

Annotated Bibliography

Chronemics

One problem I'm running into is that there isn't very much research on this. The research that is out there specifies work/team communication or dating relationships; online dating has many papers.

What I want to study is more generally what the nonverbal cues used in today's "CMC" or "IM" are. Chronemics is really interesting, but I'm not sure if there's enough there for 5-7 pages. Some of the larger questions I'm interested in are:

- Can software developers mine data about quality of conversation from simple timestamps?
- Do romantic partners have different norms for speed of response?
- Is there some kind of pacing effect based on word count of response?
- How long does a normal person take to respond to an email? a text?
- Is there an effect when technology nags you to respond?

Walther, J. B., & Tidwell, L. C. (1995). Nonverbal cues in computer-mediated communication, and the effect of chronemics on relational communication. *Journal of Organizational Computing*, 5(4), 355–378. <https://doi.org/10.1080/10919399509540258> _eprint: <https://doi.org/10.1080/10919399509540258>

This is a landmark study from 1995 that establishes that chronemics matters in Computer Mediated Communication (CMC). Previously, it was assumed that CMC was devoid of any nonverbal cues, the "cues-filtered-out" view. This was one of the first studies to notice that there are nonverbal, chronemic cues in CMC. It found that altering time and date stamps changed the way external observers saw the communication. Walther and Tidwell (1995) validated two hypotheses and had complex results about another. First, it proved (their H2) that a social message sent at night signals less dominance than a social message sent in the day and that a task message sent at night is more dominant than a task message sent in the day. Second, it proved (their H3) that a slow reply to a social message indicates greater affection than a fast reply, but a slow reply to a task message indicates less affection than a fast reply.

Döring, N., & Pöschl, S. (2009). Nonverbal cues in mobile phone text messages: The effects of chronemics and proxemics. *The reconstruction of space and time*, 109–136

Cites Walther and Tidwell (1995), I think it's cited by quite a few papers below as well. A little hard to keep track of because it's inside a book.

Tyler, J. R., & Tang, J. C. (2003). When Can I Expect an Email Response? A Study of Rhythms in Email Usage. In K. Kuutti, E. H. Karsten, G. Fitzpatrick, P. Dourish, & K. Schmidt (Eds.), *ECSCW 2003* (pp. 239–258). Springer Netherlands. https://doi.org/10.1007/978-94-010-0068-0_13

Cited by Kalman and Rafaeli (2011) below, but doesn't cite Walther. Talks about the expectation of a response by a certain time. Extremely small sample size and uses interviews.

Kalman, Y. M., & Rafaeli, S. (2011). Online Pauses and Silence: Chronemic Expectancy Violations in Written Computer-Mediated Communication. *Communication Research*, 38(1), 54–69. <https://doi.org/10.1177/0093650210378229>

Cites Walther and Tidwell (1995). About recruiting/job candidates.

Tu, P.-Y., Yuan, C. W. (, & Wang, H.-C. (2018). Do You Think What I Think: Perceptions of Delayed Instant Messages in Computer-Mediated Communication of Romantic Relations. *Proceedings of the 2018 CHI Conference on Human Factors in Computing Systems*, 1–11. <https://doi.org/10.1145/3173574.3173675>

Cites Walther and Tidwell (1995) a couple times, similar stuff covered. About dating relationships.

Kalman, Y. M., Scissors, L. E., Gill, A. J., & Gergle, D. (2013). Online chronemics convey social information. *Computers in Human Behavior*, 29(3), 1260–1269. <https://doi.org/10.1016/j.chb.2012.12.036>

Really interesting!! Cites Walther and Tidwell (1995). About generalized chronemics and the causal relationship between personality and pacing of conversations.

Purdue Library wishlist

Ling, R., & Campbell, S. W. (2011). *The Reconstruction of Space and Time: Mobile Communication Practices*. Transaction Publishers

For Döring and Pöschl (2009) mostly.

References

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- Walther, J. B., & Tidwell, L. C. (1995). Nonverbal cues in computer-mediated communication, and the effect of chronemics on relational communication. *Journal of Organizational Computing*, 5(4), 355–378. <https://doi.org/10.1080/10919399509540258>
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