Contents

Ack	nowledgements	vii
List	of Figures	ix
Trar	ascription procedures	xi
Par	t I: Situating the study	
	pter 1	
	nigration, bureaucracy and language	3
1.	Migrations in a globalised world	3
2.	Heterogeneity, equality and citizenship	5
	2.1. Linguistic diversity and opportunities of access	7
3.	Immigrants, bureaucrats and the state	8
	3.1. Bureaucracy and language use	11
4.	Goals of this research	12
5.	Sociohistorical, legal and political background	13
	5.1. Immigration to Spain: A recent phenomenon	13
	5.1.1. Number and geographical distribution of migrants in	
	Spain	15
	5.1.2. Social composition	16
	5.2. The legal framework	17
	5.2.1. Implementation and outcome of the legalisation cam-	
	paign	18
6.	Researching a state immigration office	19
	6.1. Negotiating access	20
	6.2. Collecting the data	21
	6.3. Types of data	25
	6.4. The participants	29
	6.5. Data transcription and analysis	31
7.	Making sense of the data	32
	7.1. Situated talk and the shaping of society	32
	7.2. The analysis of face-to-face verbal interaction	37
8.	How this book is organised	41
_	pter 2	
	vice activities and bureaucratic procedure	43
1.	Introduction	43



-	~
XV1	Contents
AVI	Comens

2.	The administrative procedure	44
	2.1. Applying for legal status: Documents and requirements	44
	2.2. Processing petitions: Stages and actors	45
3.	Characterisation of service exchanges	51
	3.1. Episodes and activities: An overview	54
	3.1.1. Service activities in detail	57
4.	Concluding remarks	66
Pai	rt II: Information as valuable capital	
Cha	apter 3	
An	illusion of information	69
1.	Introduction	69
2.	Written vs. oral communication	70
3.	Front-line service talk	74
	3.1. Reporting the initial assessment of petitions	75
	3.1.1. "Trámite" and "three weeks"	76
	3.1.2. "Falta"	79
	3.2. Beyond initial assessments	81
4.	Extreme routinisation, equality and fairness	83
5.	The representation of the bureaucratic procedure	85
	5.1. Whose choice?	85
	5.2. Facilitating understanding	86
	5.3. Avoiding miscommunication	88
	5.4. Constructing an illusion	89
	5.5. Information and the exercise of power	93
6.	A crucial change in information policy	94
	6.1. Setting the scene	95
	6.2. Accepting managerial authority	96
	6.3. Justifying individual positions	99
_	6.4. Team work and the lack of a unified front	107
7.	Concluding remarks	111
	apter 4	
	ategies of information management	115
1.	Introduction	115
2.	Handling clients' challenging moves	116
	2.1. Coping with contradictions	116
	2.2. Providing further information	118

Con	itents 2	xvii
2.2.1. Teaching clients what trámite means	1	118
2.2.2. Redefining role-identity	1	121
2.2.3. Wavering between institutional and individual pos	sitions 1	125
2.3. Accounting for organisational arrangements		126
3. Clients' strategies of contestation		127
3.1. From indirect challenges to the use of key insider knowle		129
3.2. Open challenges		134
3.3. Offering solutions		137
3.4. Trying to change footing		40
4. Concluding remarks	1	146
Part III: Regimented spaces		
Chapter 5		
The scrutinisation of behaviour	1	51
1. Introduction	1	51
2. The wish for absolute control	1	52
2.1. Regulating time and space, and defining norms of approp	riate	
conduct		52
2.2. Managing interactional organisation		64
3. Ramon's idiosyncratic forms of language use		72
4. Concluding remarks	1	85
Chapter 6	1	07
Language choice and multilingual practice 1. Introduction		87 87
 Spanish and Catalan: Different languages, different spaces 		. 88 . 88
3. The other languages		92
3.1. Lingua franca English		98
4. Concluding remarks		21
4. Concluding lemans	2	.21
By way of conclusion		23
Notes	2	33
References		37
Index		47