

Subject index

Page numbers in bold type indicate definitions or main discussions.

- absence 9, 23, 29
 noticeable/observable absence **19**
 acknowledgment (tokens) 24, **25**, 124, 130, 131
 action projection **89**, 90
 Action Projection Component (APC) 102
 activity components **89–90**
 adequate and inadequate behavior **17**, 35
 conversationally (in)adequate behavior 12
 adjacency pairs 22–5, 33
 first- and second-pair parts 22–3
 affiliation 137, 140, 141, 144
 agenda-based interaction 19, 20, 40
 agreement 33
see also disagreement and preference organization
 ambiguity 67, 121, 175–7, 188n5
 animator (as a production role) **44**, 45
 answers
 accountable answers 77, 116
 adequate answers 4, 185n1
 answer instruction **33**, 116, 121
 answers vs. responses 26, **51**, **109**
 appropriate vs. correct answers 31
 candidate answers **30–1**, **109–12**, 116, 177; as searching instruction 110
 categorical answers vs. instances 118–19
 collecting answers 51, 131
 descriptive answers 54, 69, 71, 75
 formatted answers **4–41**, 51, 185n1
 near-formatted answers **53**
 next-positioned new answers 93
 no-problem answers 146, 147, 149, 152, 153
 optimistic/positive answers 160, 161, 165, 167–9, 172
 probing answers 10–11
 vague answers vs. precise responses 68, **125–6**
 yes–no answers **24**, 65
see also responses
 APC, *see* Action Projection Component
 approximations 53, **125–6**
 assessable (statements) **131–2**, 144, 151
 assessments 24, **25**, 28, 49, **130**, 131, 135, 144, 188n1
 audience design (vs. recipient design) **67**, 85, 186n4
 author (as a production role) **44–5**, 48–9, 60
 behavior coding studies 5, 17, 21, 42, 99, 174, 175
 candidate analysis 23
 candidate solution 23
 categorical terms (vs. instances) **116–17**
 categorization (problems) **116–17**, 119, 120
 change-of-state token (*also* “oh”-receipt) **26–7**
 claiming (vs. demonstrating) **141**
 classification, *see* categorization
 closure implicativeness **25**
 coding answers 121
 cognitive interviewing 14, 175, 180
 collaborative questionnaire completion 77, 83
 common ground **65–7**
 complete enough 35, 96, 101
 completed-for-response **94**
 conditional relevance **23**
 conduit metaphor 180, 181
 connectives 101, 105, 111, 102
 context
 and meaning **20–1**
 context-sensitivity 21
 conversational context, *see also* sequential context 63, 87
 interpretative context 21

206 Index

- context (*cont.*)
 social context (*also* setting) 21
 sequential context, *see also* conversational context 21, 72
 contextualization cues 44
 continuers 29, 36, 39
 strategic use of 36
 contrast-class terms 25
 conversation vs. interviewing 74
 cooperative principle, *see* principles, maxims
- disagreement
 as delayed 34
 and preference organization 33–4
see also agreement 33
 distancing 46, 48, 52
 dispreferred turn shape 33, 34
 dispreferred response 33
dozen (as a culturally specific quantifier) 53
- effects
 context effect 4, 62
 mode effect 2
 interviewer effect 3, 5, 11
 part-part consistency effect 4
 question-order effect 4
 question-wording effect 14
 questionnaire effect 3, 11–12
 response effect 8, 86
 response-order effect 5
- errors
 error analysis 13
 interviewer (related) errors 2–3, 11
 measurement errors 2
- ethnomethodology 18
- face 152, 155, 172, 173, 176, 177, 184
 footing (shift) 44
 formulation-1, *see* wording
 formulation-2 (*also* reformulation) 24, 27, 28, 113, 121–5, 160, 161, 163
 (re)formulation-decision sequence 122
 formulator (as a production role) 44–5
- frame
 complex interactive frame 58
 interactive frame 44, 58–60
 interpretative frame 44
- generalized list completor 94
- hesitation (marker) 104, 122
- identity
 conversational identity 43, 86
 institutional identity 43, 77, 95
 interactional identity 43
 participant's identity 43
 situation-specific identity 43
- implicature 62, 63, 64, 75
 conventional implicature 63
 conversational implicature 63, 68, 75
 inferables 186n5
- inferences 63, 71, 74, 83, 114, 183, 184
- insertion sequence, *see* sequence
- interaction
 agenda-based interaction 19, 20, 40
 institutional interaction vs. ordinary talk 18–20, 39–40
- interruption 35, 68
 vs. overlap 35, 68
 and turn format 95, 102, 104, 177, 180
- interview
 vs. conversation 74, 83
 interview style 128, 129–31, 152
- interviewer
 as competent conversationalist 83
 competent interviewer 61
 flexible interviewer 174, 180, 182–4
 informed interviewer 182
 interviewer (related) errors, *see* errors
 characteristics 2
 training 11, 17–19, 181, 184
- ja* (Dutch), ambiguity of 122–5, 139
je (Dutch) as ambiguous pronoun 139–40, 188n5
- language, written vs. spoken 113, 114
 laughter/laughing 142, 143
 list (construction) 94, 101–2, 105, 111
- maxims 63–86
 conversational maxims 62–3, 75, 86, 121
 maxim of manner 63, 68
 maxim of quality 63, 64, 68, 126
 maxim of quantity 63, 67, 68
 maxim of relation 63, 67, 84
see also rules
- meaning 3, 45, 58, 61, 63, 65, 176, 181–2
 and interpretation 3, 20–21
 context-sensitivity of 20–1
 indexicality of (*also* reflexivity) 20
 speaker's meaning 62–3
 standardized meaning vs. wording 3, 8
 members' terms (vs. technical terms) 80, 109
- members' measurement systems 114
- MCD, membership categorization devices 187n6
- mental retardation 154, 155, 172
- misfitted passive reciprocity 37

- next-positionedness 22
 and interpretation of yes–no questions 22–3
- next-positioned new answer 93
- normalizing problems 137, 138, 140, 147, 153
- no-opinion 7, 8
- numbers
 approximate numbers 53
 culturally specific approximate numbers 53
 round numbers 53, 185n3
- “oh”, *see* change-of-state token
 “oh” in institutional interaction 185n2
- “okay” (as a receipt token) 25, 28, 93
- other-correction 77
- overhearer (as a reception role) 55
 targetted overhearer 55, 60
- overlap vs. interruption 35
- participant roles 44, 54, 60
- pauses, *see* silences
- politeness, positive and negative 152
- possible completion point 23, 96
- praise assessments 132, 134
- praise assessment tokens 132, 133
- preference
 for agreement 33–4, 37, 147–9
 for instances over categories 118–19
 for contiguity 33, 102, 147
 for maximization 67, 69
 for minimization 67, 69, 186n3
 for no-problem response 154
 organization of responses 33, 122, 147–8
- preferred (action) turn shapes/formats 33, 151
- principal (as a production role) 44–5, 48
- principles
 conversational principle 13
 cooperative principle 13, 63
 interactional principle 13
see also rules, maxims
- probing inadequate answers 10–11, 107, 119
- pronouns
 generic pronouns 139, 140
 personal pronouns 48, 139, 140
 organizational pronoun 48
see also je, you, we
- QDC, *see* question delivery component
- QSC, *see* question specification component
- QTC, *see* question target component
- qualifiers, vague 7
- quantifiers, vague 7, 68, 117
- Quality of Life 154, 155, 158, 172
- questions
 agenda-based questions 20, 40, 146
and-prefaced agenda questions 146–7, 189n10
 asking vs. reading questions 40
 audience-designed questions 67, 85
 closed questions 4, 31, 40, 41, 178; and response-order effects 5, 31, 40; and interviewer effects 5; and interruptions 99, 102
 declarative questions 114, 147, 188n9
 directive questions, *see* leading questions
 delicate questions 23
 exam questions 68
 face-threatening questions 177
 fixed choice, *see* closed questions
 field-coded questions 4–6, 107–8, 116, 121
 known-answer questions 68
 leading questions 146, 152, 153, 158, 163, 170, 171; and declarative syntax 114, 116; vs. recipient questions 116
 no-problem questions 144, 146, 149, 152, 177
 numerical questions 53
 open questions 3; and interviewer effects 5
 optimistic questions 154, 156, 159, 164, 171, 172
 question delivery component (QDC) 90–2, 179
 question delivery structure 90
 question format 3, 11; vs. questioning-turn format 89
 question order 3, 4, 9; and question-order effects 4, 9
 question projection 81
 question specification component (QSC) 90
 question structure, *see* question format
 question target component (QTC) 90
 question wording and interpretation 6
 recipient designed questions 73, 76
 redundant questions 184; interpretation of redundant question 41, 68–75
 standardized question wording 6, 8
 yes–no questions 4, 17, 24, 154, 176–7; marked/unmarked yes–no questions 154; optimistic yes–no questions 156; and response validity 24; in conversation vs. in interviews 65, 117
 questioning repeat 72, 84, 176
 questioning turn structure/format 88, 89; and sampling procedure 97–8

208 Index

- questionnaire
 as a form 50–1, 55, 57, 58, 60
 as a trouble source 157–8, 164, 167
 questionnaire effects 3, 11–12
 questionnaire errors 12
 conversationally adequate questionnaire
 91, 105
 living questionnaire 12
- RCI, *see* response instruction component
- receipt token 24
- reception roles 54
- recipient
 ultimate (as a reception role) 54, 60
 non-participant (as a reception role) 54
- recipient design 22, 62, 64, 74, 76, 166, 173
- recognitionals 71
- reformulation, *see* formulation-2
- regulatory texts 58
- relayer (as a production role) 44–5
- relaying
 scripted questions 60
 answers 51, 60
- reliability 2, 3, 179
- repair 29
 first-turn repair 164
 interviewer-initiated questionnaire repair
 113, 164
 next-turn/position repair 24
 non-repair 31, 39
 repair initiation 29, 31
 repair initiator 34
 repair marker 30, 157
 repair proper 30, 31, 157
 self-repair 77
 third-turn/position repair 29–31, 92,
 156–7, 159, 160
- repeating the answer 25, 26, 28
- reportings 69, 82
- requests
 for clarification 26–7, 65, 175
 for confirmation 34, 77, 79, 168
- responses
 negotiating responses 53
 responses vs. answers, *see* answers
 response instruction 116, 156
 response instruction component (RIC)
 102, 103, 104
 response order 3, 5, 9
 response order effect 3, 5, 19
- roles
 conversational role 43
 institutional role 40
 interactional role 43
 participant role 44, 58, 60
 participant reception role 54
 production role 45
 reception role 45, 54
- rules
 conversational rules 12, 14, 41, 74–5,
 84–5
 interactional rules 12, 41, 179
 procedural rules 169, 172
 standardized interviewing rules 2, 9, 128,
 176, 184, 185n5
 turn-taking rules 35, 89, 92
see also maxims, principles
- sampling 97
- satisfactory termination 25
- searching instruction 110
- sequences
 action sequence 22
 formulation-decision sequence, *see*
 formulation-2
 insertion sequence 23
 norm sequence 17
 prototype sequence 17
 sequence marker 89
 sequence position 24
- sequential implicativeness 23
- setting, *see* context
- silences (*also* pauses) 26, 29, 34, 36–9, 175
 silence as continuer 36
 standard maximum silence 38
- speech exchange system, *see* turn-taking
 system
- spokesperson (as a production role) 44–5
 interviewer as spokesperson for
 researcher 44–5, 181
 interviewer as spokesperson for
 respondents 50
- so* as a conclusion marker 161, 162
- standardized wording vs. meaning, *see*
 meaning
- statements, positive and negative 132
- Stimulus-Response Model 3, 180
- structure, declarative, *see* syntax
- syntax, declarative 114, 161, 188n9
- TCU, *see* turn construction unit
- text-locked voice 83n12
- third-turn option 24, 26, 28
- third-turn receipt 28, 37
 withholding receipt 28
- token agreement 34, 122, 147
- topic change marker 63
- trouble source 157
 questionnaire as 157, 158, 164

Index

209

- troubles-talk and laughter 142
 try-marker **66**
 TRP, *see* turn transition relevance place
 turns
 multi-unit turns 35, 89
 single-unit turns 89
 turn construction 35, 39, 96, 97
 turn construction unit (TCU) 35, 90;
 and activity components **90**
 turn format, *see* turn shape
 turn shape 33–4, **88**
 turn taking 35, 39, 97; and questioning-
 turn format 177
 turn-taking system 18, 39, 40;
 institutional vs. mundane 39–40
 turn transition relevance place (TRP) 35,
 96, 167
 uncertainty markers 125
 validity 2, 3, 79, 94, 99, 106, 155, 179, 182,
 184
 construct validity 2
 response validity 2, 79, 121, 126–8, 155
 verification 79, 183
 vocalizer (as a role) 44–5
 volume 37
 low volume as continuer 37
 shifting volume 37
 we as organizational pronoun, *see* pronouns
 48
 working aloud and silently 59
 you as ambiguous pronoun 188n5