A conversation analysis (cf., Sacks, 1992) of 266 lines of transcribed talk from New Zealand Interview 2 (van den Berg, Wetherell, & Houtkoop-Steenstra, 2003) on race relations in New Zealand during the 1980s was completed. First, question-like utterances were identified in the transcript. Second, morphosyntactic clauses were categorised using Quirk, Greenbaum, Leech, & Svartik's (1985) taxonomy. Third, the talk immediately before, during, and after each question turn was examined to see whether it was: (a) located on completion of a previous action; (b) marked by lexical elements and/or prosody; (c) repaired or abandoned; and (d) elicited a type-conforming response from the recipient. There was no direct association between the syntactic form and function so questions could be produced from declarative, interrogative, and imperative clauses in qualitative research interviews. There was no unambiguous intonation contour that marked questions, and participants used sequential, semantic, and interactional features (e.g., repairs) in the talk to recognise a question, and produce a relevant response in the qualitative research interview. Morphosyntactic form, intonation, and sequential position are inseparable in questions produced in a qualitative research interview. Recipients use these resources to recognise utterances as questions. Interviewer-interviewee interactions in the answer sequence shape intelligible answers so that are relevant to the question. Thus answers are responses co-produced by the interviewer and interviewee. These findings display how interviews are socially constructed and culturally informed events.

Keywords: *research interviews, discursive practices, questions, managing qualitative research interviews, conversation analysis*

Examining how response tokens function in a qualitative research interview

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The general aim of this study was to describe some of the discursive practices for managing qualitative research interviews. The specific aim was to examine the form, function, and location of response tokens in a qualitative research interview. A conversation analysis (cf., Sacks, 1992) of 266 lines of transcribed talk from New Zealand Interview 2 (van den Berg, Wetherell, & Houtkoop-Steenstra, 2003) on race relations in New Zealand during the 1980s was completed. First, response tokens were identified in the transcript using Gardner's taxonomy (Gardner, 2001). Second, the frequency was calculated for different classes of response tokens. Third, how the interviewer and the interviewee used response tokens to maintain or change speakership, maintain or change topic, and formulate answers were examined. Response tokens are a pervasive feature in qualitative research interviews accounting for 11.47% of all words spoken. The interviewer produced 60.7% and the respondent produced 39.3% of these. Continuers (e.g., Mm mhm), news-markers (e.g., Right), and acknowledgement tokens signalling hesitancy (e.g., Uhm), delicateness (e.g. Mm) and certainty (e.g., Yes) were oriented to points of grammatical completion in the talk and located at transition relevant places. Their function was therefore consistent with Gardner's taxonomy. Response tokens were oriented to speakership enabling a speaker to hold the floor but allowing a recipient to signal continuing listenership or project an upcoming speaker's bid. Response tokens shape the trajectory of a qualitative research interview by being oriented to the immediately prior turn. Response tokens manage multi-turn answers by marking mutual understanding as an ongoing accomplishment and by dealing with insertion sequences that divert talk away from the research question. Thus, they shape the overall structure of a qualitative research interview by helping to organise and design turns and speakership. These findings display how interviews are socially constructed and culturally informed events.

Keywords: *response tokens, research interviews, discursive practices, managing qualitative research interviews, conversation analysis*