## **Contents**

	Acknowledgements p	age ix
Ι	The task	1
	1.1 Demands for accountability	r
	1.2 The structure of account episodes	10
	1.3 Functions of account episodes	13
	1.4 Basic questions and some specifications	16
	1.5 Fundamental obstacle, multiple approximations	17
2	Theoretical guidance	20
	2.1 Basic control-theoretical assumptions	20
	2.2 A network of escalation	28
	2.3 Supplementary speculations	38
3	Study designs and procedures	44
	3.1 Common design features	44
	3.2 Vignettes of failure events	45
	3.3 Reproach phase studies	49
	3.4 Account phase studies	54
	3.5 Evaluation phase studies	60
	3.6 Studies on the meaning of responsibility	65
4	Category systems and codings	68
	4.1 Reasons, problems and strategies of category constructions	68
	4.2 A taxonomy for reactions of actors during account phases	75
	4.3 A taxonomy for reactions of opponents during phases of	
	reproach and evaluation	86
5	Reproach phase results	91
	5.1 Effects of severity of failure on severity of reproach	91
	5.2 Effects of gender on severity of reproach	95
	5.3 The meaning of responsibility for men and women -	
	an excursus	113
	5.4 Control needs and severity of reproach	117

## viii Contents

6	Account phase results	121
	6.1 Effects of severity of reproach on defensiveness of accounts	121
	6.2 Effects of gender on defensiveness of accounts	127
	6.3 Sense of control, self-esteem and defensiveness of accounts	137
	6.4 Severity of failure and defensiveness of accounts	149
7	Evaluation phase results	152
	7.1 Defensiveness of accounts and negativity of evaluation	152
	7.2 Effects of gender on negativity of evaluation	161
	7.3 Sense of control, self-esteem and negativity	
	of evaluation	166
	7.4 Severity of reproach and negativity of evaluation	173
8	Inferences	175
	8.1 Synopsis	175
	8.2 Transphase perspectives	176
	8.3 Tasks for the future	181
	Appendix A Taxonomy for account phases	188
	Appendix B Taxonomy for reproach and evaluation phases	196
	Notes	204
	References	208
	Name index	217
	Subject index	220