

Contents

Notes on Contributors	ix
PART I INTRODUCTION TO THE SECOND EDITION	1
1 Introducing <i>Qualitative Research</i> <i>David Silverman</i>	1
PART II OBSERVATION	9
2 Ethnography: relating the part to the whole <i>Isabelle Baszanger and Nicolas Dodier</i>	9
3 Building bridges: the possibility of analytic dialogue between ethnography, conversation analysis and Foucault <i>Gale Miller and Kathryn J. Fox</i>	35
PART III TEXTS	56
4 Analysing documentary realities <i>Paul Atkinson and Amanda Coffey</i>	56
5 Doing things with documents <i>Lindsay Prior</i>	76
6 Internet communication as a tool for qualitative research <i>Annette N. Markham</i>	95
PART IV INTERVIEWS	125
7 The "inside" and the "outside": finding realities in interviews <i>Jody Miller and Barry Glassner</i>	125
8 The active interview <i>James A. Holstein and Jaber F. Gubrium</i>	140
9 Membership categorization and interview accounts <i>Carolyn Baker</i>	162

10	Focus group research	177
	<i>Sue Wilkinson</i>	
PART V TALK		200
11	Discourse analysis as a way of analysing naturally occurring talk	200
	<i>Jonathan Potter</i>	
12	Conversation analysis and institutional talk: analysing data	222
	<i>John Heritage</i>	
PART VI VISUAL DATA		246
13	The conceptualization and analysis of visual data	246
	<i>Michael Emmison</i>	
14	Analysing face-to-face interaction: video, the visual and material	266
	<i>Christian Heath</i>	
PART VII VALIDITY		283
15	Reliability and validity in research based on naturally occurring social interaction	283
	<i>Anssi Peräkylä</i>	
PART VIII THE WIDER COMMUNITY		305
16	Addressing social problems through qualitative research	305
	<i>Michael Bloor</i>	
17	Using qualitative data and analysis: reflections on organizational research	325
	<i>Gale Miller, Robert Dingwall and Elizabeth Murphy</i>	
PART IX POSTSCRIPT		342
18	Who cares about 'experience'? Missing issues in qualitative research	342
	<i>David Silverman</i>	
Appendix		368
Name Index		370
Subject Index		375

Name Index

- Ainsworth-Vaughn, N. 43
 Agar, M. 182, 187
 Alasuutari, P. 142, 295
 Albert, E. 226
 Aldrich, H. 343-5, 347, 363n
 Alexander, V. 262n
 Alkula, T. 289
 Altheide, D. 145, 289
 Anderson, D. 257
 Anderson, N. 30n
 Anspach, R. 339
 Antaki, C. 206
 Arendt, H. 9
 Aristotle 79
 Armstrong, D. 318
 Arney, W. 43
 Ashmore, M. 202
 Atkinson, J.M. 35, 42, 225-6,
 238, 268, 272, 289, 291
 Atkinson, P. 3-4, 31, 58, 202,
 284, 292, 309, 344, 358,
 364
 Atkinson, R. 144
 Aubry, J. 177
 Austin, J.L. 12

 Baker, C. 5, 7, 156, 158, 163,
 165, 168-9, 175, 342
 Baldock, J. 229, 238
 Banks, M. 262n
 Barbour, R. 178, 196
 Barnard, M. 262n, 322
 Barthes, R. 77, 258, 262n
 Barrett, R. 50, 87
 Bashir, M. 208-9, 215
 Baszanger, I. 3, 19, 31n
 Bateson, G. 252
 Baym, N. 99, 103, 120n, 121
 Becker, H. 30n, 251, 306, 320
 Benedikt, M. 100
 Berg, M. 78, 88
 Bergen, B. 43
 Berger, P. 142
 Bernstein, B. 65

 Bers, T. 181
 Bessy, C. 11, 23, 31n
 Best, S. 36
 Bijker, W. 78
 Billig, M. 202-4, 216
 Birdwhistell, R. 267
 Blaxter, M. 184
 Bloomfield, B. 58
 Bloor, M. 6-7, 58, 179, 309,
 313-14, 317, 362
 Blumer, H. 134, 142
 Boden, D. 35, 42, 203, 269,
 300n, 339, 360
 Bogardus, E. 195n
 Boltanski, L. 16, 19, 22, 26,
 30n
 Born, G. 252-4
 Bosk, C. 28n, 332-3
 Bourdieu, P. 26-7
 Bowker, G. 61, 78, 87
 Bowling, A. 82
 Boyd, E. 238, 240, 298-9
 Brannen, J. 48
 Braun, V. 187
 Briggs, C. 140-1
 Bromseth, J. 102-3, 118
 Brown, J. 327, 329
 Bryman, A. 362
 Button, G. 207
 Brooks, L. 177
 Brown, G. 83, 201
 Bruckman, A. 118
 Bryman, A. 195n
 Bulbeck, C. 258
 Bulmer, M. 306
 Burrows, R. 100
 Butttny, R. 296
 Button, G. 35
 Byrne, P. 229

 Callon, M. 23, 30n
 Cambrosio, A. 78-9
 Campbell, A. 134
 Carey, J. 305-6

 Carey, M. 177, 183-4
 Carmines, E. 294
 Cartier-Bresson, H. 253
 Cartwright, L. 262n
 Carvajal, D. 112
 Casey, M. 179, 196
 Certeau, M. de 29n
 Champy, J. 325
 Chaney, D. 61
 Chaplin, S. 262
 Charmaz, K. 127, 129-30
 Chase, S. 49
 Chateauraynaud, F. 11, 23,
 30-1n
 Chawla, S. 325
 Chen, S. 120n, 121
 Cherny, L. 100
 Chiapello, E. 30n
 Cicourel, A. 58, 81-2, 141
 Clancy, S. 248
 Clarke, A. 31
 Clarke, V. 205
 Clavarino, A. 351
 Clayman, S. 209, 226, 238,
 240, 298-9
 Clifford, J. 14, 17
 Coffey, A. 3-4, 31, 358, 364
 Collins, H. 28n
 Collins, P. 131-2
 Comte, A. 305
 Conley, J. 43-5, 48
 Contreras, J. 17
 Converse, J. 146-8, 150, 157
 Cooper, P. 181
 Corcuff, P. 30n
 Cosnier, J. 267
 Coulon, A. 40
 Coulthard, M. 201
 Coupland, N. 201
 Cressey, D. 314
 Cressey, P. 30n
 Cushman, D. 16

 Dalton, M. 326

- Danet, B. 103
 Darbo-Peschanski, C. 12
 Darnton, R. 78, 92
 Darwin, C. 78
 Das, R. 180
 Davies, P. 311
 Dawson, L. 126, 129
 Dean, D. 260
 Delamont, S. 31
 Denzin, N. 35–6, 127, 129, 343, 362
 Desrosières, A. 28n
 DeVault, M. 143, 152, 156
 Deverell, K. 311
 Dickens, C. 89
 Dibbell, J. 95, 99
 Diderot, D. 78
 Dingwall, R. 6–7, 39, 58, 286, 326, 330, 332, 338
 Dodier, N. 3, 16, 19, 26, 30–1n
 Doisneau, R. 253
 Dollinger, S. 248
 Douglas, J. 81, 146–8
 Douglas, M. 78, 138
 Douglas, S. 119
 Drew, P. 42, 188, 203, 224–6, 231, 233, 235, 237–9, 269, 284, 294, 296, 359–60
 Dreyfus, H. 35
 Duchon, D. 331
 Duguid, P. 327, 329
 Duranti, A. 226
 Durkheim, E. 10, 15, 28n, 268, 286, 350–51
 Dwyer, K. 17

 Eagleton, T. 36
 Eberle, T. 342
 Edwards, D. 202–3, 210, 212, 217
 Eglin, P. 207
 Eliot, T.S. 305
 Elliott, L. 177
 Emerson, R. 40
 Emmison, M. 6, 251, 256
 Engestrom, Y. 280
 Espin, O. 195n
 Evans, J. 262n
 Evans-Pritchard, E. 9

 Fairclough, N. 285
 Farquhar, C. 180
 Favret-Saada, J. 17
 Featherstone, M. 100

 Fehr, B. 300n
 Feldman, M. 58
 Feldman, R. 311
 Finch, J. 181
 Fine, G. 128
 Fine, M. 181
 Finlay, A. 322
 Firth, A. 287
 Fisch, R. 335
 Fisher, S. 239
 Flick, U. 343
 Fonkert, D. 313, 322
 Fontana, A. 144
 Foucault, M. 3, 35–7, 39–40, 44–51, 77, 83, 113, 149, 201–2, 262, 318
 Fowler, F. 143
 Fox, K. 3, 51
 Fox, R. 15, 20, 28–9n
 Frankel, M. 118
 Frankel, R. 236, 239
 Frankenstein 77
 Freidson, E. 314
 Frey, J. 144
 Frith, H. 180
 Frost, D. 211

 Gadamer, H.G. 14
 Gaiser, T. 120n
 Gale, J. 295
 Garcia, A. 226
 Garfinkel, H. 35–6, 38, 81, 141–2, 149, 155, 206, 248, 268–9, 347, 350, 355, 358–9
 Gajjala, R. 118
 Geertz, C. 15, 20
 Gergen, G. 284
 Gergen, K. 104, 112, 202, 363n
 Giddens, A. 104
 Gilbert, N. 202, 211
 Gilder, G. 102
 Gill, R. 205
 Gill, V. 239–40
 Glaser, B. 18, 23, 30n, 286, 330
 Glassner, B. 4, 129–30, 133
 Goffman, E. 20, 22, 30n, 88, 191, 222, 247, 252, 262, 267, 271, 286, 289, 350, 352–4
 Gonzales, P. 239
 Goody, J. 92
 Goodwin, C. 223, 267, 272–3, 275, 278–80, 287–8, 364n
 Goodwin, M. 223, 267, 272–3, 279–80, 287, 364n
 Gorden, R. 141
 Gould, S. 78
 Grace, A. 202
 Greatbatch, D. 238, 278
 Green, J. 7, 363
 Greenbaum, T. 177
 Griaule, M. 29n
 Griesemer, J. 79
 Gubrium, J. 4–5, 7, 40, 46, 51, 140–4, 149–152, 155–8, 162, 175, 177, 182, 188, 343, 360–61, 363

 Hak, T. 84, 86, 295
 Halkowski, T. 239
 Hall, S. 253–4, 262
 Hamilton, P. 253–4
 Hammer, M. 325
 Hammersley, M. 284–5, 292, 306, 309, 323, 343
 Hammett, D. 89
 Harding, S. 126, 129, 142
 Hassard, J. 344
 Healy, D. 84
 Heath, C. 6, 223, 240, 260, 267, 272–3, 277–80, 287–8, 295, 323, 347, 359
 Hepburn, A. 207
 Herbert, C. 181
 Heritage, J. 5–6, 35, 42, 113, 120n, 142, 188, 203, 209, 222, 224–6, 229, 231–3, 235, 237–8, 240, 269–70, 272, 284, 286, 289, 291–4, 296, 298–300, 346, 353, 359, 364n
 Herodotus, 12
 Herring, S. 104, 121
 Hester, S. 207
 Heywood, I. 262n
 Hilbert, R. 36
 Hindmarsh, J. 267, 272–3
 Hine, C. 121
 Holstein, J. 4–5, 40, 45–6, 51, 140–1, 143–4, 149–152, 155–8, 162, 175, 177, 182, 188, 343
 Houtkoop-Steenstra, H. 82, 152, 157, 296
 Huberman, A. 360
 Hudson, J. 118

- Hume, M. 345
 Hutchby, I. 210, 300n
 Hyman, H. 140, 143
- Inglis, K. 258
 Iser, W. 89
- Jackson, J. 50
 Jacobs, J. 37
 Jacoby, S. 239
 James, H. 342, 345, 347
 Janowitz, M. 306
 Jarrett, R. 180
 Jaworski, A. 201
 Jayyusi, L. 164
 Jefferson, G. 42, 179, 189, 235, 268–9, 289
 Jewitt, C. 262n
 Johnson, A. 178
 Johnson, C. 95, 102
 Johnson, J. 144–5, 289
 Jones, S. 99, 121
 Jordan, M. 78
 Jorgenson, M. 201
- Kanter, R. 326, 330
 Kaplan, B. 331
 Katzman, S. 95, 120n
 Keating, P. 78
 Kelling, G. 259
 Kellner, D. 36
 Keogh, J. 165
 Kendall, L. 99, 113–14, 121
 Kendon, A. 267
 Kenny, A. 290
 Ker Muir, Jr, W. 334–7, 338
 Kershner, V. 177
 Kiesler, S. 120n
 King, J. 181
 King James 76, 91
 Kirk, J. 145, 283, 285, 289–90, 294, 299
 Kissling, E. 180
 Kitzinger, C. 188
 Kitzinger, J. 178–9, 181, 184, 187, 196
 Kitsuse, J. 58
 Kleinman, S. 130
 Knorr-Cetina, K. 28n
 Knott, B. 177
 Kroeber, A. 262n
 Kroger, R. 201, 207
 Krueger, R. 179–81, 196
 Kunda, G. 337
 Kvale, S. 158
- Latour, B. 23, 28n, 30n, 69, 88, 126
 Lave, J. 325
 LeBaron, C. 267, 272
 Lee, J. 35, 42
 Lee, M. 92n
 Lehrer, A. 59
 Leiris, M. 28n
 Lempert, L. 130
 Lengua, L. 181
 Levinson, S. 211
 Lévi-Strauss, C. 13–15, 20, 77, 79
 Leydon, G. 7, 363
 Licoppe, C. 11
 Lincoln, A. 119
 Lincoln, Y. 343
 Lindström, A. 231, 286, 296
 Lindstrom, L. 35
 Linhart, R. 29n
 Linell, P. 236–7
 Linstead, A. 344, 364n
 Lipsky, M. 326, 332–3
 Lishman, J. 326
 Livingstone, S. 177
 Lofland, J. 31
 Lofland, L. 31
 Long, B. 229
 Loughlin, J. 129–30, 133
 Luckmann, T. 142, 236–7
 Luff, P. 223, 267, 272–3, 278–9, 287, 323, 359
 Lunt, P. 177
 Lynch, M. 205
 Lyons, R. 181, 187
- Maccoby, E. 144
 Maccoby, N. 144
 MacDonald, J. 182, 187
 Madge, J. 144
 Maeder, C. 343
 Maget, M. 29n
 Maguire, M. 58
 Malinowski, B. 9, 16
 Mangione-Smith, R. 240
 Mangone, T. 143
 Mann, C. 99, 103, 118–19, 121
 Manning, P. 141, 318
 Marcus, G. 16–17
 Marks, D. 271
 Markham, A. 4, 98, 115–16, 121
 Marlaire, C. 333–5
 Marshall, H. 205
 Marx, K. 286
- Mason, J. 248
 Mauss, M. 29n
 Maynard, D. 41, 157, 166, 239, 269, 287, 292–3, 295, 359
 Mays, V. 181
 McEvoy, S. 22
 McHoul, A. 45, 202, 226, 256
 McKeganey, N. 312–3, 317, 322
 Mead, G. H. 353–4, 358
 Mead, M. 9, 252
 Mehan, H. 35, 226, 362
 Meltzer, H. 81
 Merry, S. 37, 44
 Merton, R. 195n
 Messinger, S. 40
 Middleton, D. 280
 Miles, M. 360
 Miller, D. 121
 Miller, G. 3, 6–7, 37, 40, 45–7, 49, 51, 296, 332
 Miller, J. 4, 131–4, 136–7, 138n
 Miller, M. 145, 283, 289–90, 294, 299
 Miller, N. 88–9
 Mills, C.W. 128
 Mirzoeff, N. 262n
 Mishler, E. 130, 141, 236–7, 239, 332
 Moerman, M. 17, 364n
 Montgomery, M. 201
 Morgan, D. 88–9, 177–80, 182, 195n, 196
 Morley, D. 258
 Morrice, J. 315
 Morton, A. 215
 Moss, P. 48
 Mulkay, M. 202, 211
 Murphy, E. 6–7
 Myers, G. 189
- Navel, G. 29n
 Newman, D. 246
 Novak, M. 99
- O'Barr, W. 43–5, 48
 Oakley, A. 181
 Orr, J. 327–8, 338
- Parker, I. 285
 Parsons, T. 358
 Patton, M. 326, 330
 Peräkylä, A. 6, 42, 204, 227,

- 238–40, 295–8, 300n,
322, 344, 359–60
- Piette, A. 15, 22, 30n
- Pilnick, A. 267
- Pink, S. 248, 262n
- Platt, J. 18, 20
- Plummer, K. 92
- Pollner, M. 84, 142
- Pomerantz, A. 174, 234,
290–2, 295, 300n
- Pool, I. 149, 152
- Postman, N. 119
- Potter, J. 5, 189, 202–7,
210–11, 216–17, 346
- Powney, J. 181
- Press, A. 195n
- Prince Charles 215
- Princess Diana 208–10, 212,
215
- Prior, D. 229, 238
- Prior, L. 4, 58, 74, 76, 84,
86–8, 92, 113, 261, 358
- Prosser, J. 262n
- Prout, A. 312
- Prus, R. 126, 129
- Psathas, G. 204–5
- Puchta, C. 189
- Queen Elizabeth 215
- Rabinow, P. 35
- Rapley, T. 175, 364n
- Raudenbush, S. 259, 262n
- Rawls, A. 334
- Raymond, G. 239
- Rees, C. 58
- Reinharz, S. 142
- Renesch, J. 325
- Richardson, J. 262n
- Richardson, L. 130
- Ricoeur, P. 12, 14, 17, 21
- Riessman, C. 127, 130, 156
- Ritvo, H. 78
- Riviere, P. 39
- Roberts, G. 58
- Robinson, D. 262n
- Robinson, J. 229, 237, 240
- Rock, P. 318
- Rogers, C. 144
- Rogers, R. 128
- Rogers, W. 128
- Rose, E. 113
- Rose, N. 84
- Roy, D. 326, 338
- Rushdie, S. 211
- Ryen, A. 95, 101, 175
- Sacks, H. 7, 35, 40, 155,
163–4, 189, 206–7, 209,
211, 223, 225, 228, 235,
268–70, 285, 289, 291,
299, 342, 347–64
- Sampson, R. 259, 262n
- Sanders, C. 126
- Sandstrom, K. 128
- Sandywell, B. 262n
- Saussure, F. de 363
- Schaeffer, N. 157
- Scheffen, A. 267
- Schegloff, E. 164, 166, 189,
204, 211, 216, 222–4,
228, 235–6, 246, 268–9,
289, 293–5, 298
- Schiffrin, D. 201
- Schmitt, D. 129, 134
- Schon, D. 307, 321
- Schuman, H. 146–8, 150, 157
- Schutz, A. 37, 152, 307
- Schwartz, D. 248, 258
- Schwartz, H. 37
- Scott, J. 63, 74, 92
- Seale, C. 182, 300, 360
- Sefi, S. 229, 231, 238
- Senft, T. 101
- Sharrock, W. 257
- Shamdasani, P. 180
- Sharf, B. 118
- Sharrock, W. 207
- Shaw, I. 321, 323, 326, 331,
339
- Shearing, C. 262
- Shields, R. 99
- Shumway, D. 35
- Siang, S. 118
- Silverman, D. 1–2, 19, 37,
42, 45–6, 59, 86, 97, 103,
120, 125–7, 138, 140–1,
156–8, 163, 166, 168–9,
182, 206, 231, 239, 283,
285, 289, 292, 296–300,
306–7, 322–3, 344, 347,
359–60
- Simmel, G. 30n, 260–1, 352
- Sinclair, J. 201–2
- Singleton, R. 144
- Slater, D. 121
- Small, A. 250
- Smith, D. 38–9, 48, 129, 142,
287
- Smith, M. 183–4
- Smith, P. 251, 254
- Soja, E. 99
- Sombart, W. 30n
- Sondheim, A. 100
- Sorjonen, M.-L. 235, 284
- Spanish, M. 183
- Speer, S. 205
- Sproull, L. 120n
- Stacey, R. 325
- Stake, R. 332
- Star, S. 61, 78–9, 87
- Stasz, C. 250
- Stenning, P. 262
- Stewart, D. 180
- Stewart, F. 99, 103, 118–19,
121
- Stimson, G. 255–6
- Stivers, T. 229, 237, 240
- Stone, A. 100
- Straits, B. 144
- Strauss, A. 18–9, 22–3, 30–1n,
286, 330
- Streatfield, P. 325, 334, 337
- Streeck, J. 267
- Strong, P. 240
- Stubbs, M. 202
- Sturken, M. 262n
- Sudnow, D. 58, 286
- Swain, G. 177
- Taylor, A. 132
- Te Molder, H. 207
- ten Have, P. 205, 288–9, 300,
362
- Terkel, S. 143, 148
- Thackeray, W. 89
- Thévenot, L. 11, 16, 19, 22–3,
30n
- Thomas, R. 344, 364n
- Thorne, B. 134
- Thurlow, C. 120n
- Thrasher, F. 29n
- Thurstone, W. 195n
- Tuck, M. 194
- Turkle, S. 99–100, 121
- Unruh, D. 38
- Ussher, J. 195n
- van Dijk, T. 201–2
- Vaughan, D. 326, 333, 339
- Vehviläinen, S. 296, 300n
- Volkman, R. 315
- vom Lehn, D. 260, 267
- Vurdabakis, T. 58

- Wagner, J. 251
 Wagner-Pacifici, R. 258
 Warren, C. 144
 Watson, R. 113, 238, 249, 296
 Weaver, J. 195n
 Webb, E. 259
 Weber, M. 356
 Weil, S. 29n
 Weitz, R. 131
 Wenger, E. 325-6
 West, C. 299
 Wetherell, M. 201-7, 216
 Whalen, J. 237, 238-9, 272-3, 287
 Whyte, W.F. 28n
 Widdicombe, S. 206-7
 Wiener, C. 328-30
 Wilkinson, S. 5-6, 177-9, 182, 184, 195n, 196
 Willig, C. 207
 Wilson, J. 259
 Witmer, D. 95
 Wittgenstein, L. 290-1, 363
 Wong, G. 181
 Wood, H. 35
 Wood, L. 201, 207
 Woods, P. 58
 Wooffitt, R. 206-7, 210, 300n
 Woolgar, S. 28n, 69
 Wootton, A. 300n
 Young, A. 31n, 84, 87
 Yule, G. 201
 Zeller, R. 294
 Zerubavel, E. 87
 Ziller, R. 248
 Zimmerman, D. 35, 42, 84, 203, 239, 269, 299, 345-7, 356
 Zola, I. 237

Subject Index

- accountants 3, 57, 66–7
- accounts 27, 125, 163, 174, 215, 364n
- adjacency-pairs 293, 296
- adolescents 128–9, 131–8, 163, 168–9, 313
- advertisements 250, 255–6, 258
- AIDS 46, 89, 131, 177, 179, 187, 297, 309, 311–12
- ambulatory events 286–7
- analytic induction 362
- anorexia 95, 102
- anthropology 9, 11, 13–14, 24, 56, 78, 140, 246, 272, 354, 364n
- architecture 99, 248, 261
- attitudes 354
- audit 60–72
- authentic(ity) 102–3, 125–6, 138, 146, 155, 162
- author, authorship 17, 70–3
- behaviourism 347
- beliefs 361
- bias 157
- billboards 255
- biographies, biographic, biography 72, 130, 149, 179, 195n
- body, the 100, 222, 266–7, 270–71, 274–7
- boundaries 79, 84, 100
- blaming 210
- breast cancer 184–194
- bureaucracy, bureaucratic 60, 68, 72, 326
- business 287, 360
- cartoons 249, 256
- case studies 3, 114, 296
- categorization 39, 84, 237, 294–5, 298–9, 349–63
- caution 234, 238–9
- Chicago School 18–19, 29n, 305, 352, 354
- childhood, children 128, 240, 253, 286, 313, 326, 333–4, 364
- cities 23
- claims 211
- class 48, 50, 127–8, 247–8, 253–4
- classification 61, 78, 80, 86, 241
- classrooms 203, 222, 226, 284
- codes 249
- coding 10, 31n, 127, 183, 204–5, 207, 216, 258, 298, 355
- cognition, cognitive 207, 210, 216, 269, 280
- commentator machine 349–51
- communication 42, 95–124, 144, 149, 177, 180, 202
- comparison 13, 18, 46–7, 313
- concepts, conceptualization 83, 205, 255
- confidentiality 131, 134, 179
- conflict 46
- consumption 73
- content analysis 5, 179, 182–7, 189, 194, 195n, 205
- context(s) 41–2, 72, 99, 112, 119, 129, 187, 216, 223–6, 269–70, 294–5, 300, 332, 334, 352, 360
- conversation analysis 5, 12–13, 35–7, 40–2, 44–5, 47–51, 120n, 179, 188–9, 200, 202–10, 216–7, 222–241, 260, 262, 266, 268–73, 278–9, 284–300, 333, 339, 359–60
- corporate governance 333, 337
- counselling 46, 144, 173, 296–7, 309, 344
- crime 58, 81, 137
- culture, cultural 3, 13, 15–18, 30n, 37, 44, 47, 59, 61, 65, 72, 74, 77, 96–101, 113, 117, 119, 130, 134–5, 137–8, 150, 163, 167, 169, 175, 246, 248–9, 252, 254, 256–8, 262, 296, 332, 344, 347, 358, 364n
- curricula vitae 89–90
- cyberspace 95
- delinquency 29n, 133
- dementia 152
- deviance 128
- deviant cases 204–5, 284, 292–3, 299, 359
- diagnosis 85–6
- dialogue 17, 38, 72
- diaries 17
- discourse(s) 25, 36–7, 39, 42–3, 47, 49, 83, 99, 120n, 126, 184, 202
- discourse analysis 5, 35, 156, 179, 186, 195n, 200–18, 285
- documents 56–74, 76–92, 118, 203, 284, 287, 339
- drugs 181–2, 313
- ecology 18, 46, 250
- economy, the 256
- education 3, 56, 58, 65, 132, 165–7, 175, 222, 227–36, 333–5
- empathy 14–15
- emotionalists 125
- emotions 15, 146–8, 150
- encyclopaedias 77–80
- environment(s) 257, 261, 266
- epidemiology 318
- epistemology 11, 23, 27, 119,

- 187, 194, 195n, 207, 238, 256
- etcetera principle 350–1
- ethical, ethics 118, 180, 325, 338–9
- ETHNOGRAPH 179
- ethnography 3, 9–51, 56, 59, 114, 126, 178, 182–3, 187–94, 195n, 246, 248, 272, 285–6, 292, 299, 305, 308–23, 339, 342–7, 349–50, 352, 354, 360, 364
- ethnomethodology 9, 11, 13, 22, 27, 30n, 35–40, 42, 44–51, 141–2, 163, 188–9, 206–7 210, 217, 249, 256–7, 260, 262, 266, 268–9, 272–3, 278–9, 339, 344, 358, 363n
- experience(s) 5, 114, 126–7, 129, 138, 144, 146, 151, 155, 342–64
- experiment(s) 205–6, 209
- extreme case formulation 174
- families 5, 86, 152–4, 164, 178, 181, 222, 232–4, 253, 313, 335
- family therapy 46, 334–5, 360
- fault(s) 231
- feminism 48, 142, 177, 344
- fiction 16, 89
- fieldnotes 9–10, 16, 29n, 251, 283, 285, 313
- fieldwork(er) 9, 13–15, 17, 21, 26, 46, 56, 273, 279, 309, 316
- film 272
- fishing devices 290–3
- focus groups 5, 102–3, 105, 110, 114, 177–196, 248, 360
- footing 191
- frame(s) 30n, 36
- gangs 132–5, 137
- gaze 222, 262, 317
- gender 48, 99–100, 114, 127–8, 131, 134, 249, 259, 299
- generalization 18–19, 295–300
- genre 3, 59, 249
- geography, geographic 18, 29n, 101–2, 113, 118, 120, 248, 261
- gestures 270–1
- glances 261
- grammar 201, 203
- greetings 205
- grounded theory 23, 330
- Harlemworld 50
- health visitor(s) 232–3, 286
- hermeneutics 14, 20, 36
- history 17–18, 23, 29n, 44, 59, 117, 203, 254, 256, 259, 286
- hospitals 84–8, 315–6, 321, 325, 328–9, 331–2, 339
- human-computer interaction 279
- humour 29n, 115, 188, 216
- identity 21, 77, 100, 103, 115, 129, 153, 205, 248–9
- incongruity 353
- indexicality 269–70
- information 78
- institutional discourse/talk 37–8, 42–3, 45–51, 188, 210, 222–41, 284, 294–9
- interactionism 9, 11, 18–19, 30n, 126, 129, 131, 269, 343
- internet 4, 95–124
- interpretive repertoires 184, 205, 207, 211
- intersubjectivity 224
- intertextuality 66–9, 74
- interviews 4–5, 29n, 44, 48, 59, 82–3, 97, 102–4, 106, 114–16, 125–75, 178, 195n, 203, 205–7, 248, 251, 330–1, 335, 339, 349, 352, 360–1, 363n, 364
- ipseity 21
- journalism 298, 337, 357
- justice 23
- laboratory 79, 205, 331, 352
- language, 12, 42, 47, 49, 59, 108, 120n, 162–3, 175, 203, 266, 285, 291, 296–7, 335–6, 347–63, 363n
- lawcourts 41, 43, 45, 206, 225–6, 238
- lexical choice 235–6, 239, 241
- life history 29–30n, 140
- linguistic registers 59
- linguistics 201–3, 206, 349, 355
- literary theory, criticism 3–4, 68, 74
- local cultures 40
- longitudinal studies 103, 286
- management 7, 325–6, 330, 332–4
- maps 249, 256–7
- marketing 177
- market research 177
- meaning(s) 4, 76, 113, 141–2, 145, 156, 223, 291, 344, 364n
- measurement 24–7, 82
- media studies 126, 177
- medicine 6, 19, 21, 29n, 31n, 40, 43, 58, 72, 87, 193–4, 201, 212, 222, 234, 238–9, 257, 269, 273–8, 284, 286–8, 298, 307
- membership categorization analysis, devices 5, 86, 162–75, 206–7
- memory 103
- mental illness 38–9, 45, 48, 50, 80–4, 261, 360
- metaphors 205
- micropolitics 40, 48
- motive(s) 210
- museums 248, 252–3, 260–1
- narrative(s) 3, 10, 17–18, 20–21, 24, 29n, 49, 131, 134, 141, 152, 156, 179, 201, 249, 258, 364
- naturally occurring data 3, 138, 188, 200, 205–6, 262, 289
- natural sciences 11
- navigation 257
- neuroses 80–4
- news interviews 225–6, 238, 269, 296
- newspapers 215, 357–8
- norms 204–5, 223, 293
- NUD.IST 179
- nursing 86, 150–1
- objectivity 282
- opera 91–2
- organization(al) 56–9, 61, 63,

- 66–8, 73, 87, 103, 203,
300n, 325–39, 342–4,
360, 364n
- otherness 26–7
- paradigm(s) 51
- pastoral care 317–18
- performance 50
- pharmacists 89–90, 343
- phenomenological,
phenomenology 50, 179
- philosophy 11, 36, 290, 339,
350
- photographs 246–55, 262
- police 224, 234, 238, 259,
335–6, 340, 352–3
- policy-makers 305–7, 318–22,
326
- politics 132
- positivism, positivist 125–6,
182
- poststructuralism 36, 141,
201, 253, 344
- postmodernism 36, 141, 307,
363n
- power 43, 46, 48–9, 181, 241,
318
- professions 57–8
- prostitutes 7, 304–11, 318–19
- proxemics 262
- psychiatry 40, 50, 82–8, 140,
211, 313–14, 344
- psychoanalysis 17, 150, 296
- psychological, psychology
40, 140, 169, 187, 195n,
200–3, 206, 209–10,
216–7, 278, 280, 285
- psychotherapy 296, 298
- public health 318
- quality issues 360–3
- quantitative data, methods
30n, 83, 178, 184, 195n,
204, 240–1, 259, 262n,
298–9, 326–7, 330–1, 362
- questionnaire(s) 80–1, 205,
251, 289
- questions 230–40, 297–8,
347–8
- race 48, 50, 127, 131–2
- radio 119, 296
- rape 95, 99
- rapport 132–4, 162
- rationalization 61, 63
- readership 70–73
- recordings 38, 42, 44–6, 59,
133, 165, 179, 251, 272,
283–300, 353–6
- records, record-keeping 57,
61, 67–9, 86–8
- reductionism 26
- reflexive, reflexivity 17, 36,
41, 112, 114, 130, 202,
250, 252, 270, 280
- reliability 6, 204, 283–9,
299–300
- repair 38
- representation(s) 11, 63, 65,
80, 141, 156, 249, 256,
363n
- rhetoric 16, 40, 71, 73, 202,
207, 359, 363n
- romanticism 127, 138, 162,
344–5, 360, 363n, 364
- sampling 23, 298
- schools 49, 58
- science 9, 11–12, 21, 23, 27,
28n, 69, 80, 307, 309, 314
- script(s) 86, 201
- self 21, 77, 88, 106, 108–10,
128
- sequence organization 230–1,
241, 277
- semiotic(s) 59
- sexuality 102, 131, 134–5, 181,
204, 307–12, 315
- skill(s) 22–7, 333, 336
- social construction(s), social
constructionism 51, 114,
120, 125, 141, 188, 191,
202, 207, 217, 285, 291
- social facts 10, 28n
- social problems 2, 7, 305–23,
358–60
- social psychology 3, 175, 200,
202–3, 206, 209, 278
- social science(s) 1–2, 12, 17,
76, 90–1, 162, 168, 177,
182, 204, 206, 248–9,
252, 261, 266, 268,
325–6, 332, 334, 336, 347,
364n
- socialization 20, 29n
- social structure 203
- social surveys 146–8, 157,
251, 330
- social theory 2
- social worlds 38
- society 16–17, 20, 56, 354
- sociology 3, 9, 16, 18–19, 26,
28n, 30n, 36–7, 51, 74,
86, 140, 156, 200, 203,
223, 247–8, 251, 261, 266,
268–9, 280, 305–6, 314,
317, 321, 339, 350–2, 354,
356–7
- space 18, 26–8, 29n, 99, 261
- stakeholders 7, 326, 328, 333,
337, 339
- stake inoculation 212, 215
- statistics 16, 26, 28n, 30n,
57–8, 81, 84, 102, 183,
259, 298–9, 362
- stories 127, 130, 135–8,
190–1, 202–3, 343, 349,
357–8
- subculture 3, 13, 37, 72
- suicide 81, 268, 315
- surveillance 318
- system(s) 78
- technicians 327–8, 331
- technology 78, 80, 97, 99–100,
102, 104–5, 110, 113, 117,
119–20, 143, 217, 248,
273, 279, 287, 323, 337,
346
- telephone calls 206, 227–236,
272, 287, 293, 298, 345–6,
348–9, 356
- television 30n, 119, 134–5,
140, 203, 258, 344–5
- temporality, time 17, 22–3,
69, 103, 286, 338
- text(s) 24, 44–6, 65, 68, 72,
73–4, 76, 80, 97, 104, 109,
116–18, 121n, 127, 203,
205, 207, 212, 216, 262n,
283–4, 299
- theory 20, 25, 45, 51, 83, 126,
182, 186, 189, 191, 193,
200, 205, 249, 254, 256,
259, 262, 278, 296, 325,
339
- therapeutic communities 7,
313–19
- time *see* temporality
- totality, totalization 10, 13,
16, 19
- transcription, transcripts 6,
42, 179, 183, 203–4, 207,
210, 216–17, 269, 273,
284–300, 361

translation 80
 triangulation 35–6
 turn design 231–4, 240
 turn-taking 225–6, 241, 270,
 290–3, 359
 underdogs 49
 universities 60–72

validity 6, 15, 59, 141, 145,
 207, 283–5, 289–300, 349,
 362
 variables 204
 video cameras 101
 video(s) 104, 209, 260,
 266–80, 286–8, 317
 visual research 6, 246–80

websites 57, 101, 110–11
 wine 59
 work 31n, 49, 143
 workplace studies 223, 273,
 287, 296, 323