



# EXAM

Each student does one interview with a social educators working in an institution.

## Interview guide:

- What is the role of professional social educators in the institution?
- How is communication (verbal/non verbal) with clients organised? What is important in the communication with them?
- Is it always easy to enter into communication with the clients or do you often face challenges?
- How would you describe the communication climate in your institution?
- What works well and what are the challenges?
- What would be needed to improve the communication climate within your institution?
- How important is good external communication (with other institutions for example)?

Transcribe the interview

**Working tasks:** Form a group of three people (one group has three interviews)

1. Find examples in the transcripts, which represent the sociological micro/meso and macro level.
2. symbolic interactionism
3. The dramaturgical interaction (Goffman)- how this approach can be related to the transcripts
4. Relate the concept of total institution to the transcripts.

Writing up:

write a structured paper within your group, **using literature and indicate references (3-4 pages)**.

Deadline: 7<sup>th</sup> of January

(the paper **and** the transcripts of the interviews- print version).

# CONDUCTING INTERVIEWS

The interviews are conducted as open interviews. Therefore, the questions should be used as a guide for a dialogue and not as a questionnaire.

Record: Ask, if you are allowed to record the interview

Introduction: Give a short introduction for what purposes you do the interview/ what is the aim of the interview?

Examples: Prepare examples to explain questions in detail

Take notes and feedback

# TRANSCRIPTION OF THE INTERVIEWS

Transcription (lat. trans-scribere= to rewrite) is the transfer of an audio or video recording into written form.

A transcript usually originates from simply typewriting the recorded content.

Typically, conversations, interviews or dictations are subject to transcription.

In a transcript, speech is registered in writing and therefore made accessible for analysis.

Read and re-read each transcript, listened back to the audio-recorded interviews and make notes to become familiar with the data.

T: Tina Transcriptionist  
C: Clive Client

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<http://www.transcriptioncity.co.uk>

T: A lot of people think that they want strict verbatim transcription because it's more expensive or, um... you know because they've heard of it before... but, um, what they actually want is either intelligent verbatim... an edited transcript or paraphrased transcription. Um, strict verbatim or true verbatim transcription can be pretty, um... difficult to read... you know...

C: Mmm.

T: ...because the way people speak in real life is, um, often very disordered, um, you know and, um, ah, all over the place, with, with a lot of false starts, repetitions and pauses... and this can actually make it very hard to read you know. So what... So one of the options that you have when it comes, um, to transcription, or choosing a transcription style...

C: Mmm, really?

T: ...is to either have it typed in what, what we call and intelligent verbatim, edited transcription or paraphrased transcription, you know. I mean, strict verbatim transcription... um, well... Strict verbatim is more appropriate for things such, as, um... legal transcription, some types of video transcription or um, you know, like, um, medical type... or psychological interviews. I mean, you know, those types of interviews, are, um, you know... They concentrate on the way things have been said and the state of mind of the respondent... rather than, um, you know, being easy to read... you know what I mean?

C: I don't... I'm not sure, um, I understand. Um, why would, verb... strict verbatim be difficult to read? After all, I mean, it's, it's just the same as having a normal conversation, um, surely isn't it? I mean...

T: No... well, um, um... Well the thing about strict verbatim, is um, well, it um... Listening to someone talk naturally, or um having a conversation with someone... um, will obviously always be in strict verbatim, because of course, that's just what someone has said... word for word, you know. But when you listen, when you listen to someone speak... your brain often misses out, um, redundant bits of dialogue, you know...



# WORKING TASKS

1. working tasks for each interview.
2. compare outcome with the other interviews

# WRITING UP

## PREPARING DOCUMENT STRUCTURE

*Title of the paper*

Name(s)

### **Abstract**

1. Introduction

2. Main text (working tasks)

5. Discussion (comparison and outcomes)

6. References

**Attachment: Interview transcriptions**



# ABSTRACT

An abstract is a 150- to 250-word paragraph that provides readers with a quick overview of your essay or report and its organization. It should express your thesis (or central idea) and your key points; it should also suggest any implications or applications of the research you discuss in the paper.

The function of an abstract is to describe, not to evaluate or defend, the paper.

The abstract should begin with a brief but precise statement of the problem or issue, followed by a description of the research method and design, the major findings, and the conclusions reached.

The abstract should contain the most important key words referring to method and content: these facilitate access to the abstract by computer search and enable a reader to decide whether to read the entire dissertation.



- Purpose

- Methods

- Results

- Implications

# REFERENCES AND CITATIONS

In Text citations

**Indirect:** Taking the idea of an author's quote and putting it into your own words while still giving credit to the author.

Example:

Mark Twain said that it was better to keep one's mouth shut and look ignorant than to open it and prove that you are (43).

**Direct:** Using an author's exact pattern of words, which are surrounded with quotation marks.

Example:

Mark Twain said, "It's better to keep your mouth shut and appear stupid than to open it and remove all doubt" (43).

References- APA Style