

Personal

A1 [f2f] Get a sense of emotion and feeling through body language and facial expressions

A1 [significant emotional – want other type] Yes. My partner spent a few days in hospital recently. After the consultants / doctors had visited, it would have been nice to talk through what they suggested etc face-to-face rather than over the phone. Talking face-to-face in this situation would have been more personal and perhaps comforting to my partner.

A2 [sig emotional – want other] When we had had an argument and both our emotions would have got in the way of resolving the issue. It was much easier to write down my exact issues and feelings onto paper as I could leave out my anger and tears out of it!

A1 [im] Just using text for IM can be a little impersonal.

A1 [sms] The abrupt nature of text messages can be rude and hard to express context / feeling

A1 [sig emotional – want other] Birthday / special occasion because it's more personal and meaningful than a plain e-mail / text. It's more caring etc.

A1 [phone] It's nice to hear my partner's voice and it's easy to get an idea of her feelings from the tone of voice, even without being able to see my partner.

A2 [f2f] I think it is a lot more personal and I find it easier to work out what emotions they are feeling rather than trying to interpret them from a text or an email.

A2 [f2f] When I want to hide my real feelings from my partner as it is easy to guess how I really feel from my facial expressions and overall body language.

A2 [im] It is impersonal, takes up too much time, it's boring

A2 [not sms] To discuss our relationship, it was far too impersonal.

A2 [phone] It is the next best thing to face to face. It's easier to get across ideas and feelings than all the written forms of communications. It is quicker to get everything said that is needed to be said. It is easy to interpret emotions of the other person.

A3 [f2f] Face to face is my preferred method of communication as you can clearly see their facial expressions and read their body language which makes it a lot easier to communicate with them.

A3 [emotional stress – wanted to use f2f] After a bad day at work when I was stressed and tired.

A3 [phone] Can understand their emotions a lot better through tone of voice and can tell how they are feeling a lot quicker than say a text or an email.

A3 [phone] If I couldn't communicate face to face, phone call would be my preferred option. If i'm having a stressful day in work I often wish I could just ring him up and talk through the situation with him, instead it's a text which takes longer to explain etc.

A61 [Face to face] Very personal.

A61 [telephone] More personal than SMS and you can talk easily for a long time...
[dislike] sometimes feels like I am far away

A74 [F2F] other means are only used when not co-located

A74 [phone] Good to hear voice

A82 [tm] It feels impersonal

A82 [phone] Can hear voice, more personal than SMS

A82 [skype with video] Can see and hear other person

A87 [tm] Can't get much emotion into them

A87 [phone] Hear his voice but don't have to be close

Effort

A2 [sms] It takes me too long to text and I can never be bothered to write everything I want to say within the text.

A2 [email] It takes longer to write than to talk to him.

A3 [email] It's quick and easy

A61 [Text Message] Quick. Easy to share info

A61 [TM] Sometimes takes too long to compose message

A74 [F2F] It is easy

A74 [TM] Quick, easy

A74 [TM] A bit impersonal

A74 [email] ...it is convenient as I usually have email open and know she will too

A82 [tm] It is very quick and convenient

A82 [tm] easier quicker to say things than to type

A84 [im] It's quick and convenient

A87 [tm] Quick, easy

Comprehension

A74 [tm] Not good for anything complicated

A84 [im] Can be difficult to get across jokes/sarcasm without facial expressions/tone of voice

Response time

A74 [tm] No immediacy

A74 [phone] Can immediately discuss things

A84 [email] Can take forever to reply

Com manage

A1 [im] Also, when someone pings you on an IM program, the way it pops up with the message box, often flashing / bouncing icon to attract attention can be quite rude and intrusive.

A1 [im] My partner cannot use / have access to her mobile at work for H&S reasons, therefore to communicate information about evening plans etc, it would be much easier to use IM.

A1 [sms] Can send a text message from (almost) anywhere and at anytime.

A2 [im] , one good point is that it is instant and you get messages in real time.

A2 [sms] They can be sent when in places that talking about certain topics would be inappropriate such as in the middle of a crowded tube, in a library etc

A2 [email] When out on a night out. Email would have been inconvenient, a text is much more appropriate.

A3 [sms] It's quick and easy and can be done on the move. It's also quite a discrete way of communicating.

A74 [phone] Can be overheard/annoy others in the area

Physical

A82 [f2f] It is more physical... can actually see him in person. Actually being in the same place is nice

A3 [f2f] It also means we are physically closer together.

A87 [f2f] Physical contact

A87 [f2f]{want} When I've got lots of work and need a cuddle

Other

A74 [email]{different personas} – mixes work/personal life.

A82 [f2f]{hiding} When in a bad mood, I don't like showing the mood or making it obvious

Purpose

A1 [sms]

A3 [email] Can transfer a lot of information e.g attachments

A61 Differing Purpose – use telephone

A74 - Different purpose – [tm]

A74 [email] Sometimes a phone call is better suited for a conversation, rather than just sharing information

A82 Different purpose