

# FUNCTIONAL COMMUNICATION QUALITY

*Ed. by Luuk van Waes / Egbert Woudstra /  
Paul van den Hoven*

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In this volume researchers from American and European universities and institutes present their recent research on 'Functional Communication Quality'. *Functional* refers to the purposes of the communication process. The relations between these purposes and the best way to describe them, are some of the topics discussed.

*Communication* refers to a complex interactive process. Relevant variables include the speech act of the participants, features of the message, chosen channel, moment, duration, frequency, environment. The participants in this process are individuals and groups as well as organizations and parts of organizations.

*Quality* can be described from several points of view: a technical point of view with efficiency as its goal, an operative point of view which aims for effectiveness or an aesthetic point of view.

This volume shows that a multi-perspective approach to Functional Communication Quality (FCQ) is the only way to obtain a better insight into this area of communication studies. The papers are grouped in four different chapters, each dealing with a different perspective on the theme:

- \* FCQ in an organizational context;
- \* FCQ and research methods;
- \* FCQ and text analysis;
- \* FCQ and electronic tools.



The book also contains an overview of organizational communication research in France and Spain.

This volume will be of interest to a broad audience of researchers and students in the field of organizational communication studies and the field of writing studies, communication consultants and communication managers, professional writers and software engineers.

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**And Others:** Editions Rodopi B.V., Keizersgracht 302-304, 1016 EX Amsterdam, The Netherlands. Telephone ++ (0) 20 622 75 07, Fax ++ (0) 20 638 09 48

## Notes for Contributors

**Editorial address** Professor Colin J. Ewen, Vakgroep Engels, Rijksuniversiteit Leiden, P.N. van Eyckhof 4, Postbus 9515, 2300 RA Leiden, The Netherlands. (EWEN@RULCRI.LEIDENUNIV.NL).

Intending contributors from the United States should submit typescripts to: Professor Ellen M. Kaisse, Department of Linguistics GN-40, University of Washington, Seattle, WA 98195, USA. (KAISSE@U.WASHINGTON.EDU).

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# PHONOLOGY

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