



INTERVIEW

- Kostera, M. (2007) *Organizational Ethnography*. Lund: Studentlitteratur.

Interview

A managed conversation, where the management is acknowledged and accepted by both parties (Czarniawska, 2002).

Interviewing

- **Standardization** means asking a standard list of questions of each interviewee.
- **Structurization** means asking the question in such a way that only certain (linguistic) kinds of answer are possible.

Different methodologies

- **Standardized and structured** interviews are used in **quantitative** research (questionnaires)
- **Standardized non-structured** interviews are used as **pilot studies** in quantitative research or in qualitative research as for **collection of performative definitions**.
- **Non-standardized and non-structured** interviews are used in ethnographic studies and are also known as **anthropological** interviews.

COMPASS™ Interview Question Worksheet



Co-Worker Relations/Teamwork

Working effectively and cooperatively with co-workers (e.g., peers, management); showing appreciation and respect for co-workers' values, ideas, and perspectives; demonstrating a willingness to participate as a "team" member in order to improve the overall effectiveness of one's work group and to achieve group goals.

Questions	Key Indicators	Notes and Comments
<input type="checkbox"/> Describe your relationship with co-workers on past jobs (<i>or fellow students in school</i>). Give examples.	<input type="checkbox"/> Provides examples of cooperative working relationships and good communication. <input type="checkbox"/> Participates as a "team" member to achieve group goals.	WORKING COOPERATIVELY
<input type="checkbox"/> How have you shown others at work (<i>or in school</i>) that you respect and appreciate their ideas, opinions, and help?	<input type="checkbox"/> Listens to constructive criticism without being overly defensive. <input type="checkbox"/> Does not act in a condescending manner. <input type="checkbox"/> Compliments people when appropriate. <input type="checkbox"/> Actively solicits people's ideas.	SHOWING RESPECT
<input type="checkbox"/> Give me an example of a situation in which you had a problem with one or more people at work (<i>or in school</i>). What was the problem and how did you deal with it?	<input type="checkbox"/> Readily accepts responsibility in addressing conflict situations. <input type="checkbox"/> Understands that cooperative working relationships require good communication.	DEALING WITH CONFLICT
<input type="checkbox"/> How have you normally dealt with people at work (<i>or in school</i>) you do not particularly like, especially individuals you cannot avoid? Provide a couple examples.	<input type="checkbox"/> Tries to treat people cordially and politely under all circumstances. <input type="checkbox"/> Understands importance of smooth working relationships.	BEING POLITE
<input type="checkbox"/> What have you done on past jobs to build smooth working relationships with others?	<input type="checkbox"/> Understands importance of "carrying one's own weight." <input type="checkbox"/> Assists others when needed. <input type="checkbox"/> Does not blame others for problems.	BUILDING RELATIONSHIPS
<input type="checkbox"/> Describe a time when you misinterpreted what someone at work said or did. What happened as a result of this misinterpretation?	<input type="checkbox"/> Corrects misperceptions by confronting appropriate individuals and gathering additional information.	CORRECTING MISPERCEPTIONS
<input type="checkbox"/> Describe a situation in which you successfully dealt with a supervisor or manager who consistently gave you unclear instructions.	<input type="checkbox"/> Clarifies job assignments by asking for specifics concerning procedures, timelines, and expected outcomes.	GETTING CLARIFICATION

Performative Definitions

Collecting performative definitions –

standardized unstructured interview, a list of questions for each interviewee; mapping the use of terms and understandings of ideas in the field, for example asking to describe one's job or to define a term.

Performative Definitions: Example

- 1) What was your best customer experience?
- 2) What was your worst customer experience?

Anthropological Interview

- Open
- No plan
- No list of questions
- Following the interlocutor
- Takes a long time (at least 1 hour)
- Not too many questions
- The language of the field
- Listening
- Eye contact

Anthropological Interview



- Gaining trust
- Anonymity
- Place and time
- Whom to interview – snowball effect
- Openness to new meanings and ways of life
- Stories, examples!
- Recorder
- Notes
- Transcription

Anthropological Interview

A faded background image showing two men in a professional setting, possibly a meeting or interview. One man is seated and looking towards the other man who is standing and gesturing with his hands. The scene is dimly lit, with a window in the background.

The
anthropological
interview is a
**mutual
communication**

Interviews



- One interlocutor
- A group of interlocutors

Examples

- Ruth Behar, *Translated woman* (1993) – the life of a poor woman in Latin America
- William Thomas & Florian Znaniecki (1918/1996) – an ethnography of Polish immigrants in the US.

Interview Transcript

Uncorrected transcript of interview with David Theo Goldberg by Andrew Jakubowicz, Sydney, Australia, June 2008.

DAVID My name is David Theo Goldberg. I'm the director of the University of California Research Institute. Trained as a philosopher uh... though with very broad interests in social theory, political theory, critical theory, uh... the interpretive qualitative social sciences and the humanities and to some degree of course, also the arts. I have written quite extensively on political and social theory [sound cut out] in relation to histories of race and racism, theorising um... notions and orders of exclusion ah... and I have fairly broad interests across those domains.

INTERVIEWER One of your latest endeavours has been the publication of the object called "Blue Velvet". Can you tell us a bit about how that came into being?

01:28

DAVID Ah.. yeah, I'd written a piece on post-Katrina New Orleans and uh.. the shadows of race that continue to haunt it, for a print journal, the Du Bois Review published out of Harvard University ah... and Tara McPherson the um... one of the two founding editors of Vectors, this online journal and a colleague had asked me if I'd turn that journal article into a multi-media piece and I agreed thinking it would be simple.