

# A Mixed Methods Project on Mobile Phone Interaction

Ruth Rettie  
Surrey University

# Methodology

- Focused on mobile phone calls and texts: two media which coincide in a single device
- 32 extended interviews. Respondents 21+ male/female, regular mobile phone users
- Plus: 24 hour communication diaries, mobile phone bills & 300 text messages

# Transcription

- Autocorrect (Social Research Update 48)
- Type comments and possible codes into the text
- Highlight key passages
- Pictures

O22

H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
msn	broad?/?		years	camera	picts	bluetooth	b;uetooth	pref calls	Pref text	Bill		pyg	voicemail	
0	0 a		4	1 t				1			c		1 a	
0	0 b		5	0	0			1			c		1 b	
	1 c		6	0	0			1		1 c			1 c	
0	0 d		13	1	1			1		1 c			1 d	
0	0 e		5	1 t				0	1	1 c			0 e	
0	0 f		5	0	0			1	0	p		1	1 f	
1	1 g		6	1 t			1	1		1 c			1 g	
0	0 h		7	0	0			1	0	1 c			0 h	
0	0 i		5	1	1			1		1 c			1 i	
	0 j		3	0	0			1		p		1	1 j	
1	1 k		6	1 t			1	0	1	1 c			0 k	
0	1 l		5	0	0			0	1	p		1	1 l	
0	0 m		6	0	0			1		c			1 m	
0	0 n		5	0	0			1		p		1	1 n	
0	0 o		5	0	0			1		c			1 o	
0	0 p		6	1 t		1			1	p		1	0 p	
0	1 q		13	1	0			0	1	c			1 q	
0	1 r		10	0	0			0	1	c			1 r	
1	1 s		10	1	1		1	1		p		1	0 s	
0	0 t		7		0				1	1 c			0 t	
1	1 u		6	0	0			1		c			1 u	
0	0 v		4	0	0			1		c			1 v	
	0 w		10	0	0			0	1	1 c			1 w	
0	1 x		9	1 t			1	0	1	1 c			0 x	
1	1 y		6	1 t				0	1	1 c			0 y	
1	1 z		7	1	0			0	1	p		1	0 z	
0	1 aa		6	0	0			1		p		1	1 aa	
0	1 bb		7	0	0			1		c			1 bb	

U: because there're times that you want to convey something uninterrupted so every time you press the return on instant messenger there's the opportunity for someone to interrupt and in the sense that you just wanting to say A A A a discrete message {turn taking important}

R: I see

U: and you don't want that interrupted you don't want it side tracked you want to convey that message {don't want cooperative meaning making want to control it}

R: so this is with so if I understand you right with trillion

U: uhmm

R: you type one sentence

U: as soon as you press return it'll send that line {technological determinism} now I know you can reset it so that it will only send in terms of when you press the send button rather than return you get me (.) hh but I can't be bothered doing that and in any case it would not be appropriate {norms} if I were to say something that's more than a sentence long I will tend to revert to email {interrupts the interactivity is you do long bodies of text and you lose their attention}

R: right now when you get an email

U: uhhmm

R: well you tend to reply by email or would you sometimes reply across into another medium

# Atlas-ti

- Drag & drop
- Word or rtf?
- Doesn't handle pictures well
- Intuitive
- Coding easy
- Edit transcript
- Networks
- Bundles great (but email?)

# Integrated or Multi Methods

- Analyse text messages within the transcript
- Extract the text messages and re-import the file
- Select all references to the diary

# Atlas-ti tools

- Find is basic
- Object crawler
- [Copernic Desktop Search]
- Query tool (coincident, overlapping, preceding or following codes)
- Super Codes
- Co-occurrence explorer
- Word cruncher



# Analysis Approaches

- Grounded theory (?)
- Thematic analysis
- Content analysis
- Construct analysis
- Discourse analysis

# Atlas-ti Wish List

- Handle pictures files better
- Sophisticated Find (whole words, wild cards, proximity, case etc)
- Desktop search style search
- Explain Boolean operators in query tool interface
- Generic undo option (beware confusing unlink and delete codes)
- Prevent accidental coding switches