

Title	意図テキスト分析を用いた異文化交流状況下のコミュニケーション様式に関する研究
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Abstract

People use language as a medium of communication to express their thought, idea, and opinion. However, communication among people who have different cultural backgrounds may face problems such as misunderstanding in messages, linguistic problems, and negative feelings. To avoid failures in intercultural communication, intercultural communicative competence that is an ability to understand cultures to communicate with people from other cultures appropriately should to be acquired since such competence is able to support how we should perform toward intercultural context.

To acquire intercultural communicative competence, an analysis and comparison of communication style between cultures should be provided. Thus, this research provides an approach to understand differences in communication style based on theoretical consideration and specific empirical observations. Many studies that investigate communication style differences in CMC place emphasis only on communication between Western and Eastern and there are a few works aiming to analyze communication style differences between countries from Asia. Thus, this dissertation focuses on analyzing communication style differences based on intention of text among Asian countries. To begin with, a preliminary experiment is provided to confirm that Asian countries have differences of communication style by using theoretical consideration. Then, the evidence-based analyses are provided to understand communication style differences that influenced by different cultures.

This dissertation selects text analysis as an approach to study communication styles by capturing intention of text. Then, two categories of illocutionary act are defined based on two types of text that are continuous text and text chat in online communication. According to illocutionary act categories, two classification models are developed for automatically classifying text. The classification of sentences into such classes would have contribution for facilitating a process of text analysis. Then, these two classifiers are applied to analyze communication styles in writing essay and online chatting that influenced by cultural differences and find significant differences in each class of intention.

Our finding shows the differences of communication style in both continuous text and text chat used in online communication among countries in Asia. Then, we found that two intention-based classifiers give acceptable results to facilitate text analysis that is a technique for investigating communication style differences in this dissertation. Moreover, we compared our finding with the Hofstede cultural dimension to point out the differences. Understanding of differences in communication style can enhance intercultural communicative competence and such communicative competence that acquired through this study can support how to deal with others who have cultural differences toward the intercultural context.

Keywords: Communication style, Text classification, Intention-based classification model, Intercultural communicative competence