
1 IR: and of the ↓Telegraaf how many of the last six issues↑ (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↓
16 8 (0.8)
17 9 IR: yes, .h
18 10 (.) ((tick))
19 11 IR: and of your regional ↓daily↓
20 IR: o↓pinion ↑magazines↑= =Elsevier and HP ↓de Tijd↑=
21 IE: b→ =m- no also not↑=
22 IR: =s↓ports magazines↑
23 (0.8)
24 no↑
youth and ↓juvenile magazines↑
25 IE: b→ also not,
26
FULL-BLOWN EXPANSION

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. IR: =iwyih it's a bought house↓ h
3. IE: and are you planning to move house in the next ↓twelve months↑=
4. IE: → no, we'll be staying here↓ heh .h
5. IR: okay↑ nowadays the terms modal
1 IR: eh state lottery tickets can be bought cash at one of the sales points but one can also take part through giro or bank.

2 IE: =yes

3 IR: =which way do you usually take part

4 IE: →

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

6 IE: →

7 IE: =yes- H=

8 IR: ↑ cash ↓=

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

10 IE: →

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

12 IR: did you do that- this Saturday as well ↑

13 (0.2)

14 IE: →

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

16 IE: →

17 IE: =-yes- H=

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

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

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

21 IE: =-yes- H=

22 IR: =okay .h how many of the past six issues of the
The influence of design:

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

Example 1:
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

Example 2:
= .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

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