Coding Taxonomy
Message Types in Q&A Communities

1   Seek information

1.1   Asking for a general fact
1.2   Asking for a general fact about the community service
1.3   Asking for information about the specific person in the community
1.4   Asking for service where information can be found
1.5   Asking for a fact or derived information that a person with a skill can produce (inductively, deductively, through look up, from experience)

2   Asking for recommendation

2.1   Asking the community to recommend the particular item
2.2   Planning a trip

3   Asking for help

3.1   Creation or fixing
3.2   Personal advice based on one's own experience
3.3   Personal advice from general perspective

4   Interest in others (probing the community)

4.1   Asking about personal experience in a personal tone
4.2   Asking about someone's preference
4.3   Asking about someone's habit
4.4   Asking about someone's feelings on a topic or item

5   Connecting with the community as a whole

5.1   Contributing a puzzle or riddle
5.2   Inviting explicit criticism
5.3   Asking a provoking question
5.4   Inviting a commitment, action, etc.
5.5   Verifying one's perception about the community
5.6   Sharing one's feelings about oneself within the community
5.7   Sharing one's aspirations related to the community or more broadly
5.8   Asking for opinion on a particular aspect of the community
5.9   Advertising oneself within the community
5.10   Inviting the attention of the administrators to resolve an issue
5.11   Announcements, News
5.12   Polling the community

6   Connecting with members of the community on a personal level

6.1   Inviting empathy on a general issue
6.2   Inviting empathy on matters related to the service
6.3   Inviting attention on oneself
6.4   Inviting self-reflections on personal issues and morals
6.5   Inviting others to share thoughts, experience, habits
6.6   Asking about one's personal preference

1   Seek information

1.1   Asking for a general fact

Definition:	Example(s):
Question is posed to get information about something that is known generally and expected that someone in the community can answer.	"Who was the last president of Zambia?"

1.2   Asking for a general fact about the community service

Definition:	Example(s):
Question specific to the community service.	"How many points does the best answer get?"

1.3   Asking for information about the specific person in the community

Definition:	Example(s):
The user seeks to find out the reason for the absence or behaviour of a community member.	"Where is Phil today?" "When will MistyBoat be back?" "What happened to Max? He is not in today."

1.4   Asking for service where information can be found

Definition:	Example(s):
The person is looking for the service to satisfy the information need. The community may not know the specifics.	"Where can I find the form W-2 to file my taxes?" "Where can I find a review of the latest movie?"

1.5   Asking for a fact or derived information that a person with a skill can produce (inductively, deductively, through look up, from experience)

Definition:	Example(s):
The user is doing the homework and needs to compile a certain number of facts.	"I need to collect examples of …" "Can you tell me which of these is correct: (a)… (b) … or (c)…?" "A word with 15 characters that starts with D and finishes with M?"

2   Asking for recommendation

2.1   Asking the community to recommend the particular item

Definition:	Example(s):
The person is in need for an item, service, experience, and wants to learn from others experience, opinion, etc.	"Where is the most comfortable café in town?" "Where can I get the most comfortable jazz shoes?"

2.2   Planning a trip

Definition:	Example(s):
Asking advice with the purpose of planning a trip, e.g., where to stay, where to eat, what to visit, etc.	

3   Asking for help

3.1   Creation or fixing

Definition:	Example(s):
Asking advice to create something that benefits from knowledge of others' experience – e.g., fixing a car, a window, making a toy castle, etc.	

3.2   Personal advice based on one's own experience

Definition:	Example(s):
Asking for advice on a personal matter based on other's personal experience – e.g., relationship issue.	

3.3   Personal advice from general perspective

Definition:	Example(s):
Asking for advice on a personal matter to solicit information on the general practice – e.g., health issue.	

4 Interest in others (probing the community)

4.1 Asking about personal experience in a personal tone

Definition:	Example(s):

4.2 Asking about someone's preference

Definition: The person is trying to connect with another person on a personal issues.	Example(s):

4.3 Asking about someone's habit

Definition: The person wants to identify people with the same interest.	Example(s): "Do you like martial arts? Did you get training in any one of them?" "What is your favourite baking scent?" "Would you marry a man named snapper?"

4.4 Asking about someone's feelings on a topic or item

Definition:	Example(s): "Do you feel sad when your question doesn't get answered?

5 Connecting with the community as a whole

5.1 Contributing a puzzle or riddle

Definition: The question is a puzzle or a riddle for the community to solve.	Example(s):

5.2 Inviting explicit criticism

Definition:	Example(s):

5.3 Asking a provoking question

Definition: Asking a question that will create a reaction because it departs from the expected code of social behaviour.	Example(s): "How can I become a superstar without any effort or good answers?" "Blackmail or hacking?"

5.4 Inviting a commitment, action, etc.

Definition: Explicitly stating the expectation.	Example(s): Can I count on you to answer this question?

5.5 Verifying one's perception about the community

Definition: The person shares observations, concerns, etc. about the community (possibly hinting a need for joint action).	Example(s): "Is QnA slowly turning into just another chat room and loosing its way?" "I've seen these often. How do these questions wind up on QnA?"

5.6 Sharing one's feelings about oneself within the community

Definition:	Example(s):

5.7 Sharing one's aspirations related to the community or more broadly

Definition:	Example(s): "my aim is to get 2 5000!!!!!!!!!"

5.8 Asking for opinion on a particular aspect of the community

Definition:	Example(s): "Why oh why are there self-appointed grammar police on QnA?" "What do you reckon that they get out of…"

5.9 Advertising oneself within the community	
Definition: Sharing owns achievements or information about self.	Example(s): "WOULD U BELEIVE ME IF I TOLD U I WAS A SUPERSTAR AND A FAVORITE OF YOURS?"

5.10 Inviting the attention of the administrators to resolve an issue	
Definition: The person has a problem and want the message to propagate to the service administrators	Example(s): "ppl who are in charge of qna: plz find a way to prove to starwolf that am not maballs or abhi!!"

5.11 Announcements, News	
Definition: Personal achievements, special dates/occasions	Example(s): "MORTHER BIRTHDAY 3....2....1....WELCOME 2007...HAPPY NEW YEAR TO EVERYBODY...WHAT IS YOUR LOCAL TIME?" "Tomorrow is Angel Wakes birthday, so could everyone join me in wishing her a very happy birthday!!"

5.12 Polling the community	
Definition: Asking opinions between several choices.	Example(s):

6 Connecting with members of the community on a personal level

6.1 Inviting empathy on a general issue	
Definition: Sharing feelings and asking for confirmation or criticism.	Example(s):

6.2 Inviting empathy on matters related to the service	
Definition: Sharing feelings and commenting on the experience in the community itself.	Example(s): "Do you feel sad when your question doesn't get answered?"

6.3 Inviting attention on oneself	
Definition:	Example(s): "Am I stupid?"

6.4 Inviting self-reflections on personal issues and morals	
Definition: Asking others to self reflect and answer a possibly provoking questions.	Example(s): "Are you proud of what you have become/are?" "what is your favorite prank or joke that you pull on your kids?" "Would you help anyone in need, or would you be selective as to whom you helped?"

6.5 Inviting others to share thoughts, experience, habits	
Definition:	Example(s): "How does your race or ethnicity effect your life?" "Is the first snowfall still magical to you? Do you gaze at the falling flakes and smile..remembering?"

6.6 Asking about one's personal preference	
Definition:	Example(s): "what's your favorite phrase to say?" "what is your favorite prank or joke that you pull on your kids?" "What is your favorite baking scent?"