This article investigates mobile phone calls initiated or received by drivers and passengers in cars and focuses on the participants’ actions before the telephone conversation proper. Drawing on video-recorded data of real driving situations, and building on conversation analysis and multimodal interaction analysis, this article discusses how participants temporally and sequentially coordinate situations that require multitasking, that is, use a phone while on the move. This article shows how participants draw on the current social-interactional, material context to handle the call as relevant at that point and how they, through their vocal and bodily conduct, manage the prebeginning as a collaborative effort. The findings have relevance for research both on driving and on human—human and human—technology interaction.

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In this article, we wish to add to interdisciplinary research on human communication, human—technology interaction, and driving and traffic safety by investigating how drivers and passengers use a mobile phone while traveling in a car. We examine how the use of a mobile phone impinges on the social situation and influences the actions of participants inside a car. We specifically focus on the driver’s or a passenger’s use of the driver’s phone and on a particular crucially important phase that precedes the phone conversation: the prebeginning. We define the prebeginning as a series of actions during which the caller or a potential answerer visibly and/or audibly attends to and prepares for an upcoming telephone conversation. Importantly, the analyses also address such issues as how humans communicate with mobile technologies and what new forms of communicative practices emerge and develop around mobile technologies (see, e.g., Katz, 2008; Katz & Aakhus, 2002a). We wish to investigate how humans prepare to interact by means of a technology and how they solve the challenge of managing and coordinating multiple competing activities. The interior of a car is a particularly complex space for multitasking in that, for example, conversation and the use of technologies have to be coordinated with the demands of the

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driving activity. Therefore, we expect that the results are also important for research on driving and traffic safety.

We rely on methods used in conversation analysis and multimodal interaction analysis, which means that we use video recordings of naturally occurring social interaction as data and examine in detail how participants in sequentially unfolding interaction, moment by moment, produce and display their understandings of each other’s actions and other events in the situation (see Goodwin, 2000; Sacks, 1992; Stivers & Sidnell, 2005; Suchman, 2006).

Let us present a fairly straightforward case to illustrate the general make-up of a prebeginning. Extract 1 involves three participants: the driver and his two young sons in the back seat. A few minutes earlier, they dropped off the family’s mother, who was sitting in the front seat. The driver then realized that they could have dropped the mother off closer to her destination and tried unsuccessfully to call her so as to inform her of the mistake (see the analysis in Extract 4). Here, the dropped-off passenger returns the call. At the start of the extract, the car is sitting at a red light and the driver is looking ahead, presumably monitoring the traffic and the traffic lights (Figure 1a).

(1) Talk&Drive #012 (00:53:11)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>&gt;ENV: ((PHONE BEGINS TO RING))</td>
</tr>
<tr>
<td>02</td>
<td>(0.5)</td>
</tr>
<tr>
<td>03</td>
<td>DRV: ((DRV TURNS HIS GAZE TO PHONE))</td>
</tr>
<tr>
<td>04</td>
<td>(.)</td>
</tr>
<tr>
<td>05</td>
<td>((DRV STRETCHES HIS ARM TOWARDS PHONE))</td>
</tr>
<tr>
<td>06</td>
<td>(0.4)</td>
</tr>
<tr>
<td>07</td>
<td>((DRV LOCATES PHONE))</td>
</tr>
<tr>
<td>08</td>
<td>((DRV RETURNS HIS GAZE TO TRAFFIC))</td>
</tr>
<tr>
<td>09</td>
<td>(1.1)</td>
</tr>
<tr>
<td>10</td>
<td>((DRV STARTS TO LIFT PHONE TO HIS EAR))</td>
</tr>
<tr>
<td>11</td>
<td>(0.7)</td>
</tr>
<tr>
<td>12</td>
<td>((DRV PRESSES A BUTTON ON PHONE))</td>
</tr>
<tr>
<td>13</td>
<td>(0.4)</td>
</tr>
<tr>
<td>14</td>
<td>((DRV BRINGS PHONE TO HIS EAR))</td>
</tr>
<tr>
<td>15</td>
<td>(.)</td>
</tr>
<tr>
<td>16</td>
<td>DRV: moi,</td>
</tr>
</tbody>
</table>

When the phone begins to ring, the driver immediately attends to it: The ringing of the phone occasions the driver’s gaze to shift away from the traffic to the phone, which lies on the front seat (Figure 1b). The driver then begins to stretch his arm out toward the phone (Figure 1b, c). Keeping his arm outstretched, the driver then directs his gaze back to the road (Figure 1c, d). He continues to look ahead as he lifts the phone up from the front seat to his ear and, midway, presses a button on the phone (Figure 1d, e). When he has the phone to his ear, he answers the call with a greeting, moi “hi” (Figure 1f; l. 16). The following three steps can be detected in the prebeginning: the driver orienting to the ringing phone (l. 3), the driver locating the phone (ll. 5–7), and the driver handling the phone (ll. 10–14).
The way in which these steps are produced and organized sequentially shows that the prebeginning is a situated accomplishment, produced with respect to the affordances that are available to the driver during this short moment and, moreover, that enable him to coordinate the use of the phone with the use of the car. In

Figure 1  Driver responding to an incoming call.
this particular case, three aspects of the setting make the prebeginning especially straightforward. First, because the driver attempted to make a call only a moment earlier, he may now be expecting a return call and has therefore kept the phone within easy reach, on the front seat next to him. Second, because the car is sitting at a red light when the phone rings, the driver is better able to orient to, locate, and handle the phone than if the car were moving. Third, because the driver is clearly familiar with the handling of the phone, he can more easily manage the prebeginning. One piece of evidence for this is that the driver does not look at the phone’s display to check the caller’s identity: To our knowledge, he has assigned a specific ringtone (Glenn Miller’s “Moonlight Serenade”) to his partner, whom he has just tried to call. Therefore, the ringtone aurally enables the driver both to understand that it is a call, rather than a text message or a preset alarm, and to recognize immediately the most likely identity of the caller. By answering the call with the greeting *moi* “hi” (rather than with his name, for instance), the driver also shows that he treats the caller as someone he knows (see Arminen & Leinonen, 2006). Another piece of evidence for familiarity with the operating of the phone is that the driver does not look at the phone when he presses the button to accept the call; in other words, he knows the phone’s properties and knows how to use it. These three contingencies, therefore—the location of the phone, the traffic situation, and the driver’s familiarity with the phone—enable the driver, in this particular driving context, to manage the prebeginning in a straightforward manner.

The analyses and results of the microanalytic perspective adopted in this article are relevant for various audiences. First, an examination of prebeginnings adds to the abundant body of research in conversation analysis on telephone calls and, particularly, on the ways in which call participants jointly establish and maintain an instance of interaction. We argue that the prebeginning (and not only the telephone conversation per se) is constructed of recognizable steps and that those steps can be managed collaboratively by copresent participants who are around a particular mobile phone (and not only remote participants who communicate over a telephone connection). Second, this article sheds new light on how people manage and coordinate multiple tasks simultaneously. Multitasking is a generic feature of many everyday and workplace settings as well as of human–technology interaction. The notion of multitasking is used to refer both to human social involvement in more than one activity at the same time and to human cognitive capability to handle more than one thing at a time (see, e.g., Baron, 2008, pp. 181–184). In this article, we focus on the first one and use the term multiactivity, which is more often used in interaction-analytic research (see Mondada, 2008), to describe the vocal and embodied practices by which participants temporally and sequentially coordinate their actions in a complex technological multiactivity context, suspend or disengage from one activity in favor of another, make the demands of the complex situation salient to others, and sometimes rely on the availability and assistance of others in that situation. Third, the qualitative analyses partially support previous research on driving and traffic safety by showing that there are costs for using a mobile phone while driving. More importantly, however, the analyses shed light on the situated factors that may urge people to answer and make phone
calls while driving despite their being presumably aware of the risks involved. The analyses show that, instead of being just a voluntary choice or an intentional decision, both the answering and making of calls in a car are influenced by social constraints and strongly bound up with mobile, temporal, and locational demands, that is, when and where the need to answer or make a call emerges. Finally, the findings contribute to recent research on how mobile and ubiquitous technologies and applications influence human everyday life (see, e.g., Katz, 2008; Katz & Aakhus, 2002b).

In what follows, we shall analyze in detail prebeginnings of mobile phone calls in a car.

From beginnings to prebeginnings, from stationary to mobile, from experiments to natural data

In this section, we briefly outline some research that has been carried out in this broad area and also discuss the implications of the current study for an interdisciplinary audience. Because telephone conversations rely mainly on the auditory channel and have clear boundaries (i.e., beginnings and endings), they have provided an ideal area of investigation for conversation analysts. The openings of telephone conversations, in particular, have received much attention as they shed light on how participants establish a “state of talk” through the sequencing of turns and actions; in other words, on how they enter into conversation in an orderly fashion (e.g., Drew & Chilton, 2000; Hopper & Chen, 1996; Houtkoop-Steenstra, 1991; Lee, 2006; Lindström, 1994; Schegloff, 1968, 1979, 1986, 2002a, 2002b, 2004; and contributions to Luke & Pavlidou, 2002). More recently, the innovation and spread of the mobile phone has provided another point of consideration: Questions have been raised about how participants deal with the potential mobility that is afforded by modern wireless telephony in comparison with the relative stability that is characteristic of traditional landline telephony (e.g., Arminen & Weilenmann, 2009; Katz, 2008; Katz & Aakhus, 2002a; Laurier, 2001; Weilenmann, 2003; Weilenmann & Larsson, 2001). Researchers have discussed (e.g., Arminen & Leinonen, 2006; Hutchby, 2001; Hutchby & Barnett, 2005)—and even disputed (Arminen, 2005; Hutchby, 2005)—whether the emergence of mobile telephony has brought with it new practices of social conduct and, if so, how such changes can be seen in everyday interaction. The question has been: Do new technological affordances (e.g., the caller-identification feature in mobile phones) lead to radical changes in the way callers and potential answerers use phones or do they merely prompt minor deviations from the conventions set by traditional landline telephony? Although more research into the matter is required, it seems that being on the move while talking on the telephone may influence social conduct, not least because phones can now be used in various kinds of interactional situations.

Whether studies on telephone conversations focus on the landline or the mobile type, they agree on the mediated character of a call: The ringing of a telephone apparatus, the summons, is considered a first pair part and the prospective vocal answer a relevant second (for an initial description of the summons—answer sequence,
see Schegloff, 1968). However, researchers have generally not paid attention to, or have not had access to, the settings in which such initiations are in effect produced. Instead, they have considered what happens after a dialogical connection has been successfully established; in other words, they have focused on talk after the summons. However, for such a dialogical connection to be first established and later closed, both the caller and the call recipient have to engage in certain actions before and after their conversation. During the prebeginning, that is, during the “phase of incipient interaction” (Schegloff, 1979, p. 34) that precedes the actual telephone conversation, the caller and a potential answerer attend to and prepare for an upcoming call, the former, for example, by selecting or dialing a telephone number and the latter, for example, by checking the caller’s identity from the display of the phone (see also Mondada, 2008; Zimmerman, 1992). In this respect, the following analyses also add to our understanding of human–technology interaction by showing how the ringing phone, as a technological and interactive device, becomes manifest in the everyday conduct of people (see Dourish, 2001; Heath & Luff, 2000; Hutchby, 2001).

Another issue that has received little attention concerns the ways in which copresent participants in a multiactivity context respond to the demands posed by a ringing phone. Schegloff (1986, pp. 120–121) notes that copresent nonpotential answerers modify and coordinate their conduct to release the answerer to deal with the phone’s ringing. Other conversation analysts, with the help of video data, have also studied telephone conversations in different multiactivity contexts and paid attention to, among other things, what happens just before a call. Mondada (2008) considers work practices at a call center and argues that before taking a call “the operator engages in other activities, which can be interrupted, suspended, accelerated or perturbed by the incoming ringtones” (p. 29). In other words, the operator has to find ways of dealing with several activities at the same time. Such multiactivity is typical of work settings but may arguably also take place elsewhere, such as in a car. We build on Mondada’s work by studying participants’ vocal and embodied conduct during a prebeginning as an instance of a more generic practice of how interactants suspend, interrupt, or disengage from one activity in favor of another, in this case, answering a ringing phone while driving. As shown, during a prebeginning, participants often render the ringing of the phone socially salient to others. Thus, the analyses show that call activities that are commonly ascribed to a single participant may in effect be jointly produced by interlocutors. The analyses also describe the kinds of solutions interlocutors employ to respond to the demands of managing multiple competing activities. These findings support studies by Fele (2008), who considers how the call-taker and the dispatcher at an emergency operation center collaborate to manage incoming radio calls from ambulance crews, and by Weilenmann and Larsson (2001), who discuss ways in which teenagers share their mobile phones to engage in multifaceted social interaction with their friends and new acquaintances, rather than simply making and receiving personal calls.

As regards the use of mobile phones while driving, some ethnographic studies have shed light on the ways in which mobile phones are used in a car. Esbjörnsson,
Juhlin, and Weilenmann (2007) argue that drivers draw on resources of “interactional adaptation” through which they are able to fit their talking and driving activities together in changing traffic conditions. In a similar manner, Laurier (2002) shows how drivers in general coordinate in-car activities with driving. In addition to providing information on how drivers manage various possibly simultaneous activities as they unfold moment by moment, studies of naturally occurring driving situations highlight the role that passengers may play in the process. Indeed, in their exploratory report, Laurier et al. (2008) suggest that a driver and passenger(s) may collaborate to organize both the driving activity and the social interaction that they are engaged in (see also Haddington, 2010; Haddington & Keisanen, 2009; Nevile, to appear in 2011).

These ethnographic and conversation-analytic studies complement existing research on driving and traffic safety, which are currently dominated by the psychological framework and methods of data collection that rely on driving simulators, test-track driving, and questionnaires (for overviews, see Caird, Willness, Steel, & Scialfa, 2008; Charlton, 2009; Horrey & Wickens, 2006). Although researchers are not unanimous in their opinions on the effects of phone calls on traffic safety, the majority of experimental studies suggest that phone calls affect drivers’ cognitive processing, resulting in, for example, slower reaction times and impairment in the handling of the vehicle. These findings are supported by statistics testifying that mobile phones are regularly involved in car accidents. It is also worth noting that the use of phones with hands-free systems has not been found to be any safer than the use of hand-held phones. Few traffic safety studies rely on empirical data recorded in natural driving situations or examine what happens before a mobile phone call in a car. As an exception, studies based on the “100-car naturalistic driving study” project, which has collected an extensive database of naturalistic driving situations, show that dialing frequently occurs in cars and that the dialing activity increases the risk of being involved in either crashes, near crashes, or other incidents and is thus unsafe (see Dingus et al., 2006; Hanowski, Olson, Hickman, & Dingus, 2006; Klauer, Dingus, Neale, Sudweeks, & Ramsey, 2006).

In spite of these abundant studies, very little is still known about the actual use of mobile phones in a car as artifacts that need to be physically searched for, looked at, and handled and about how such situated, embodied actions affect the interactional conduct of participants inside a car while on the move. Furthermore, little is known about the situated factors that make people use mobile phones in a car, even though they are presumably aware that such an activity is dangerous. We shall address these issues in our analyses.

Data

The data for this study are drawn from a corpus of approximately 100 hours of real-life video- and audio-recorded interactions in a car. The materials were recorded as parts of different projects in Australia, Finland, and the United Kingdom.
data have not been collected specifically for studying the use of mobile phones in cars but for research on social interaction in cars more generally. The participants in the recordings volunteered to be recorded (or to record themselves) during their everyday car journeys: They include, for example, colleagues on their commute, parents and children on the school run, and friends on a day trip. Most of the materials were recorded with two cameras. One camera was positioned on the dashboard and faced the driver and passengers to capture their vocal and bodily conduct. The other camera was positioned either on the dashboard or on the rack behind the back seat and faced forward and outwards to capture some of the traffic situation as seen through the windscreen. The video recordings were then viewed in search of potential phenomena and selected moments were transcribed carefully for their vocal and embodied features. The data include 35 instances in which occupants in a car use a mobile phone to make and receive calls or text messages. Here, we focus on the 15 cases of an outgoing call and 6 cases of an incoming call that involve someone’s use of the driver’s mobile phone. We acknowledge the fact that the data are limited for an exhaustive account of drivers’ and passengers’ conduct in a car. However, we believe that an examination of what these participants do in these settings on these occasions in effect gives an important outlook on social interaction and the use of technologies in general. We encourage researchers who work within different methodological frameworks and who perhaps have access to more extensive data sets than we do to consider some of the concerns that we bring up here.

Prebeginnings of calls in a car: Practices for coordinating multiple activities while on the move

In this section, we carry out in-depth sequential analyses of how the prebeginning of a call affects the multiactivity situation inside the car and what actions are involved in the calling activity. We also study how participants coordinate the use of the phone both with the driving activity and with other activities in a car. In the case of incoming calls, we use the term prebeginning to refer to the phase between the telephone’s initial ring (i.e., the summons) and the spoken answer. In the case of outgoing calls, we use prebeginning to refer to the phase between the moment at which the caller visibly and/or audibly begins preparations for making a call and the subsequent answer (or, in the case of unsuccessful call attempts, the moment of visible and/or audible withdrawal from the activity).

Answering a phone in a multiactivity context: Treating incoming calls as temporally urgent

We first discuss how the actions of in-car participants during a prebeginning of an incoming call can be seen as practices for managing and coordinating the demands of multiple intersecting activities (see also Extract 1). We show how participants can be seen to deal with such activities by turning the prebeginning into a collaborative effort. We also show how participants treat the incoming call as temporally urgent.
Although participants in principle have the option of not answering the phone while traveling in a car, all the incoming calls in the data are answered.

In Extract 2, there are six people in a minivan: the driver, one passenger in the front seat (the driver’s young daughter), three passengers in the middle row of seats, and one passenger in the back row. Here, the driver and the front-seat passenger deal with an incoming call.

(2) Habitable Cars/Phone call (00:01:01)

01 FP: [(unpickable)].
02 >ENV: [↑ --> ((PHONE BEGINS TO RING))]
03 DRV: oh Suzy, ((BEGINS 1.3 SECONDS INTO RINGING))
04 phone is ringing, it’s in that orange thing there,
05 can you-
06 FP: (I’ll) answer it.
07 DRV: yes. a little green phone sign,
08 you [put it to your ear,
09 >ENV: ↑ --> ((RINGING STOPS))
10 RRP[^5]: [can we (come over) your house today]?
11 DRV: and you press that little green sign].
12 FP: ↑((PRESSES A BUTTON ON PHONE))
13 FP: hello?

In this extract, the prebeginning consists of multiple steps: The ringing of the phone occasions a series of actions in which both the driver and the passenger orient to the phone, locate the phone, negotiate who is to be the answerer, handle the phone, and initiate the answering. When the phone rings, the driver is the first to orient to it: She moves her gaze away from the road and toward the phone (Figure 2a), which is evidently located somewhere in front of the passenger. The driver also attracts the passenger’s attention, oh Suzy (l. 3), and directs it to the phone by making an observation, phone is ringing (l. 4). At the same time, the driver begins to stretch her arm out in the direction of the phone (Figure 2b), thus making the phone materially salient and its location known to the passenger (see Nevile, 2007). The passenger’s gaze first follows the driver’s gaze and then her arm stretched out in the direction of the phone (Figure 2c). When the passenger visibly orients to the phone by looking in its direction, the driver further assists her in locating it, it’s in that orange thing there (l. 4), and the passenger begins to lean forward (Figure 2d). The driver starts off an utterance that is clearly a request, but truncates it (can you, l. 5), as the passenger has already begun to comply bodily and now does so also vocally ((I’ll) answer it, l. 6). In other words, the driver highlights the relevance of the passenger’s involvement in the prebeginning, and the passenger visibly and vocally assents to the proffered role.

The driver looks straight ahead as she continues to instruct the passenger on the use of the phone (l. 7) and as the passenger is still bent forward in search of the phone. When the passenger pulls herself back up with the phone in her hands, the driver takes one more look at the passenger and then finishes the instructions (ll. 8
and 11) while looking forward at the street. As the driver is finishing the instructions, the passenger presses a button and answers the phone with hello (ll. 12–13). There are two probable reasons for the driver giving detailed instructions to the passenger: First, the passenger is a young child who may not yet have much experience in using mobile phones, and second, the phone is the driver’s phone, not the passenger’s. By instructing the passenger in the use of the phone, the driver actively engages in the prebeginning for which she, as the owner of the phone, can be considered mainly responsible, even though she does not actually answer the phone. It is worth noting that during this prebeginning, the driver refrains from engaging in an additional conversational exchange: In overlap with the driver’s instructions, the child on the back seat asks her a question (l. 10), but the driver postpones her answer until after the front-seat passenger has answered the phone (data not shown).

Extract 2 shows that when the phone starts ringing, the driver orients to the ringing phone immediately. This indicates that the action of summoning, which the ringing phone accomplishes, is socially treated as requiring an immediate response. After they have established mutual orientation to the phone, both the driver and the passenger collaboratively locate it and initiate the answering. The driver’s alternating gaze between the phone and the street ahead shows how the driver coordinates her actions in the distributed answering phase with the demands imposed on her
by the driving activity. Furthermore, the driver immediately engages the passenger in the prebeginning, and the passenger readily takes up her part in the task, even before the driver has explicitly requested her to do so.

In Extract 3, two colleagues are on their commute and have just taken an early exit from a freeway due to a sign notifying people of a delay on their ordinary route. At the beginning, both the driver and the passenger are oriented to the driving activity: They are gazing at the street straight ahead and discussing the potential reason for the delay (ll. 1–2). Then, the driver’s phone goes off, and the participants jointly manage the prebeginning.

(3) Habitable Cars/Answering phone (00:00:03)

01 FP: .mt there must have been an accident, I think.
02 DRV: "(there’s been an accident-)
03 (is that) my phone<”,
04 (0.7)
05 oh.
06 (1.6)
07 oh that’s (Belfast), can you answer that.
08 FP: mm,
09 (2.0)
10 DRV: hit the green button.
11 FP: oh. hello:?

At the start of the extract, the driver has her left hand on the steering wheel and her right hand on her right thigh, close to a mobile phone that is on her lap (Figure 3a). During talk about the delay (ll. 1–2), the driver moves her right hand and grabs the phone. At this point, it can be seen in the video image that the light of the phone’s display is flashing, as an indication of an incoming call. The driver locates the phone without looking at it, her gaze directed to the street (Figure 3b). The data do not provide any obvious reason for why the driver has placed the phone on her lap, but the location of the phone enables her to locate it in a way that can with little effort be coordinated with the current activity of driving straight ahead on a street (see also Extract 1). After grabbing the phone, the driver begins to lift it up and to lower her gaze to it. The driver brings the phone to chest height in front of her, keeping her eyes on the phone, and simultaneously provides an account for her digression from the main line of their talk ((is that) my phone, l. 3; Figure 3c). She then glances at the street (Figure 3d) but quickly returns her gaze to the phone. The driver’s bodily and vocal actions (i.e., looking at and commenting on the phone) suggest that, in contrast with Extracts 1 and 2, the driver is seeking more information about the quality of the summons, for example, the identity of the caller or, indeed, whether it is an incoming call or a text message.

While the driver continues to look at her phone, she lifts it slightly higher and closer to the steering wheel. As the driver does so, the passenger also directs her gaze toward the phone (Figure 4a). The driver then utters oh (l. 5), presumably in reaction to some information that is visible on the display of the phone. She takes another
look at her phone and, while returning her gaze back to the street and handing the phone over to the passenger, she provides a piece of information about the caller that is available to her at this point, *oh that’s (Belfast)* (l. 7). This vocal comment reveals that the driver has used the phone’s caller identification feature. However, it seems that what is visible to the driver on the display is not a name that she has saved in the phone’s directory but a number that has a dialing code or another piece of information that reveals the caller’s potential location. The driver’s handing the phone toward the passenger suggests that the passenger should handle the phone, and the proffered information about the caller’s identity prepares the passenger for the task. Thus, by relaying information that was gleaned from the phone’s display, the driver indicates to the passenger that the call can be treated as coming from an unknown number but possibly being of some relevance to the driver.

The passenger begins to stretch her arm out toward the phone at the same time as the driver explicitly requests her to deal with the call: *can you answer that* (l. 7). The passenger takes the phone (Figure 4b), brings it closer to her body, and looks at it (Figure 4c). Rather than returning her hand to her thigh or the steering wheel, the

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**Figure 3** Driver orienting to and locating her ringing phone.
Figure 4  Driver and passenger handling the ringing phone.

driver reaches for the car radio and turns down the volume, in this way facilitating talk on the telephone (Figure 4c, d). She then looks at the passenger, who is still looking at the phone. The driver’s instructive hit the green button (l. 10) displays the passenger’s looking and not yet answering to be indicative of the passenger’s unfamiliarity in
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using this particular phone (Figure 4d). The passenger’s change-of-state token oh (Heritage, 1984) in Line 11 acknowledges the instructions and accepts the driver’s interpretation of the situation. The passenger then presses the button and answers the call (l. 11; Figure 4e).

The analyses in this section raise some fundamental issues regarding the answering of phone calls in a car. First, they show that although drivers and passengers, in a car’s complex multiactivity context, have the option of not answering a ringing phone, they still do so. The limited data prevent us from making any definitive claims but still urge us to pose the following question: Does preference for the progressivity of an interactional sequence (Schegloff, 2007, p. 59; Stivers & Robinson, 2006, p. 387), that is, preference for responding to an initiating action (a summons) with an action that promotes the trajectory of the first (an answer), enforce answering even while driving? The above analyses suggest that the ringing of the phone, as a social action, is treated as projecting and requiring an answer. Furthermore, we can ask the following questions: Would ignoring a call be treated as an accountable action by the caller and the intended call recipient? What is the significance of the passenger? Does the availability of a copresent participant contribute to the decision to answer the phone? Would the driver also be accountable for the passenger if she ignored the call? Answers to these questions could partially explain why drivers answer a call although being aware that doing so compromises their own and other people’s safety and that it is, in many countries, illegal.

Second, the summons of a phone occasions a series of actions in which participants orient to, locate, and handle the phone before the answer. Even more importantly, however, Extracts 2 and 3 show that the presence and availability of a passenger provides the driver with the opportunity to share the demands of the prebeginning with the passenger. This enables the driver to coordinate better the use of the phone with driving. Requesting the passenger to locate and answer the phone also provides the driver more freedom to focus on driving, to maintain her gaze on the road, and to have her hands free for the car’s controls. Consequently, answering the phone in the car becomes a collaborative activity in which the passenger, on request, answers the phone and thereby also facilitates the driving activity.

Third, another piece of evidence for how the ringing of the phone is treated as the shared concern of the occupants of the car is the verbalization of the phone’s ringing. Regardless of whose phone rings, the interlocutors in these extracts and elsewhere in the data verbalize the ringing of the phone with such utterances as phone is ringing or is that my phone. Such utterances are essential elements of the prebeginning phase. They do not simply display a speaker’s noticing of a ringing phone but render the summons a socially explicit action that has consequences for the unfolding situation. They also provide recipients with an account for why an ongoing activity is stopped or postponed and thereby help construct a shared participation framework in which the participants mutually orient to the emerging contextual configuration (Goodwin, 2000) that is occasioned by the ringing of a phone. Furthermore, verbalizations of a phone’s ringing may function as prerequisites for a passenger’s assistance in answering...
the call. In other words, such utterances make answering the phone socially salient and turn the taking of the call into a collaborative activity.

Finally, the collaborative management of the prebeginning phase in cars is particularly important because incoming calls pose a particular kind of temporal challenge. As Extracts 1–3 show, incoming calls are unexpected in the sense that drivers cannot anticipate or control the actual moment of the ringing of their phones. A ringing phone necessarily sets up a time constraint: If it is to be answered, it has to be answered before it stops ringing. The time constraint of course applies to the answering of any phone call, but in cars and while on the move, time creates a double challenge because the answering has to be managed simultaneously with the demands of the driving activity. Drivers (and passengers) then have to figure out how to coordinate the prebeginning phase with the current driving activity within the limited time frame available for answering the phone. This is an important point to make because it seems that when making a phone call, in contrast with when receiving an incoming call, drivers are better able to control the multiactivity situation and to plan and adjust the use of the phone relative to the driving situation (see Extracts 7 and 8). However, as the following section shows, drivers sometimes also treat outgoing calls as relevant in the here and now and as calls that cannot be postponed.

Managing urgent outgoing calls in a multiactivity context
In the next two extracts, an outgoing call is treated as temporally urgent and thereby it is intertwined with or even interrupts an ongoing activity. As shown in the previous section, the prebeginning of incoming calls is occasioned by the ringing of the phone. Extract 4 shows that, similarly, making a call is not merely a cognitive choice but can be occasioned by an action or an event.

Extract 4 comes from the same recording as Extract 1, preceding it by a few minutes. A family of four has been traveling in a city to which they will move in the near future, and they are using a satellite navigator device to find the new workplace of the family’s mother. Prior to Extract 4, the driver has dropped the mother off at a location that they have deemed to be right, based on some signs that they have seen on the street outside the car, rather than on the navigator’s instructions. Here, the driver and the two back-seat passengers are discussing their future change of home and the changes it will bring to the family’s everyday life. In Line 2, the navigator announces that they are approaching the destination that the driver has programmed into the navigator. Based on the navigator’s announcement, the driver realizes that they have dropped the front-seat passenger off too early and so begins to call her, possibly to guide her to the right location.

(4) Talk&Drive #012 (00:44:27)
01 RLP: sää teet periaatteessa s[ammaa työtä].
   * in principle you will be doing the same job.*
02  >NAV:  [viidenkymmenen metrin] s[et]{\textsuperscript{ä}}
Here, too, the prebeginning is composed of different steps that lead up to the initiation of a call summons. As can be seen in Figure 5a–c, after the navigator’s announcement, the driver visibly starts the prebeginning by shifting his gaze from the road to search for the phone. He then returns his gaze to the road as he locates the phone in a small storage area between the front seats.

Figure 6a, b shows that while gazing at the road, the driver takes his phone out of a small pouch. After this, he shifts his gaze to the phone and starts pressing buttons, possibly to find the intended call recipient’s number in the phone’s directory.

For the next 7.5 seconds, the driver alternates his gaze back and forth between the phone and the road. He then turns his head slightly to the side a couple of times, which suggests that he is looking at the surroundings in search of a parking space. He then starts to slow down and uses the indicator (l. 14; Figure 7a), after which he voices his plans to stop the car and to make the call (ll. 16–17). The verbalization of plans here, similar to other cases in this article, functions as a way of halting the in-car conversation for the duration of the call. After announcing his intention to do
so, the driver stops the car at the kerbside, initiates the call, and brings the phone to his ear (Figure 7b, c). As becomes evident later on (data not shown), the intended recipient of the call does not answer the phone.
All in all, in the above extract, the organization of the prebeginning reflects the contextual configuration of the situation. The prebeginning is occasioned by an external event: the car’s current approach to a set destination and the information given by the global positioning system (GPS) navigator device. The driver’s coming to an understanding of his own location relative to the call recipient’s location and the resulting implication that the recipient is in the wrong place form the reason for the call (e.g., Couper-Kuhlen, 2001, Schegloff & Sacks, 1973). This shows that, similar to incoming calls, an outgoing call can be a situated activity. The call is not planned well in advance but is constrained by time and place. On one hand, the call is treated as something that cannot be postponed: It is relevant only in the here and now and would be meaningless later. On the other hand, the call is inextricably linked to the current location of the car and its occupants: The driver comes to an understanding of the wrong drop-off location only because the car has now arrived at the right destination. The call is thus treated as necessary because information about the location is not crucial for the driver but for the dropped-off passenger.

The driver then locates and starts using the phone by looking at its display and searching for the number in it. At the same time, he coordinates the use of the

Figure 7  Finding a place to stop and making a call.
phone both with the driving activity and with the conversation with the children in the back seat. On one hand, he keeps alternating his gaze between the phone and the road ahead and eventually parks the car at the kerbside to make the call. On the other hand, similar to the drivers in Extracts 2 and 3, he verbally postpones and disengages from other activities in the car (ll. 6–7) and explains his actions to the coparticipants (ll. 16–17). Although driving and making the call are mainly the driver’s responsibilities here, the passengers are also involved in these activities, if only by their refraining from continuing or starting other activities that would interfere with what the caller-driver is doing.

We see in Extract 4 (and also in Extract 7) that outgoing calls often have to do with the movement of the car (e.g., dropping off and picking up passengers). However, Extract 5 shows that this is not always the case. In Extract 5, the driver has just picked up two children from school. The children have called their mother with the driver’s phone, using a hands-free set with an earpiece and a microphone. After the children have used the phone, they have given the hands-free set to the driver so that she can talk with the mother, but the phone has remained on the back seat (data not shown). At the beginning of the extract, the driver is talking on the phone, but the call is cut off (l. 2). The driver then asks the children to hand her the phone from the back seat to redial (l. 3). During the prebeginning, the driver turns left at one junction and prepares for a right turn at another junction.

(5) Habitable Cars/Phoning & feeding (00:03:47)

01 DRV: I said good luck. ((TO CALL RECIPIENT))
02 (3.9) ((CALL IS CUT OFF DURING PAUSE))
03 DRV: can I have my phone back please you guys. ((TO PASSENGERS))
04 RRP: yeah.
05 DRV: ↑ ((DRIVER USES INDICATOR WITH RIGHT HAND))
06 (13.8)
07 RRP: Lynn?
08 DRV: wait a minute, I just have to phone mummy back quickly.
09 (3.3)
10 RRP: hhh
11 (3.1)
12 DRV: sorry, ((TO CALL RECIPIENT))
13 (I got that little bit through) (--) (bad reception)

Although there is no systematic research on what happens after a phone call is cut off, it seems a plausible and, intuitively, common procedure that either or both of the participants attempt quickly to reestablish the call by redialing. This is what happens in Extract 5: the cut-off call occasions the prebeginning. In Line 3, the driver asks the children to hand her the phone, can I have my phone back please you guys. At the same time, she glances toward the back seat and stretches out her left arm in the same direction (Figure 8a). The driver then returns her gaze to the street, while both
Figure 8  Driver coordinating the prebeginning and a turn at a junction.

children look at the phone (Figure 8b), and uses the indicator with her right hand, her left arm still outstretched toward the back seat. The child behind the driver vocally complies with the request (yeah, l. 4; Figure 8c), locates the phone, and gives it to the driver (Figure 8d). At the same time, the car approaches a junction at which the driver makes a left turn (see small images in Figure 8c, d). Consequently, the driver has to coordinate the prebeginning with the concurrent driving activity that involves monitoring other traffic, using the indicator, shifting gears, and turning the wheel. The driver keeps looking at the street (Figure 8b, c), quickly changes gears, and uses the indicator and then stretches her arm out again to get hold of the phone (Figure 8d).

After making the left turn and while approaching the next junction, the driver looks at the phone, possibly to find the recipient’s number in the phone’s directory and to redial. As she approaches the next junction, at which she will make a right turn, she keeps alternating her gaze between the phone’s display and the traffic (she looks at the phone four times; see Figure 9).

In Line 7, the child behind the driver summons the driver, and the driver responds by saying she is busy and explicitly postponing the proposed sequence (l. 8). Thus,
Figure 9  Driver looking at her phone in order to make a call.
along with similar utterances in other extracts of this article, the driver’s utterance in Line 8 suspends an emerging activity and allows the driver to continue the prebeginning of the call. At Line 11, the recipient presumably answers the call because the driver then apologizes for the cut-off (l. 12). Extract 5 again shows that a prebeginning is composed of multiple steps in which the driver locates the phone with the assistance of the passengers and handles the phone to redial. The driver also coordinates these steps with the driving activity. However, what is important is that the extract shows how the driver treats the cut-off call as requiring an immediate recall. Again, the outgoing call is not just a matter of the driver making a choice but is, in a sense, a social obligation that is occasioned by a prior event, the call that has just been cut off.

**Scheduling and coordinating outgoing calls over time in a multiactivity context**

Although the making of a phone call is often meaningfully connected to the immediate time and place, in-car participants are in some situations better able to plan and coordinate an outgoing call than in others. In the following instance, the driver proposes that a call be made some time later and hands his phone over to a passenger so that she can make the call. The prebeginning is managed over a long period of time and is interspersed with several other activities. It is here presented in two separate extracts. In these extracts, the driver is accompanied by two passengers (one in the front and another in the back), and they are on their way to two separate pick-up points to collect two more passengers. The call deals with the first pickup. In Extract 6, the driver initiates the prebeginning.

(6) Habitable Cars/Setting off (00:00:05)

01 DRV: what we [do],
02 FP: [ugh],
03 DRV: yeah, put this away, ↑{(DRV HANDS CAP TO FP)}
04 I don’t need [-[-]
05 FP: [well I don’t need it].
06 DRV: (-[-)
07 FP: ↑{(FP TAKES CAP)}
08 (0.3)
09 FP: yeah, will do.
10 ↑{(DRV STARTS SEARCHING FOR PHONE)}
11 (0.6)
12 DRV: if I k- where’s my phone.
13 ↑{(DRV LOOKS DOWN, IN SEARCH OF PHONE)}
14 oh there it is. take that,
15 ↑{(DRV HANDS PHONE TO FP)}
16 FP: .mt oh god,
17 (0.7)
18 DRV: and then, uhm,
19 (0.6)
In Line 1, the driver begins to plan the journey ahead: What we do projects an extended sequence that will detail some future activities and the plural personal pronoun we indicates that those activities will involve not only the driver but also the passengers. As will become evident, these activities (i.e., organizing the pickup, returning a DVD, and making a phone call) are closely connected, each raising the relevance of the others.

At the beginning of the extract, the driver hands the front-seat passenger his cap (ll. 3–4). Once the passenger has accepted the cap (l. 8), the driver returns his hand to his lap and begins to feel his trouser pockets (l.11). He marks his hand movement as a search for his mobile phone by saying where’s my phone (l. 13). In this way, he accounts for his present conduct and asks the passengers to assist him in the search. The driver then glances down and finds the phone between his legs, takes it, and hands it to the passenger (take that, ll. 15–16; Figure 10a). It is worth noting that at this point the passenger has the cap in her right hand and she is passing it to the back seat. The passenger vocally protests (.mt oh god, l. 17; Figure 10b) at the driver’s request but complies by taking the phone with her left hand and eventually placing both the phone and the cap on her lap. The passenger’s grudging compliance serves as an indication of her orientation to the driving activity: She facilitates the driving by doing what the driver asks her to do.

The driver indicates that his listing of their future activities is still under way by uttering and then, uhm (l. 19). The passenger’s remark I’ve got a DVD to Tommy to post (l. 21) contributes to the listing because Tommy is the first of the two people whom they will pick up. The driver then returns to his line of talk and asks the passenger to make a call (phone him when we get near, l. 25) and possibly suggests what the passenger should say on the phone (l. 26). While detailing the rest of his plan, the driver stretches out his arm and points with his left index finger in the direction of the phone, which is now on the passenger’s lap, under the cap (Figure 11).

The link between the call, Tommy, and the DVD is activated again later during the journey, when the car approaches the location of the first pickup. Prior to this extract, the participants have discussed the air conditioning of the car, but here the front-seat passenger returns to an earlier subject to locate the DVD that they will deliver to Tommy.

(7) Habitable Cars/Air conditioning (00:01:01)

01 FP: [where’s that D]VD.
02 (1.3)
Figure 10  Driver and passenger handling the phone in preparation for an outgoing call.

03  DRV: I ain’t got it.
04  FP: oh, it’s in the bag, (just may as well) take it with us.
05    haha.
06  (1.0)
07  DRV: go<
08            ↑((FP STARTS TO REACH FOR PHONE; DRV POINTING GESTURE ONSET))
09    (you better) turn the log on,
10            ↑((DRV GESTURE APEX REACHED))
11                          ↑((FP STARTS TO LOOK AT PHONE))
12    find Meg’s number,
13            ↑((DRV GESTURE WITHDRAWN))
14    (Meg McQuinny),
15    (0.3)
16    phone and say, (get out),

As the pickup, the delivery of the DVD, and the phone call are connected activities, it is possible that talk about and search for the DVD triggers the next activity, the making of the phone call. The driver and the front seat passenger both start to act simultaneously in a way that shows they consider the call to be the next relevant activity. First, the passenger glances at and reaches toward her lap (l. 8; Figure 12a). Then, at the same time, as the passenger raises the phone, the driver lifts his hand to point, with his left index finger, toward the phone (Figure 12b), and begins to give instructions to the passenger (l. 9). While continuing to give instructions on how to use the phone (ll. 12–16), the driver’s gaze is directed at the street (Figure 12c) and his left hand only moves from its resting position on his thigh to switches on the dashboard (Figure 12d). The passenger holds the phone up in front of her
with both her hands and her gaze is directed at the phone. Later in the fragment (data not shown), the driver and passenger continue to manage the call jointly: The passenger relays information from the driver to the call recipient throughout the conversation.

In Extract 7, the passenger thus manages most of the physical arrangements required by the call: handling the phone, looking for and selecting the number, holding the phone to her ear, and, finally, talking to the call recipient. However, the driver also has an active role in the arrangements: He suggests that the call should be made, searches for the phone and hands it to the passenger, times the initiation of the call in relation to their journey, tells the passenger how to use the phone, and dictates what the passenger should say to the call recipient. At the same time, the participants coordinate the prebeginning with various other activities, for example, driving, locating and handling objects, and discussing other relevant matters. In other words, the responsibility for the prebeginning is shared and distributed between the driver and the passenger. By managing the prebeginning together, they also advance the progress of their journey.

What is distinct in Extracts 6 and 7 compared with the outgoing calls in Extracts 4 and 5, and especially with the incoming calls in Extracts 1–3, is that the call is clearly
planned in advance. The driver and the passenger together engage in a sequence of actions that anticipates and constructs the relevance of the call at a certain place and time, not now but in the future. Nevertheless, the making of the call is reflexively connected to the advancement of the journey and the car’s movement. The reason for the call is, similar to all the presented and discussed extracts, connected to the moment of the call and relevant only in that temporal and spatial context. Throughout the prebeginning, the driver and the passenger are highly tuned in to one another and engage in the collaborative, distributed work of preparing for the call.

The prebeginnings of incoming calls are always occasioned by the phone’s ringing, the summons. The exact moment of the phone’s ringing cannot be anticipated. At the same time, the ringing of the phone poses a temporal constraint. This constraint, combined with the apparent social pressure to answer a ringing phone, has significant consequences on the actions of in-car participants. As regards outgoing calls, although one might assume that drivers and passengers have more freedom and are better able
to plan a call, the analyses suggest that they are also situated, contextual, and often temporally constrained but in different ways than incoming calls. Outgoing mobile phone calls in a car are often occasioned by the car arriving at a particular location, by its projected trajectory, or by a noticing. These situated and contextual features occasion a reason for a call that is strictly bound to time and place and the relevance of which will disappear if postponed. Nevertheless, as the analyses suggest, in-car participants are sometimes able to plan an upcoming call carefully, and whenever that happens, the prebeginning phase of a call can be extended and better coordinated with the driving activity.

Conclusion

By examining video recordings of the use of mobile phones inside cars, this article has studied an important phase of such mobile phone calls: the prebeginning of the call. Previous conversation-analytic research has focused on the opening sequences of landline and mobile phone calls. The analysis of prebeginnings in this article adds to conversation-analytic research on how calls are organized both socially and sequentially. It shows how each prebeginning is a situated and contextual event that is occasioned by and reflects the actions, events, and demands that emerge in the particular contextual configuration of the moment. However, the findings have broader implications as well.

On one hand, this study contributes to recent discussions about how ubiquitous and mobile technologies influence our everyday conduct (Katz, 2008; Katz & Aakhus, 2002b) and, especially, how particular events make relevant and lead to the use of technologies. It also complements knowledge about how humans interact meaningfully with technologies in the presence of others (e.g., Dourish, 2001; Heath & Luff, 2000; Suchman, 2006). We have identified features of the prebeginning that recur in all the extracts: (a) the driver and passenger(s) orient to the ringing phone (by looking in the direction of the phone); (b) the driver and passenger(s) locate the phone (by stretching out their arms and taking the phone in their hands); and (c) the driver and passenger(s) handle the phone. What is also important to note is that these steps may be, and often are, distributed and shared between the driver and the passenger(s). Additionally, the results reveal some of the vocal and embodied practices that people use to coordinate the use of technologies with other simultaneous activities. Indeed, we have shown that participants have various means of disengaging from and postponing other activities as well as requesting for the assistance of copresent participants in a complex multiactivity context.

On the other hand, the results have direct relevance for existing traffic safety research: They suggest some reasons why drivers use a mobile phone despite their being aware of the risks that are involved. The analyses have shown what happens immediately before a phone call (e.g., what may occasion a call and how copresent participants prepare for a call). The findings suggest that the use of a phone is not necessarily based on a conscious decision or a laid-out plan but that there are
different contextual features and demands (such as temporal constraints, the car’s location, and the immediate interactional history) that make relevant, prompt, or require a phone call. Importantly, for research on driving and traffic safety, the analyses have shown that the ringing of the phone, the summons—and not just conversation over the phone—may have significant consequences on the actions of the participants: When their phone rings, drivers often remove their gaze from the road, take a hand off the wheel to grab the phone from somewhere in the car, and tell passengers how to use the phone. All these actions prepare for and aim at an answer.

Finally, the analyses have shown that there are differences in how incoming and outgoing calls are managed in cars. In some ways, this is an obvious point to make, but it is not trivial. An incoming call is a situated event that sets up a time constraint. If it is to be answered, it has to be answered before it stops ringing. In challenging driving conditions, answering a phone creates an even more demanding multiactivity situation that affects the driver’s actions and may be costly. Similar to incoming calls, outgoing calls can be closely connected to the time and place in which they are produced. Some event or action in the mobile situation may prompt or force participants to make a phone call that is relevant only at that moment. However, outgoing calls can sometimes be planned or timed more freely so that their impact on driving can be minimized.

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Notes

1 The use of the term prebeginning begs an explanation. In conversation-analytic research, Schegloff (1979, p. 34) has used the term to refer to phases of incipient interaction that precede openings of activities in face-to-face interaction (see also Mondada, 2009). However, as regards (landline) telephone conversations, Schegloff (1979, p. 34) notes that “on the telephone, visual access is denied, and typically there is no prebeginning.” We take this to imply that in landline phone calls specifically, because the caller and the recipient usually are not able to see and thus identify each other before their conversation, the actions that precede such a conversation have little impact on how it unfolds. It is worth noting, however, that Mondada (2008) and Zimmerman (1992) use the term prebeginning specifically to refer to actions that precede a phone conversation, such as dialing a number. As regards mobile phone calls, the situation is a bit more complicated. Although there is little reporting of it in this article, people rely on features
of the technology (e.g., caller identification on the phone’s display and ringtones assigned to specific callers) either to identify the caller or to recognize that they do not know the caller before they answer the call. These features may have an impact on how the phone is answered or on whether it is answered at all. In driving situations especially, they can thus have important implications. Therefore, although we focus specifically on what happens in copresent interaction before the phone conversation and not on how features of the prebeginning affect, for example, the design of an answer, we have decided to use the term prebeginning because it implies that what is being done is done in preparation for a future conversation. A comment made by one of the reviewers made us reconsider the use of the notion and we want to thank her or him for that comment.

2 The transcripts follow the conventions used in conversation analysis, originally developed by Gail Jefferson (see Jefferson, 2004; see also Atkinson & Heritage, 1984). In the transcripts, participants are named as follows: DRV = driver, FP = front seat passenger, RRP = rear right passenger, RLP = rear left passenger, > ENV = environment, > NAV = GPS navigator, X = unidentified participant. The arrows in the figures indicate the exact time of the image in relation to the transcript.

3 It is worth noting, however, that although the actions of the drivers were video-recorded in the “100-Car” project, the camera focused on the face of the drivers, thus excluding the actions of possible passengers from view. Additionally, there is no indication in the reports that a sound recording was made of the talk of the in-car participants.

4 We want to express our gratitude to Maurice Nevile (project In-Car Distractions and Their Impact on Driving) and Eric Laurier (project Habitable Cars: The Organization of Collective Private Transport), who have kindly given us permission to use their data in our research. The Finnish data have been collected as part of the project Talk & Drive: Mobility, Language and Embodied Practices as Resources for Social Action in Face-to-Face and Mobile Phone Interaction in Cars.

5 This rear right passenger is sitting on the third row of seats.

6 The driver and passenger are currently in Scotland, and the call seems to come from a telephone number in Northern Ireland, an area familiar to the driver.

References


技术、多重任务和驾驶：注意和准备在车内打电话行为

【摘要：】

本文研究司机和乘客在车内接打电话并重点关注参与者接打电话之前的行为。通过分析实际驾车情况的录像资料，和在会话分析和多重形式交互分析的基础上，本文讨论了参与者如何暂时和按顺序协调多重任务的情况，即在开车时使用手机。本文显示参与者如何依赖目前的社会环境、具体的背景来处理当时相应的接打电话行为，以及人们如何通过声音和身体的行为，协调管理电话开始之前的情况。研究结果与驾驶、人际和人与技术互动的研究皆有关联。
Les technologies, le multitâche et la conduite automobile : se préparer à une conversation par téléphone mobile dans la voiture et s’en occuper

Cet article étudie les appels téléphoniques mobiles initiés ou reçus par les conducteurs ou les passagers de voitures et se concentre sur les actions des participants avant la conversation téléphonique même. Puisant dans des données vidéo de situations de conduite réelles, et partant de l’analyse de conversation et de l’analyse d’interaction multimodale, l’article discute la manière dont les participants coordonnent, temporellement et séquentiellement, des situations qui requièrent le multitâche, c.-à-d. l’utilisation d’un téléphone sur la route. L’article montre comment les participants puisent dans le contexte socio-interactionnel et matériel de la situation pour traiter l’appel comme étant pertinent à ce moment et comment, à travers leur comportement vocal et corporel, ils gèrent ce pré-début comme un effort collaboratif. Les résultats sont pertinents pour la recherche sur la conduite ainsi que sur les interactions humain—humain et humain—technologie.

Mots clés : conduite, interaction humain—technologie, appels par téléphones mobiles, multi-activités, multitâche, pré-début, interaction sociale, conversation téléphonique, temporalité
Technologie, Multitasking und Autofahren: Das Telefonieren und die Vorbereitung auf das Telefonieren mit einem Mobiltelefon im Auto


Schlüsselbegriffe: Autofahren, Mensch-Technologie-Interaktion, Handytelefonate, Mobilität, Mehrfachaktivität, Multitasking, Zeitlichkeit
Technologies, Multitasking and Driving: Attending to and Preparing for a Mobile Phone Conversation in the Car

기술들, 다면적 행위들, 그리고 운전: 자동차안에서 모바일 대화를 위한 참여와 준비

요약

본 연구는 자동차내에서 운전자들과 승객들이 모바일전화를 하거나 받는 것을 연구한 것이며, 전화대화 직전의 참여자들의 행위에 초점을 맞추었다. 실제 운전 상황을 녹화한 데이터를 통해, 그리고 대화분석과 다면적 상호작용 분석을 통해, 본 논문은 참여자들이 어떻게 일시적으로 그리고 연속적으로 운전하면서 전화를 하는 것과 같은, 다면적 행위를 하는 상황을 유발하는가를 연구하였다. 본 논문은 참여자들이 목소리와 신체 행위들을 통하여 협동적인 노력으로서 사전 행위들을 관리하는지에 대해 보여주었다. 발견들은 운전과 인간대 인간, 그리고 인간대 기술의 상호작용에 대한 연구를 위한 관련성을 발견하였다.