

L7. A talk on making people talk.

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Inquiries in Sociology

Like M. Jourdain, we all do interviews...

- Through conversations... we collect information
- Corporate interviews
 - Recruitment
 - Evaluation
 - Information transfers
- Journalistic interviews
 - “3 questions” format
 - Rewritten
 - Investigation interviews
- Professors
 - Investigators : cops, lawyers, judges
 - Psychologists, psychoanalysts
 - Physicians
 - Government, member of parliaments
 - Novelists
 - Svetlana Alexievich, *Secondhand Time: The Last of the Soviets*. Random House 2016

In sociology

- Le Play
 - Family monographers
 - But more like a questionnaire on family's budget
- Early Chicago School in Sociology (20s and 30s)
 - Some hostility from Thomas
 - Documentation and observation
 - Informal interviews
 - Whyte, *Street corner society*
 - Cressey, 1932, *Taxi-dance hall*
 - Not really codified as a separated technique with methodology
- Second Chicago School in Sociology
 - More frequent and standardized
- Qualitative turn in French sociology in the 80s
- Dominant method in French sociology

Interviews... with Marihuana users

Becker, Howard S. 1953. "Becoming a marihuana user." *AJS* 59(3): 235-242. (also in 1963, *Outsiders*.)

- 50 interviews with marihuana users "from a variety of social backgrounds and present positions in society"
- "history of the person's experience with the drug"
- An analysis/quote structure of writing
- Main themes: smoking marihuana as a learning process
 - "1/ Learning to smoke the drug in a way which will produce real effects"
 - "2/ Learning to recognize the effects and connect them with drug use"
 - "3/ Learning to enjoy the sensation he perceives"
- Replace why question by how questions

tion. Most users agree that it cannot be smoked like tobacco if one is to get high:

Take in a lot of air, you know, and . . . I don't know how to describe it, you don't smoke it like a cigarette, you draw in a lot of air and get it deep down in your system and then keep it there. Keep it there as long as you can.

Typically, however, the novice has faith (developed from his observation of users who do get high) that the drug actually will produce some new experience and continues to experiment with it until it does. His failure to get high worries him, and he is likely to ask more experienced users or provoke comments from them about it. In such conversations he is made aware of specific details of his experience which he may not have noticed or may have noticed but failed to identify as symptoms of being high:

I didn't get high the first time. . . . I don't think I held it in long enough. I probably let it out, you know, you're a little afraid. The second time I wasn't sure, and he [smoking companion] told me, like I asked him for some of the symptoms or something, how would I know, you know. . . . So he told me to sit on a stool. I sat on—I think I sat on a bar stool—and he said, "Let your feet hang," and then when I got down my feet were real cold, you know.

And I started feeling it, you know. That was the first time. And then about a week after that, sometime pretty close to it, I really got on. That was the first time I got on a big laughing kick, you know. Then I really knew I was on.

Interviews... with Marihuana users (2)

ters or dry martinis. The user feels dizzy, thirsty; his scalp tingles; he misjudges time and distances; and so on. Are these things pleasurable? He isn't sure. If he is to continue marihuana use, he must decide that they are. Otherwise, getting high, while a real enough experience, will be an unpleasant one he would rather avoid.

The effects of the drug, when first perceived, may be physically unpleasant or at least ambiguous:

It started taking effect, and I didn't know what was happening, you know, what it was, and I was very sick. I walked around the room, walking around the room trying to get off, you know; it just scared me at first, you know. I wasn't used to that kind of feeling.

Given these typically frightening and unpleasant first experiences, the beginner will not continue use unless he learns to redefine the sensations as pleasurable:

It was offered to me, and I tried it. I'll tell you one thing. I never did enjoy it at all. I mean it was just nothing that I could enjoy. [Well, did you get high when you turned on?] Oh, yeah, I got definite feelings from it. But I didn't enjoy them. I mean I got plenty of reactions, but they were mostly reactions of fear. [You were frightened?] Yes. I didn't enjoy it. I couldn't seem to relax with it, you know. If you can't relax with a thing, you can't enjoy it, I don't think.

Stand alone interviews in Sociology... Bourdieu's weight of the world

Pierre Bourdieu et al., 1993, *La misère du monde*, Seuil.

1999. *The weight of the world. Social suffering in contemporary society*, Stanford UP.

- ➔ Reveal social suffering
- Ordinary conversation
- Enabling those who can't talk to talk
- Science against “scientism”

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Bourdieu's weight of world

- Multiple use
 - Literary
 - Theater : etc.
- Criticisms (Mayer, 1995, RFS)
 - No criteria for sampling
 - Imposition of problématique still visible

Weight of the world... Beaud ... The temp's dream

- Importance of contextualisation of interviews.
- Somehow literary

Alain has been watching for me from his fourth-floor window and calls out to me, obviously pleased, no doubt afraid that I would leave him in the lurch. From the outside the residence seems deserted. Only a few immigrants, Moroccans or Turks, seated on the baked grass, are talking together, and some young guys are busy working on a car that they have partially taken apart. Inside the buildings, on the other hand, there is a lot of activity since a sizeable number of the younger workers do not go away for vacation and are settling in to spend the month of August in the residence. Alain's tiny room seems as if it has been invaded by objects: a big black and white TV set up on a chair facing the bed, a cassette tape

— When did you find out that they weren't renewing your contract?

Lucien They told me a week ahead of time, that left just enough time to get on my feet, time to put a file together for the ANPE, for ASSEDIC...

Alain That's the big weakness with these temporary agencies, they ought to let you know at the beginning of the last contract, at the beginning of the month, that at the end of the contract, you're out. That way people would have the time to get things together, to sign up for unemployment and all that and there you are. Whereas as now, the last day, or the week before, what sense does that make?

— You must've been disappointed?

Lucien Let's just say that it made me shake my butt because I had still and all come 800 kilometers to work and especially the temporary agency here had told us that it was a six or seven month contract, a long-term contract, so no problem! Then finally, here I am, everything was going fine and three months later canned! Now that was really crisis time! [*he laughs nervously*] ... Fine, in any case, we were let go for economic cutbacks, it wasn't worth it to go back to Brittany, might as well try to stay here. But it seems that things aren't any better here! ... It's even turning into a real crisis here, it's not worth looking for work here anymore, we'll start looking again after September because around here it's completely blocked...

Methodological issues of interviews

Why and how interviewing

- Why?
 - Cheap and easy way to collect information
 - Less time consuming than observation
 - Less expensive than statistical surveys
 - Flexible in conduct and openness to a variety of information
- How? Issues
 - 1. Selecting
 - 2. Structuring
 - 3. Analyzing
 - 4. Writing

Selection : The Quasi-quantitative approach

- Quasi-Quantitative approach
 - Ex. Lamont. 1992. *Money, morals, and manners: The culture of the French and the American upper-middle class.*
=> Boundary work at the root of upper classes' culture, standing, moral
 - Strong design of the sample
 - 40 upper middle-class males in Paris, Clermont-Ferrand, New York and Indianapolis. Split in 20 corporate sector/20 non-profit sector
 - Random sample
- Big “numbers” (160) → sign of representativity
- But no quantitative criteria...
Shows a lot of work
- Selection → clearly thought comparison: control group versus treated group

Selection: The Quasi-quantitative approach

- Advantages
 - Combining the flexibility of interviews → thick material
 - With the rigor of the statistical approach
- Subtlety of material collected, and analysis permitted
- Robustness of inferences
- Limits
 - People willing to do the interviews... → often through personal contacts
 - People the most interesting with the best information → not necessarily in the sample
- Cf. Lamont: wives, middle class, neighbors, subordinates, children, kin, etc.

Selection: panoramic/field approach

- Sources: Somewhere in Bourdieu... (maybe Bourdieu, Wacquant, *Reflexive sociology*)
- Different form of sampling: an interview with at least one representative of each position in the field
- More diversity, less exemplars
- Not being naïve and scientist in the sampling
 - Sample of writers in France after WWII
 - Need to have Sartre
 - Actors that structure relations in the field
- Linked to a field approach of society
 - Dominant / dominated
 - Dominant with economic or symbolic forms of capital
 - Combining with other dimensions: Age (incomers versus established), Gender (male versus female)

Egotist example: Godechot 2004

- Understanding “traders” bonuses
 - Not only traders
 - But bonus process in banks
- Front office (traders, sales, quants, financial engineer), Supervisors (heads), subordinates, dedicated services (middle back)
- But also HR, Unionists, Head of banks, Accountants, Head hunters, Executive search
- At least one of each profession involved somehow in bonus process.

Egotist Example (Godechot, 2004/2016)

AgentChange_1 : homme, 60 ans ; Ancien agent de change, vice PDG de SocBourse_2., entretien enregistré et retranscrit en octobre2001, indiqué par CadreSBF_1.

Analyste_1 : femme, 27 ans ; Analyste grande distribution de SocBourse_4, entretien non enregistré en mars 2002.

Analyste_2 : homme, 25 ans ; Analyste immobilier de SocBourse_1, entretien enregistré et retranscrit en mars 1998.

Cadre_Info_1 : homme, 40 ans ; Chef d'équipe informatique *back-office* à Banque_01, entretien professionnel en juillet 2000, indiqué par GestCadre_1.

CadreMiddle_1 : homme, 35 ans ; Chef d'équipe *middle-office* à Banque_01, entretien professionnel en juin 2000, indiqué par GestCadre_1.

CadreMiddle_2 : femme, 30 ans ; Cadre *middle-office* puis comptabilité à Banque_01, conversations informelles en hiver 1998 et été 2000.

CadreRH_1 : homme, 45 ans ; Cadre du service études des Ressources Humaines de Banque_01, conversations informelles et réunions professionnelles de mai 2000 à mai 2001.

CadreRH_2 : homme, 40 ans ; Cadre du service études des Ressources Humaines de Banque_01, conversations informelles et réunions professionnelles de mai 2000 à mai 2001.

CadreRH_3 : homme, 40 ans ; Cadre des Ressources Humaines de Banque_10, entretien non enregistré en novembre 2001.

CadreRH_4 : homme, 25 ans ; Cadre Ressources Humaines à Banque_07, entretien enregistré et retranscrit en juillet 2001.

CadreRH_5 : femme, 30 ans ; Cadre Ressources Humaines à Banque_01, conversations informelles et réunions professionnelles lors de l'été 2000.

CadreSBF_1 : homme, 55 ans ; Ancien cadre des ressources humaines de la SBF, entretien enregistré et retranscrit en octobre 2001.

ChefAnalyste_1 : homme, 55 ans ; Ancien chef de l'analyse à SocBourse_3, entretien enregistré en novembre 2001, indiqué par Syndicaliste_4.

ChefAnalyste_2 : homme, 45 ans ; Chef de l'analyse à Banque_01, entretien enregistré et retranscrit en novembre 2002, indiqué par CadreRH_1.

ChefBack_1 : homme, 45 ans ; Directeur du *back-office* de Banque_01, entretien et réunions professionnels en juillet et septembre 2000, indiqué par GestCadre_1.

ChefBack_2 : homme, 45 ans ; Directeur des fonctions supports à Banque_07, entretien enregistré et retranscrit en décembre 2001, indiqué par CadreRH_4.

ChefBack_3 : homme, 45 ans ; Sous-directeur du *back-office* de Banque_01, entretien et réunions professionnels en juillet et septembre 2000, indiqué par GestCadre_1.

ChefCompta_1 : homme, 35 ans ; Direction d'une équipe de comptabilité à Banque_01, entretien professionnel en juillet 2000 et entretien enregistré en juin 2001, indiqué par GestCadre_1.

ChefCompta_2 : femme, 35 ans ; Direction comptabilité et finance de Banque_01, entretien professionnel en juillet 2000.

ChefGestion_1 : homme, 40 ans ; Chef d'une équipe de contrôle de gestion à Banque_01, entretien enregistré et retranscrit en janvier 2002, indiqué par ChefCompta_1.

ChefInfo_1 : homme, 35 ans ; Directeur de l'équipe informatique *front actions* à Banque_01, entretien professionnel en juillet 2000, indiqué par GestCadre_1.

ChefInfo_2 : homme, 35 ans ; Directeur de l'équipe informatique *front taux* à Banque_01, entretien enregistré et retranscrit en juillet 2000, indiqué par GestCadre_1.

ChefMarchés_1 : femme, 45 ans ; Directeur des marchés à Banque_07, entretien enregistré et retranscrit en avril 2002, indiquée par Syndicaliste_1.

ChefMarchés_2 : homme, 50 ans ; Ancien directeur des marchés de Banque_01 puis de Banque_06, chef d'un petit *hedge fund* HedgeFund_2, entretien enregistré et retranscrit en juin 2002.

ChefMarchés_3 : homme, 75 ans ; Ancien directeur des marchés de Bankers Trust à New York, entretiens enregistrés en août et sept 2002, indiqué par DG_1.

ChefNégo_1 : homme, 40 ans ; Chef du *desk* d'exécution Future à Banque_05 à Londres, entretien enregistré et retranscrit en juin 2002.

ChefR&D_1 : homme, 35 ans ; Chef d'équipe R&D dérivés actions à Banque_01, entretien non enregistré en août 2002, indiqué par GestCadre_1.

ChefRessource_1 : homme, 40 ans ; COO, chef des ressources de la salle dérivés actions de Banque_01, entretien enregistré et retranscrit en sept 2000, indiqué par CadreRH_1.

ChefRessource_2 : homme, 45 ans ; COO, chef des ressources du financement de Banque_01, entretien enregistré et retranscrit en sept 2000, indiqué par CadreRH_1.

ChefRessource_3 : homme, 50 ans ; COO, chef des ressources de la salle dérivés taux de Banque_01, entretien non enregistré en avril 2000.

ChefSalle_1 : homme, 50 ans ; Chef de la salle taux et Change à Banque_07, entretien enregistré et retranscrit en sept 2001, indiqué par Syndicaliste_1.

ChefSalle_2 : homme, 40 ans ; Ancien chef de salle dérivés actions, chef du département actions de Banque_01, entretien enregistré et retranscrit en mai 2002.

ChefSalle_3 : homme, 50 ans ; Chef de salle gestion alternative à Banque_12, entretien enregistré et retranscrit en juin 2001, indiqué par Trader_06.

ChefSalle_4 : homme, 50 ans ; Chef de salle dérivés actions puis directeur des marchés à Banque_07, non rencontré.

ChefSalle_5 : homme, 40 ans ; Responsable adjoint des dérivés actions à Banque_07, non rencontré.

ChefSalle_6 : homme, 40 ans ; Chef de salle taux à Banque_01, non rencontré.

ChefTrading_1 : homme, 35 ans ; Chef du *trading* dérivés actions à Banque_02, entretien enregistré et retranscrit en avril 2002.

ChefTrading_2 : homme, 35 ans ; Chef du *trading* dérivés actions à Banque_01, entretien non enregistré en sept 2000, indiqué par CadreRH_1.

ChefVente_1 : homme, 35 ans ; Chef d'une équipe de vente dérivés actions à Banque_02, entretien enregistré et retranscrit en avril 2002, indiqué par ChefTrading_1.

ChefVente_2 : homme, 40 ans ; Chef des ventes puis Chef Salle dérivés actions à Banque_01, non rencontré.

ChefVente_3 : homme, 40 ans ; Chef de vente produits dérivés actions à Banque_04, non rencontré.

Consultant_1 : femme, 35 ans ; Ancienne ingénieur financier, chasseuse de têtes à ChasseTêtes_1, entretien enregistré et retranscrit en sept 2001.

Consultant_2 : homme, 50 ans ; Chasseur de têtes du cabinet ChasseTêtes_2, entretien enregistré et retranscrit en décembre 2001, indiqué par Consultant_1.

Consultant_3 : homme, 50 ans ; Consultant d'un cabinet de rémunération CabRému_2 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par CadreRH_2.

Consultant_4 : femme, 35 ans ; Vendeuse puis chasseuse de têtes du cabinet ChasseTêtes_3, conversations informelles en mai 2003.

Consultant_5 : homme, 45 ans ; Chasseur de têtes du cabinet ChasseTêtes_1, entretien enregistré en février 2002.

ContrôleurRisque_1 : homme, 25 ans ; Contrôleur des risques *commodities* à Banque_07 à Londres, entretien téléphonique en juin 2002, indiqué par un annuaire de grande école.

ContrôleurRisque_2 : homme, 25 ans ; Contrôleur des risques à Banque_02 à Londres, entretien enregistré en juin 2002, indiqué par un annuaire de grande école.

ContrôleurRisque_3 : homme, 26 ans ; Contrôleur des risques à Banque_04, entretien enregistré en octobre 2001.

ContrôleurRisque_4 : homme, 35 ans ; Contrôleur des risques à Banque_04, entretien non enregistré en mars 2002, indiqué par ContrôleurRisque_3.

Courtier_1 : homme, 50 ans ; Ancien courtier en devises à SocCourtChange_1 puis à SocCourtChange_2, entretien enregistré et retranscrit en mai 2000.

Courtier_2 : homme, 40 ans ; Ancien courtier sur ECU à SocCourtChange_3, entretien enregistré et retranscrit en avril 1998.

Déontologue_1 : homme, 50 ans ; Déontologue à Banque_07, entretien téléphonique en juin 2002, indiqué par Syndicaliste_1.

DG_1 : homme, 60 ans ; Ancien DG de Banque_08, entretien enregistré et retranscrit en novembre 2001, indiqué par CadreSBF_1.

DG_2 : homme, 50 ans ; DG de Banque_04, entretien enregistré et retranscrit en avril 2002, indiqué par ContrôleurRisque_4.

DirInfo_1 : homme, 40 ans ; Chef de l'informatique à Banque_01, réunion professionnelle en septembre 2000.

Economiste_1 : homme, 27 ans ; Économiste aux services centraux de Banque_01, conversations informelles en juillet 2000.

GestCadre_1 : femme, 40 ans ; Gestionnaire de cadres à Banque_01, plusieurs conversations informelles au cours de l'hiver 1998, de l'été 2000 et de l'hiver 2001.

GestCadre_2 : femme, 32 ans ; Gestionnaire de cadres à Banque_01, conversations informelles et réunions professionnelles en été 2000.

GestCadre_3 : homme, 50 ans ; Chef de l'équipe des gestionnaires de cadres de Banque_01, entretien professionnel au cours de l'été 2000.

GestPortefeuille_1 : homme, 24 ans ; Gérant de portefeuille à AssetMan_1, entretien enregistré et retranscrit en mai 2000.

Informaticien_1 : homme, 30 ans ; Informaticien réseau à Banque_05, entretien non enregistré en juillet 2001.

IngénieurFi_1 : homme, 35 ans ; Ancien ingénieur financier à Banque_14 puis économiste, entretien non enregistré en mars 2001 et plusieurs conversations informelles entre janvier 2001 et janvier 2003.

IngénieurFi_2 : homme, 25 ans ; Ingénieur financier à Banque_05 s'occupant des émissions d'obligations convertibles à Londres, entretien non enregistré en juin 2002, indiqué par un annuaire de grande école.

IngénieurFi_3 : femme, 35 ans ; Ingénieur Financier, haut de bilan à Banque_07, conversations informelles en juillet 2002.

Psychologue_1 : femme, 25 ans ; Psychologue chargé du recrutement à Banque_01, conversations informelles en juillet 2002.

Quant_1 : homme, 27 ans ; Quant dérivés actions à Banque_05 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par un annuaire de grande école.

Quant_2 : homme, 35 ans ; Quant dérivés actions à Banque_01, conversations informelles en hiver 1998, été 2000, janvier 2002.

Quant_3 : homme, 27 ans ; Quant Taux à Banque_01, entretien non enregistré en juillet 2000.

Secrétaire_1 : femme, 35 ans ; Secrétaire Ressources Humaines à Banque_01, conversations informelles au cours de l'été 2000.

Syndicaliste_1 : homme, 45 ans ; Syndicaliste CGT du back-office taux de Banque_07, entretien enregistré et retranscrit et conversations informelles en sept 2001, indiqué par CadreRH_4.

Syndicaliste_2 : homme, 45 ans ; Délégué syndical à Banque_01, entretien enregistré et retranscrit en juin 2001.

Syndicaliste_3 : homme, 45 ans ; Arbitragiste à SocBourse_2, Syndicaliste CFDT, entretien enregistré et retranscrit en octobre 2001, indiqué par AgentChange_1.

Syndicaliste_4 : homme, 55 ans ; Leader syndical et chef de l'équipe d'exécution à SocBourse_3, entretien enregistré et retranscrit en octobre 2001, indiqué par CadreBPF_1.

Syndicaliste_5 : homme, 50 ans ; Délégué syndical national à Banque_07, entretien enregistré en sept 2001, indiqué par Syndicaliste_1.

Trader_01 : homme, 30 ans ; Trader arbitrage statistique à Banque_11 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par un annuaire de grande école.

Trader_02 : femme, 30 ans ; Trader prêt emprunt à Banque_01 puis à Banque_02, plusieurs conversations informelles pendant l'hiver 1998, l'été 2000, les années 2001 et 2002.

Trader_03 : homme, 33 ans ; Trader dérivés de taux à Banque_02 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par un annuaire de grande école.

Trader_04 : homme, 30 ans ; Trader obligations convertibles à SocBourse_1 à Paris puis à Banque_16 à Londres, Plusieurs conversations informelles entre février 2001 et janvier 2002 et un entretien enregistré retranscrit en juin 2002.

Trader_05 : homme, 33 ans ; Trader dérivés actions à Banque_05, sur le point de fonder son hedge fund HedgeFund_1, entretien enregistré et retranscrit en mai 2002, indiqué par un annuaire de grande école.

Trader_06 : homme, 30 ans ; Ancien trader pays émergent à Banque_12, entretien enregistré et retranscrit en mai 2001.

Trader_07 : homme, 35 ans ; Trader taux à Banque_09 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par un annuaire de grande école.

Trader_08 : homme, 30 ans ; Trader basket trading actions, à Banque_01, conversations informelles en juillet 2000.

Trader_09 : homme, 35 ans ; Trader taux court à Banque_07, entretien enregistré et retranscrit en octobre 2001, indiqué par Syndicaliste_1.

Trader_10 : homme, 35 ans ; Trader by side taux à Banque_09, entretien enregistré et retranscrit en juin 2002.

Trader_11 : homme, 55 ans ; Trader taux à Banque_12, entretien enregistré et retranscrit en janvier 1998, indiqué par Trader_06.

Vendeur_1 : homme, 35 ans ; Commercial dérivés actions à Banque_17 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par Vendeur_2.

Vendeur_2 : femme, 28 ans ; Commercial dérivés actions à Banque_17 à Londres, entretien enregistré et retranscrit en juin 2002, indiqué par un annuaire de grande école.

Vendeur_3 : femme, 31 ans ; Commercial à Banque_06, entretien enregistré et retranscrit, réalisé par David Martin en 1999.

Vendeur_4 : homme, 35 ans ; Trader change puis commercial taux et change à Banque_07, entretien enregistré et retranscrit en mars 2002, indiqué par Syndicaliste_1.

Vendeur_5 : femme, 28 ans ; Vendeur prêt-emprunt actions à Banque_02, entretien enregistré et retranscrit en mars 1998.

Selection: panoramic/field approach

- Advantages
 - Not trying to mimic statistical representativity
 - Not skipping any important point of view
- Limits
 - Rests on the hypothesis of strong links between positions and points of view
 - Rely on good nomenclature of relevant position

Selection: “ethnographic” interviews

Beaud, 1996, *Politix*

Beaud, Weber, 1997, *Guide de l'enquête de terrain*

- Within ethnographic fieldwork... Not always possible because... weird situations
➔ because official interactions with recorders
 - Interviews at the end of the fieldwork
 - Interviews of more distant contacts
Little aim of generalization
- Interview is always “negotiated”. Question of access and reflexivity about access
 - Why someone accept or refuse interview
 - Inference of strategies
- Learn about one case is enough
 - Cf. Alice Goffman type of approach but through interview
 - Limit case : One person book
 - Younes Amrani et Stéphane Beaud *Pays de malheur!*
 - Interview through email conversations
- Length... 2/3 hours interviews...
Eventually repeated
- Against scientism
- In depth understanding
- Generalization?
- Details versus / analytical depth balance

Structuring. From very structured

- Structured interviews
 - Detailed prepared set of questions
 - Each interviewee get the same questions (with the same wording)
 - Standardizing like an experiment
 - Differences in answers not due to differences in conduct of interview
 - Balance between standardization and richness of the material collected
 - No imposition of a predefined set of answers
- Advantages
 - Adapted to confirm research hypothesis rather than to explore research hypothesis
 - Reassuring for beginners (don't forget questions)
 - Easier replication (with multiple interviewers)

Example of a structured interview process

Roth, 2006

Probe: Why did you feel that your experiences were discriminatory? Can you describe some specific instances of discrimination?

2. Have you ever experienced an incident you would describe as sexual harassment in your career in investment banking?

- 0. no (skip to 6)
- 1. yes

3. How many incidents of sexual harassment did you experience (that you can specifically recall)?

4. Did you feel that you were sexually harassed by:

- 1. supervisor(s)
- 2. coworker(s)
- 3. client(s)

5. Can you describe your experiences of sexual harassment?

Probe: How did you respond to your experiences of sexual harassment? How, if at all, did the firm respond?

6. What does the firm you work for do to combat sexual harassment?

- policies
- grievance procedures
- educational seminars (if so, then for whom?)

7. In your opinion, is the firm equipped to deal with sexual harassment effectively?

- 0. no
- 1. yes

Probe: What policies, persons, or departments can you attribute this to?

F. Work-Life Balance Policies

Now, I'd like to know if you ever took time off from your career in investment banking.

1. Did you ever take a leave of absence for any reason (including maternity leave) during your career in investment banking, and then return?
 0. no (answer 2-3, 9-16)
 1. yes (skip to 4)
2. Can you think of anyone you know who took leave?
 0. no
 1. yes

Probe: What happened to him or her? Is s/he still in the business?
3. How do you feel about people who do take leave?

Probe: What does it say about their attitudes toward their career?
4. How long a leave did you take? (weeks/months)
5. When did that leave begin? (month, year)

6. What was the title of your position at that time?
7. What was your reason for taking a leave?
8. How did your supervisors and coworkers respond to your taking leave?
9. How much parental/maternity leave is provided at the company where you work now? (months/weeks)
10. How much is paid? (months/weeks)
11. Do both men and women receive the same parental leave options where you work now?
 0. no
 1. yes
12. How do you think taking parental/maternity leave affects an employee's career?

Probe: Why? Does that affect your feelings about this firm or career?
13. Does the company you work for now offer options that accommodate employees' family

Limits of structured interviews

- Incomplete standardization
 - Compared to close questions
 - Necessary to code answers for statistics (subjective)
- Interviewee can not fully express themselves. Constrained by the interview framework
 - Frustration
- Interview framework potentially not fully adapted to each individual case
- Structure questionnaire detrimental to the trust relation between interviewers/interviewee
 - Eye contact
 - Empathy...

Virtues and limits of unstructured interviews

- Importance of building a trust relationship
 - Empathy
 - Eye contact
 - Ordinary conversation
 - + Recorder
- Getting to the point where the interviewee forgets about the interview and lifts all resistance
- Especially at the end of the interview (once you stop recorder) → often most important information
- Advantage
 - In depth exploration
 - Learning new things... beyond a narrow and biased research design
- Limits
 - Generalization more difficult
 - Risk of cherry picking

Semi-structured interviews.

The ambiguous in between (almost done everywhere)

- Semi Ranging from very unstructured to very structured
- Set of themes
- No pre-formulated questions
- No preset orders
- Importance of follow up questions
 - Yes.
 - What do you mean?
- Sometimes silence (+eye contact) can serve as a “follow up” technique
 - Interviewee provides more information/Justification
- Example : team moves in finance from firm R to firm Z.
 - Nature of the team/ activity / limit of the team*
 - Initiative of the move*
 - Hierarchy / Leadership / Order of constitution of the team / Network.*
 - Information/Circulation / Openness vis-à-vis Firm S. Management/ Secret / Coup?*
 - Who is in? Who is out?*
 - Incentives / Bonus/ Bonus negotiation / Contracts /*
 - Leadership / Alternative leadership / Late arrival at S.*
 - Conflict within S. ?*
 - Managing retainment devices? Garden Leaves / Differed Bonuses / Non compete*
 - Risk of lawsuits from S. ?*
 - Customers? / relations to customers / Customers followed / Stayed with S./ Business moved?*
 - Relation with S. teams after move ?*
 - Finally after the move? Profitable. Comparison with expectations.*
 - Managing further move/ contracts garden leave/ non compete/ Loyalty*
 - Which move solo? Which team moves?*
 - Why? Payoff ?*

Example of an interview

Who took the initiative of moving? (20:37)

I think we were all kind of cognizant of the issues within the company, one it's just a real shame because I loved working for S., and we had an equity share, and if things went well he would have been in a good positions. I think the ultimate, Jack had to make the ultimate decisions since he was the CIO, but actually, I was one of the 1st to say that the writing is on the wall, not that. I didn't want to move from S., but ultimately you want to protect your own career, and the people within S. were very supportive of us while we were there. You could see the stresses within the company at times, and it wasn't that we had been approached, and it wasn't for the money, it was just that we believed in the product and it was just massive uncertainty about whether we'd be supported.

Was it you that contacted G.? (22:07)

No, so this was done by an intermediary. He was called I. J. . Which in C. Partner in the States, he was at least a broker. The problem was that I didn't do the initial work. I think once we delivered the track record to F., and they were interested, Jack had lots of meetings with different, various levels within there. And then of course we had to go for personal interviews, at that stage we had to be—I think if we were back in 2012—we had to be careful about how independently we had to make our decision to move over to F.. Once we could see what was going on, and F. wanted the team, we individually had to each agree to a separate move, it wasn't a team move, it was just coincidental that we all moved to the same place.

What was the difference for you? (22:30)

Legally, companies can't poach whole teams I think.

Yeah, they often do.

Yeah, so individually what happens is, from a legal point of view, I was approached individually and invited to go for interviews and we had to be very careful not to, which we were, not to write emails to each other. We had the conversation ultimately about , the only way for us to protect the track record is for all of us to continue working and then we had to also mutually agree that for that to happen, we would all have to move at the same time and same place, so obviously it boils down to the same thing.

It means that it had to remain very secret, the conversation between you 4. (24:40)

Actually, once we said we need to do something, and Jack had been off. I can't remember any actual explicit conversation where we said we are all going to go. We all agreed that we would...I kept saying to Jack we need to do something about this. I don't know whether Jack had actually gone to an intermediary or whether the intermediary, and Jack had basically said you may get a phone call in the next days. So it wasn't as if it was a secret, we just all knew it needed to be done, and the worst part about it is that, just to keep it in context, none of us wanted to go, all of us wanted to stay with S., and certainly with Jack and Lewis in the room, none of wanted to go. It was very clear we needed to do something, and ultimately, when Jack somehow sorted something, it was clear to us that when we were making the decision to go we had all been confronted together. 0 emails. Lewis was in Boston so I didn't even speak to him about it.

but John was just next to you.

Yeah, John was there, but we all just knew we were all talking at the same time.

But when you were doing the interview the G., you knew John was doing the same and was also going there.

Yeah, essentially.

And the fact that it was very secret was that because you feared lawsuits?

I can't remember if there were any explicit conversations. I don't believe there were any explicit conversations that it was going to be a team-move. In Reuters you probably saw it announced as a team move, but in the run-up to it, there was never ever any mention about a team-move. It's almost like, it was just all implied.

Storing. Recording or taking notes

- Recording
 - Enable to be more in the conversation
 - More fidelity
 - Scary / negotiated
 - Consent (paper / verbal)
 - Anonymisation as a key ethical engagement
 - Time consuming :
 - 1h interview → 4 to 8 hours transcription
- Taking notes
 - Less reliable / speed
 - Less scary/negotiated
 - Off records confidence
 - But more economic when interview not content driven

Analyzing. Coding

- Strong coding → Statistical logic
- Example *Salaire et Justice*. 40 interviews
- Responding to a questionnaire based on an interview material
- Very long process (4/5 hours to code 1h30 interview)
- Interesting results

Does he/she know the boss's salary?

1. Yes, precisely, 2. Yes, vaguely, 3. No, not interested, 4. No, does not have the information, 5. Not applicable

Does he/she know the salaries of the boss's superiors?

1. Yes, precisely, 2. Yes, vaguely, 3. No, not interested, 4. No, does not have the information, 5. Not applicable

Knows of written (public) information about compensation in your company:

1. For all categories, 2. For some only, 3. No, not interested (or don't remember) 4. No, no written information available

If he/she knows written (public) information about compensation in his/her company, does he/she know how to place his/her colleagues on the grid?

1. Yes, 2. No, does not know, 3. Does not know written information

Does he/she know private information about compensation in his/her company: (several answers possible)

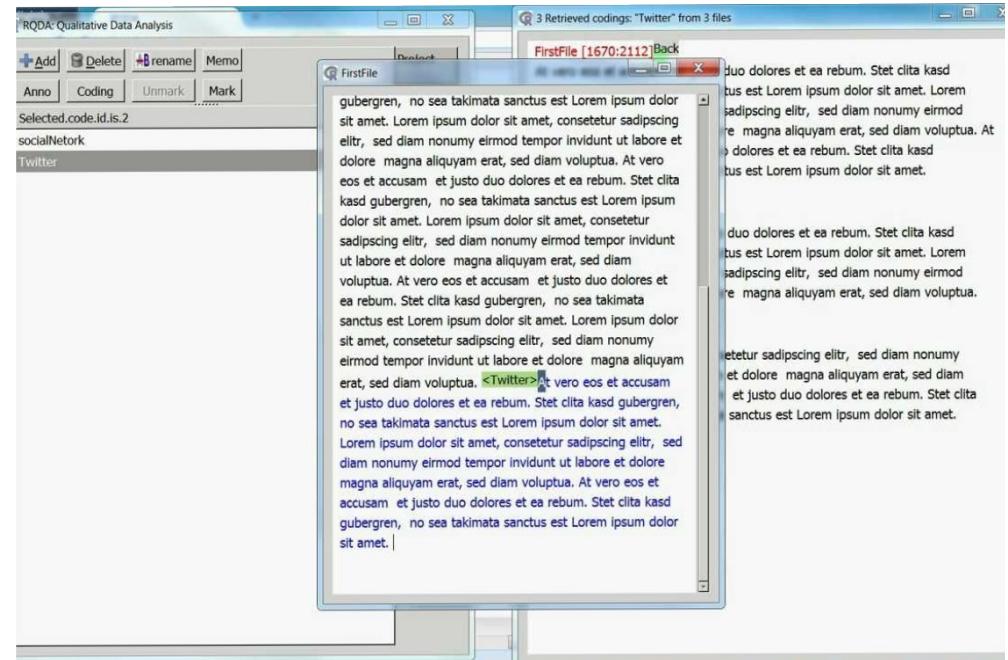
1. yes, from his/her position, 2. yes, from leaks, 3. yes, from rumors, 4. no

Internal salary comparison with superior:

1. act of comparison, 2. simple spontaneous mention, 3. simple mention on request, 4. no, 5. not applicable

Analyzing. CAQDAS

- Tagging with dedicated Caqdas (Computer-assisted qualitative data analysis software)
 - Nvivo ; Atlas.Ti ; RQDA
- Underline / Tag the text with different themes.
- Easy exploration of excerpts on given theme
- Possible statistic on those themes.



Analyzing. CAQDAS (2)

- Useful to memorize / exploit interviews.
- Not so useful for establishing proof.

Guetzkow, J., M. Lamont, and G. Mallard. 2004. “What is Originality in the Humanities and the Social Sciences?.” *American Sociological Review* 69(2): 190-212.

Atlas.Ti - CF. Table 3

Table 3. Generic Definitions of Originality by Disciplinary Cluster

Originality Type	Humanities		History		Social Sciences		All Disciplines	
	N	%	N	%	N	%	N	%
Approach	29	33	26	43	12	18	67	31
Data	19	21	6	10	4	6	29	13
Theory	16	18	11	18	13	19	40	18
Topic	13	15	6	10	13	19	32	15
Method	4	4	5	8	18	27	27	12
Outcome	3	3	4	7	2	3	9	4
Understudied Area	5	6	3	5	5	7	13	6
All Generic Types	89	100	61	100	67	100	217	100

Note: Some columns may not sum to 100% due to rounding.

Analyzing. text mining

- Transform word into variables
- Topic modeling
- Scientificity sign
- Often disappointing : trivial correlations appear first

Analyzing. Text reading and selecting

- The most useful tip :
Reading and rereading
- Selecting most interesting
parts
- Commenting
- Comparing
- Beware... of relying on a
limited set of interviews
- Transcripts == 1h → 15
pages
- 160 interviews of 2h
– 4800 pages
- Limits
– Cherry picking

Writing

- Strong mixing of analysis and short quotes
- Quotes / Analysis blocks
 - Risk of paraphrasis
- Long blocks (several pages)
- Absolute fidelity
 - Hesitations; language errors, etc.
 - Signs of authenticity
 - Readability ?
 - Value-added
- Rewriting
 - More readable
 - Content driven
 - Bias
- Summarizing
 - Efficacy
 - Proof of fieldwork

Interviews in short

- Cheap and easy technique for collecting information
- Access to in depth meaning / representations / (perceived) mechanisms
- Contextualization
- Interviewees try to control the (moral, status) image they give of themselves
 - Biographical reconstruction
- Information collection and content is not really standardized
- Difficult to transform in measures and proofs (cherry picking ?)