

## VERBATIM INFORMATION

Verbatim means *in exactly the same words as used originally*. However, through years of experience, we have found that not everyone needs, or wants, *verbatim* transcription and it has therefore been split into two categories: full verbatim and intelligent verbatim.

**Full verbatim** means we type everything as we hear it, including all verbatim elements.

**Intelligent verbatim** means we type everything as we hear it, but we exclude all verbatim elements. Intelligent verbatim makes for easier reading and data analysis of transcriptions.

### Verbatim Elements

#### **Stutters and stammers**

Stutter means to *talk with continued involuntary repetition of sounds, especially initial consonants*. Stammer means to *talk with sudden involuntary pauses and a tendency to repeat the initial letters of words*. Stutters and stammers have become a big part of modern day speech as most speakers tend to speak too quickly or stutter or stammer while thinking of what to say next.

Example:

*I...I...I went to...to the shop a...a...and bought an ice...ice-cream because it was a...a...a very, very hot day.*

When using full verbatim, the stutters and stammers will be included as above. Please note that we will type a maximum of three stutters/stammers per incident.

When using intelligent verbatim, the stutters and stammers will be eliminated.

Example:

*I went to the shop and bought an ice-cream because it was a very, very hot day.*

*Stutters and stammers included in transcriptions attract a surcharge on the intelligent verbatim rate.*

## Hesitations

Hesitation means *the action of pausing before saying something*. On audio files, hesitations are often non-words used by speakers while they think of what to say next. Some examples of hesitations include um, er, uh, eh, and so forth.

Example:

*I, um, went to the, uh, shop and, er, bought an ice-cream because, um, it was, uh, a very, very hot day.*

When using full verbatim, the hesitations will be included as above.

When using intelligent verbatim, the hesitations will be eliminated.

Example:

*I went to the shop and bought an ice-cream because it was a very, very hot day.*

*Hesitations included in transcriptions attract a surcharge on the intelligent verbatim rate.*

## Fillers

Filler means *a thing put in a space to fill it*. In modern speech, fillers have become popular. A few examples of fillers include like, you know, you understand, right, and so forth. These are words the speaker repeats regularly while they talk but add no value to what the speaker is saying.

Example:

*So, okay, I, like, went to the shop, you understand, and, you know, bought an ice-cream, right, because, well, it was a very, very hot day.*

When using full verbatim, the fillers will be included as above.

When using intelligent verbatim, the fillers will be eliminated.

Example:

*I went to the shop and bought an ice-cream because it was a very, very hot day.*

When the above words/phrases are used as part of a sentence and will change the meaning of the sentence if removed, will cause the sentence to be nonsensical if removed, or are used in response to a question or statement, they are not considered fillers and will therefore not be eliminated when using intelligent verbatim.

*Fillers can be included in intelligent verbatim transcription at no additional charge.*

## Repetition

Repetition means *the action of repeating something that has already been said*. In verbatim transcription, repetition refers to the unintentional repetition of something. Repetition is closely linked to stutters and stammers. The way we distinguish the difference between repetition and stutters/stammers is that repetition usually has pauses (albeit short) between repeated words whereas stutters/stammers tend to flow into each other.

Example:

*I...I went to...to the shop and...and...and bought an ice-cream because it...it...it was a very, very hot day.*

When using full verbatim, the repetition will be included as above.

We will type a maximum of three repetitions per incident.

When using intelligent verbatim, the repetition will be eliminated.

Example:

*I went to the shop and bought an ice-cream because it was a very, very hot day.*

When repetition is used for emphasis and is intentional, it will not be eliminated. In the above example, “very” is used intentionally and is therefore not eliminated during intelligent verbatim transcription.

*Repetition included in transcriptions attract a surcharge on the intelligent verbatim rate.*

## Full Verbatim vs Intelligent Verbatim

Combining the above elements into one sentence when using full verbatim:

*So, okay, I...I...I, like, um, went to...to the, uh, shop, you understand, a...a...and...and...and, you know, er, bought an ice...ice-cream, right, because, well, um, it...it...it was, uh, a...a...a very, very hot, um, day.*

When using intelligent verbatim:

*I went to the shop and bought an ice-cream because it was a very, very hot day.*

## **Acknowledgements**

Acknowledgements link very close to fillers. Very often, one speaker will acknowledge what the other speaker is saying. This might be done either with a spoken word (okay, alright, yes, I see, and so forth) or a non-verbal utterance (mm hm, uh ha, mm, and so forth).

When using full verbatim, we will include all acknowledgements. Please be aware that this can be disruptive to the flow of the text.

When using intelligent verbatim, we will eliminate acknowledgements from the transcription.

An acknowledgement is not a reply to a question or statement. Replies to questions and statements will be transcribed in both full verbatim and intelligent verbatim.

*Acknowledgements included in transcriptions attract a surcharge on the intelligent verbatim rate.*

## **Interruptions**

Interruptions can be any outside person/persons interrupting the procedure during your recording. This can be a person asking to step out for a moment, a person popping in to say something irrelevant to the subject matter, a person answering a phone call, and so forth.

When using full verbatim, unrelated interruptions will be transcribed.

When using intelligent verbatim, unrelated interruptions will be eliminated from the transcription.

*Interruptions included in transcriptions attract a surcharge on the intelligent verbatim rate.*

## **Incomplete Sentences**

As a person speaks, they may often change what they are saying midway through a sentence or change a word or two in the sentence as they collect their thoughts.

When using full verbatim, incomplete sentences will be transcribed.

Example:

*So, I think...we think...the teachers thing, in this place...in the school, children should try and produce...I mean, they should try and create a friendly and inviting environment. I do believe...we believe this is the best for all concerned.*



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When using intelligent verbatim, provided the sentence makes sense, we will eliminate incomplete sentences.

Example:

*So, the teachers think, in this school, the children should try and create a friendly and inviting environment. We believe this is best for all concerned.*

*Incomplete sentences can be included in transcriptions at no additional charge.*

### **Your Choice**

We believe that, as the client, it is entirely your choice how you want your audio transcribed. You therefore have the choice between full verbatim and intelligent verbatim. Full verbatim does attract a surcharge as it takes longer to ensure we have captured all the verbatim elements correctly.

Most of our clients opt for intelligent verbatim for the simple reason that intelligent verbatim transcription makes more sense and is easier to read.

We also offer you the option of selecting certain elements and combining full verbatim with intelligent verbatim. For example, you may wish to eliminate hesitations and stutters/stammers but keep the rest of the verbatim elements. We will gladly accommodate your requirements. A surcharge will be charged for some of the verbatim elements, as indicated above.