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It offers a range of insights into standardized interviewing as interaction and forms a bridge between survey methodology and the study of interaction and tacit practices. The articles are arranged into four subject groups: theoretical orientations, survey recruitment, interaction during the substantive interview, and interaction and survey data quality.

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This volume presents a theoretical and empirical inquiry into the interaction between interviewers and respondents in standardized research interviews. It concentrates on the interaction and conversational architecture at work in the interviewing process.

This book uses conversation analysis to study the interaction between interviewers and respondents in standardised survey interviews.

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Inside Interviewing highlights the fluctuating and diverse moral worlds put into place during interview research when gender, race, culture and other subject positions are brought narratively to the foreground. It explores the 'facts', thoughts, feelings and perspectives of respondents and how this impacts on the research process.

This handbook is a comprehensive reference guide for researchers, funding agencies and organizations engaged in survey research. Drawing on research from a world-class team of experts, this collection addresses the challenges facing survey-based data collection

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Survey Interview today as well as the potential opportunities presented by new approaches to survey research, including in the development of policy. It examines innovations in survey methodology and how survey scholars and practitioners should think about survey data in the context of the explosion of new digital sources of data. The Handbook is divided into four key sections: the challenges faced in conventional survey research; opportunities to expand data collection; methods of linking survey data with external sources; and, improving research transparency and data dissemination, with a focus on data curation, evaluating the usability of survey project websites, and the credibility of survey-based social science. Chapter 23

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Praise for *Envisioning the Survey Interview of the Future* "This book is an excellent introduction to some brave new technologies . . . and their possible impacts on the way surveys might be conducted. Anyone interested in the future of survey methodology should read this book." -Norman M. Bradburn, PhD, National Opinion Research Center, University of Chicago
"Envisioning the Survey Interview of the Future gathers some of the brightest minds in alternative methods of gathering self-report data, with an eye toward the future self-report sample survey. Conrad

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Survey Interview, by assembling a group of talented survey researchers and creative inventors of new software-based tools to gather information from human subjects, have created a volume of importance to all interested in imagining future ways of interviewing." -Robert M. Groves, PhD, Survey Research Center, University of Michigan This collaboration provides extensive insight into the impact of communication technology on survey research As previously unimaginable communication technologies rapidly become commonplace, survey researchers are presented with both opportunities and obstacles when collecting and interpreting data based on human response. Envisioning the Survey Interview of the Future explores the increasing influence of

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Emerging technologies on the data collection process and, in particular, self-report data collection in interviews, providing the key principles for using these new modes of communication. With contributions written by leading researchers in the fields of survey methodology and communication technology, this compilation integrates the use of modern technological developments with established social science theory. The book familiarizes readers with these new modes of communication by discussing the challenges to accuracy, legitimacy, and confidentiality that researchers must anticipate while collecting data, and it also provides tools for adopting new technologies in order to obtain high-quality results with minimal error

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Survey. Envisioning the Survey Interview of the Future addresses questions that researchers in survey methodology and communication technology must consider, such as: How and when should new communication technology be adopted in the interview process? What are the principles that extend beyond particular technologies? Why do respondents answer questions from a computer differently than questions from a human interviewer? How can systems adapt to respondents' thinking and feeling? What new ethical concerns about privacy and confidentiality are raised from using new communication technologies? With its multidisciplinary approach, extensive discussion of existing and future technologies, and practical

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Guidelines for adopting new technology, *Envisioning the Survey Interview of the Future* is an essential resource for survey methodologists, questionnaire designers, and communication technologists in any field that conducts survey research. It also serves as an excellent supplement for courses in research methods at the upper-undergraduate or graduate level.

Engaging and informative, this book provides students and researchers with a pragmatic, new perspective on the process of collecting survey data. By proposing a post-positivist, interviewee-centred approach, it improves the quality and impact of survey data by emphasising the interaction between interviewer and

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interviewee. Extending the conventional methodology with contributions from linguistics, anthropology, cognitive studies and ethnomethodology, Gobo and Mauceri analyse the answering process in structured interviews built around questionnaires. The following key areas are explored in detail: An historical overview of survey research The process of preparing the survey and designing data collection The methods of detecting bias and improving data quality The strategies for combining quantitative and qualitative approaches The survey within global and local contexts Incorporating the work of experts in interpersonal and intercultural relations, this book offers readers an intriguing critical perspective on survey research.

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Giampietro Gobo, Ph.D., is Professor of Methodology of Social Research and Evaluation Methods at the Department of Social and Political Studies - University of Milan. He has published over fifty articles in the areas of qualitative and quantitative methods. His books include *Doing Ethnography* (Sage 2008) and *Qualitative Research Practice* (Sage 2004, co-edited with C. Seale, J.F. Gubrium and D. Silverman). He is currently engaged in projects in the area of workplace studies.

Sergio Mauceri, Ph.D., is Lecturer in Methodology of Social Sciences and teaches Quantitative and Qualitative Strategies of Social Research at the Department of Communication and Social Research - University of Rome 'La Sapienza'. He has published

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Several books and articles on data quality in survey research, mixed strategies, ethnic prejudice, multicultural cohabitation, delay in the transition to adulthood, worker well-being in call centres and homophobia.

The definitive resource for survey questionnaire testing and evaluation Over the past two decades, methods for the development, evaluation, and testing of survey questionnaires have undergone radical change. Research has now begun to identify the strengths and weaknesses of various testing and evaluation methods, as well as to estimate the methods ' reliability and validity. Expanding and adding to the research

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Presented at the International Conference on Questionnaire Development, Evaluation and Testing Methods, this title presents the most up-to-date knowledge in this burgeoning field. The only book dedicated to the evaluation and testing of survey questionnaires, this practical reference work brings together the expertise of over fifty leading, international researchers from a broad range of fields. The volume is divided into seven sections: Cognitive interviews Mode of administration Supplements to conventional pretests Special populations Experiments Multi-method applications Statistical modeling Comprehensive and carefully edited, this groundbreaking text offers researchers a solid

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foundation in the latest developments in testing and evaluating survey questionnaires, as well as a thorough introduction to emerging techniques and technologies.

A new and updated definitive resource for survey questionnaire testing and evaluation Building on the success of the first Questionnaire Development, Evaluation, and Testing (QDET) conference in 2002, this book brings together leading papers from the Second International Conference on Questionnaire Design, Development, Evaluation, and Testing (QDET2) held in 2016. The volume assesses the current state of the art and science of QDET; examines the importance of methodological attention to the questionnaire in the

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present world of information collection; and ponders how the QDET field can anticipate new trends and directions as information needs and data collection methods continue to evolve. Featuring contributions from international experts in survey methodology, *Advances in Questionnaire Design, Development, Evaluation and Testing* includes latest insights on question characteristics, usability testing, web probing, and other pretesting approaches, as well as: Recent developments in the design and evaluation of digital and self-administered surveys Strategies for comparing and combining questionnaire evaluation methods Approaches for cross-cultural and cross-national questionnaire development New data sources and

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methodological innovations during the last 15 years Case studies and practical applications Advances in Questionnaire Design, Development, Evaluation and Testing serves as a forum to prepare researchers to meet the next generation of challenges, making it an excellent resource for researchers and practitioners in government, academia, and the private sector.

Evaluation is a part of everyday life. Competences, knowledge and skills are assessed in ordinary as well as in institutional settings like hospitals, clinics and schools. This volume investigates how evaluations are being carried out interactionally. More specifically, it explores how people evaluate each others ' cognitive

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Survey Interview ' competences as they deal with each others ' understandings, knowings, feelings, doings, hearings and learnings face-to-face. The contributions focus on different evaluation activities in a variety of institutional settings in Denmark, Finland, Sweden, Holland and the United States of America. All the contributions approach the theme by use of Ethnomethodology (EM) and/or Conversation Analysis (CA). Thus, the analytic interests concern how participants organize activities of evaluating cognitive competences by means of recognizable interactional methods. This approach differs from other approaches and research interests within cognitive science as it concentrates on how people in interaction orient

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Summary Introduction
towards cognitive competence irrespective of scientific theories.

This is the first monograph to examine mediated business interaction in Spanish. It focuses on communication between native speakers of Spanish from different Spanish-speaking countries with a view to informing our understanding of intercultural communication in a contemporary business environment. Using elements of pragmatics with tools from conversation analysis, the book examines the various activities that telephone conversationalists engage in to supply and demand a service over the phone through the mediational means of Spanish by

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addressing the following questions.* Do speakers of Spanish display similar communicative practices as those observed in other languages when requesting and being offered a service over the phone?* Do specifically located activities such as the call openings and closings display similar coordination and ritualisation as that observed in other languages?* Does the language seen as a cultural tool reflect a different orientation towards such activities?* What strategies do telephone agents and (prospective) clients employ to obtain a sale and either procure the best value for money or obviate it, respectively? And, what role does intercultural communication play in the construction of these practices?

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