

1 in 3 diabetics having depression. The high proportion of depression in this sample may have masked any differences in PA level between those with and without depression, and may, in part, be the result of a small sample, and/or the combination of three factors (diabetes, overweight, and women) that each has a high propensity for depression. In future research, larger sample sizes should be employed and samples should include adequate numbers of participants at all depression levels.

Keywords: Type 2 diabetes, physical activity, depression, stages of change

Examining some discursive resources used in qualitative research interviews

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The general aim of this research was to describe some of the discursive practices for managing qualitative research interviews. The specific aim was to examine some regularities in the sequential organisation of a qualitative research interview that the participants use to make this talk orderly, meaningful, and accountable. 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 racism and race relations in New Zealand during the 1980's was completed. The cumulative findings of four empirical studies of question formats, response tokens, simultaneous talk, and so-prefaced utterances conducted by Australian psychology honours students will be presented. Participants organise their co-presence in New Zealand Interview 2 using the normative rules for turn-taking, repair, and adjacency pairs. Thus self and other are the basic parties to the conversation; the turn construction unit is the basic metric; and projected completion points are the local basis for speaker-change. Research interviewing is motile, locally involved, and so requires close cooperation between the participants. The interviewer and the respondent use social rules derived from ordinary, everyday conversations to manage questioning, answering, and other practical actions accomplished in the qualitative research interview. Thus, fine-grained analysis of actual talk shows that interviews are socially

organised and culturally informed. This finding conflicts with conventional, neo-positive assumptions of a neutral interviewer and a passive respondent who is a vessel of answers that is common in social psychology.

Keywords: discursive resources, research interviews, conversation analysis, interviewer, respondent

Examining the wounded healer phenomenon: Australian students' clinical psychology career aspirations and their mental health

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It has been suggested that mental health professionals, including psychologists, may be at risk themselves of poor mental health. The present study had two aims, which were to (a) examine whether students' with high clinical psychology career aspiration reported having a mental illness more often than students' with low clinical psychology career aspiration, and (b) to investigate the extent to which the "wounded healer paradigm" was predictive of clinical psychology career aspiration. The study utilised a cross-sectional correlational design, and used a group administered survey. Participants comprised of 330 undergraduate and postgraduate University of Canberra psychology students. Results found students with high clinical aspirations reported having a mental illness significantly more often than students with low clinical aspirations, and found the wounded healer paradigm significantly predicted clinical psychology career aspiration amongst psychology students. The study contributes additional research to the literature on the wounded healer phenomenon; however, further research is required.

Keywords: wounded healer phenomenon, clinical psychology, mental illness, psychology students, Australia

Exercise and social physique anxiety among adolescents

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This study was designed to investigate the link between exercise and social physique anxiety (SPA) among adolescents and examine the independent effects of exercise on SPA beyond demographic, psychological and behavioral factors. Participants were recruited from 18 high schools in Taiwan. Eight classes in each school were then selected randomly. A total sample of 4230 adolescents aged 12 to 19 resulted (2223 boys and 2007 girls). Participants completed measures of demographic variables (age, gender, social economic status (SES), weight status), exercise, weight loss, smoking, drinking behaviors, and psychological variables (the nine-item SPA scale, Rosenberg self-esteem scale, contour drawing rating scale, and experience of being teased). The SES was examined by parents' occupation and education based on Hollingshead's 'Two Factor Index of Social Position'. The 'Self-Ideal Discrepancy' from the contour drawing rating is considered to be an indication of body dissatisfaction. A three-step forced entry multiple regression analysis was performed to determine how much of the variance in SPA was explained by exercise and other variables. The predictors entered into the model were exercise, followed by demographic variables. Then, psychological and behavioral variables were added in the final step. Examination of the regression coefficient showed that exercise was a significant negative predictor of SPA, accounting for 2.4% of the variance in SPA ($B(SE) = -2.34(.27)$, $p < .001$). Demographic variables were entered for the next step, adding 14.7% of the variance. Exercise was still related to SPA significantly ($B(SE) = -1.14(.26)$, $p < .001$). When behavioral and

Expectations, responsibility and attributions: An investigation into customers' perceptions of service failures and recoveries

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Service encounters are likely to be familiar experiences for most people in the developed world. Consequently, customers can hold quite firm expectations regarding the level of service they are likely to receive. However, despite organisations' best intentions to satisfy customers, occasionally service failures occur. A recovery attempt by the organisation often follows. A commonly reported recovery is for organisations to accept some level of responsibility for the failure. This study explored customers' perceptions of service failures and recoveries by investigating the effects of customers' pre-service expectations and service providers' self-attributed responsibility for a failure on customers' subsequent evaluations. Attribution theory provided the major theoretical framework for the study and this was compared with competing theories. In the main study, participants consisted of a convenience sample of 255 students and non-students (188 females, 65 males and 2 of undisclosed gender) with a mean age of 29.1 years. Written scenarios were employed and participants were asked to adopt the role of a restaurant patron who experienced a service failure and recovery attempt. As anticipated, customers with high pre-service expectations evaluated the failure and recovery more favourably than did customers with low or no expectations.