



# Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview

By -

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 Summary: Preface. PART 1: THEORETICAL ORIENTATIONS  
 Standardization and It's Discontents (D.W. Maynard and N.C. Schaeffer). Why Study Inteaaction in the Survey Interview?: Response from a Survey Researcher (J. van der Zouwen). A Collaborative View of Standardized Survey Interviews (M.F. Schober and F.G. Conrad). Conversation with a Purpose--or Conversation? Interaction in the Standardized Interview (N.C. Schaeffer). The Living Text: Written Instructions and Situated Actions in Telephone Surveys (M. Lynch). Survey Interviews as Talk-in-Interaction (E.A. Schegloff). PART 2: RECRUITMENT TO PARTICIPATE IN THE SURVEY INTERVIEW Introductory Interactions in Telephone Surveys and Nonresponse (M.P. Couper and R.M. Groves). Opening and Closing the Gate: The Work of Optimism in Recruiting Survey Respondents (D.W. Maynard and N.C. Schaeffer). Effects of Introduction in Large-Scale Telephone Survey Interviews (H. Houtkoop-Steenstra and H. van den Bergh). Refusal Conversion and Tailoring (D.W. Maynard and N.C. Schaeffer). PART 3: INTERACTION BETWEEN INTERVIEWER AND RESPONDENT. Questioning Turn Format and Turn-Taking Problems in Standardized Interviews (H. Houtkoop-Steenstra). Occasions for Intervention: Interactional Resources for Comprehension in Standardized Survey Interviews (N.C. Schaeffer and D.W. Maynard). Achieving Understanding in the Standardized Survey Interview: Repair Sequences (R.J. Moore and D.W. Maynard)....

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