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Hidehiro Muraoka (ed.): Sesshoku Bamen ni okeru Gengo Shiyō to Gengo Taido / Language Use and Language Attitude in Contact Situations. Kenkyū Purojekuto Hōkokusho / Research Project Reports, No. 278. Chiba: Chiba Daigaku Daigakuin Jinbun Shakai Kagaku Kenkyūka / Chiba University Graduate School of Humanities and Social Sciences, 2014. v+147 pp. Sesshoku Bamen no Gengo Kanri Kenkyū / Language Management in Contact Situations 11.[1]

Owing to Jiří V. Neustupný's research activities, Japan constitutes one of the leading centers of research based on Language Management Theory (LMT, or *gengo kanri riron* in Japanese). In 1998, Neustupný, then a professor at Chiba University, Japan, founded a seminar group called Studies of Language Management in Contact Situations (*Sesshoku Bamen no Gengo Kanri Kenkyū*). The group gradually expanded and in 2004, following Neustupný's move to Australia, it was formally disassociated from the university and transformed into the Society of Contact Situations and Language Management (*Sesshoku Bamen to Gengo Kanri Kenyūkai*). In 2006, the Society changed its name to the current Society of Language Management (*Gengo Kanri Kenkyūkai*). It is directed by a steering committee whose chief representative is Hidehiro Muraoka from Chiba University.[2] The university-based research project initiated by Neustupný has also been continued and is now run by a joint seminar group at Chiba University Graduate School of Humanities and Social Sciences (*Chiba Daigaku Daigakuin Jinbun Shakai Kagaku Kenkyūka*) in close cooperation with the Society.

The overall aim of the Society is to promote research and further development of LMT by providing a platform for intellectual exchange among scholars working within the framework of LMT and in related fields. Although the scope of the research interests of the Society's members is quite broad, the main topical foci over the years have evidently been contact situations between Japanese native and non-native speakers. In particular, extensive research has been done on Japanese non-native speakers' simple management of linguistic problems in contact situations in Japan. In addition, several key theoretical and methodological issues within LMT have also been addressed. Every year, a general research theme is announced. Since 2012, the themes have revolved around the notion of evaluation within LMT. The members present their findings at quarterly meetings and an annual conference. A selection of their papers is published in a research project report series entitled Language Management in Contact Situations (*Sesshoku Bamen no Gengo Kanri Kenkyū*), edited by Muraoka, and published in association with the Graduate School of Humanities and Social Sciences.

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[1] The publication contains two title pages: one provides the bibliographic information in Japanese, the other in English.

[2] For more information about the Society, see the Society's website: <http://lmtjapan.wordpress.com>.

The series was launched in 2000 and has since constituted the key medium for sharing the results of research based on LMT in Japan. The first four volumes were published biennially, however, in 2006, annual publication was commenced. Each volume typically contains no more than ten studies, notes on research in progress, and theory overviews. An overwhelming majority of the papers are published in Japanese with English abstracts and translations of the titles provided. There have been only four articles published in English in the series so far and three of them were penned by Jiří Nekvapil (2004) and Tamah Sherman (2006, 2007) from Charles University in Prague.[3]

The reviewed publication constitutes the eleventh volume of the series. It showcases a selection of research done by the members of the Society in the academic year 2012 and by Chiba University postgraduate students involved in the above mentioned research project during the academic year 2013. In the brief forward to the volume, Muraoka introduces the research themes and the individual papers. The broad theme of the research project for the year, which thus also forms the title of the volume, was 'language use and language attitudes in contact situations'. The annual theme in the Society concerned evaluation and contact situations. Following the forward, four studies and two notes on research in progress by the project members are presented. Subsequently, four articles dealing with the theme of evaluation and written by the Society members are included. The volume concludes with a short survey of the Society's activities during the academic year 2012 and a list of the contributors to the volume.

In the first paper of the volume, Xiaoyi Zou considers the phenomenon of linguistic foreignness and examines the variation of Japanese verb predicate use and management in contact situations by 15 long-term Chinese residents in Japan. The study shows that despite being unaware of a number of deviations in their linguistic behavior, the speakers manage their verb predicate use extensively. Based on the analysis of their self-recorded everyday conversations in contact situations and data from follow-up interviews, Zou concludes that what influences the non-native speakers' language use and management are not only their language proficiency and experience in contact situations, but also the purpose of their move to Japan, their motivation for staying, and their networking environments.

Seizo Miller focuses on a different aspect of contact situations. By examining the use of personal pronouns by 3 foreign residents in Japan in unstructured interviews about their everyday lives carried out in English by Miller himself, the paper attempts to find out how identity is manifested and constructed in conversation. The study has a number of methodological shortcomings (such as the very use of an interview, i.e. a type of discourse in which the interactional roles and responsibilities of the interlocutors are given and not equal and the main goal is the unidirectional collection of information) which prevent adequate investigation of the subject and make Miller's argument in support

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[3] Most of the papers published in the series are available for download from Chiba University's Repository for Access to Outcomes from Research at: <http://mitizane.ll.chiba-u.jp/curator>. A paper by Neustupný (2004), originally published in Japanese in the third volume of the series, was translated into Czech and is available at: <http://languagemanagement.ff.cuni.cz/node/352#2004>.

of the already well-established belief that identity is interactionally constructed in the process of negotiation between the communication partners rather unconvincing.

The lucid study by Kyoko Abe concerns a different form of contact situations. It focuses on the revision and correction processes involved in producing a request e-mail to a supervisor in Japanese by 10 foreign students proficient in Japanese and 11 Japanese students. Based on data collected by computer-monitor-recording software and follow-up interviews, Abe determines three interrelated factors that affected the studied processes. (1) The asynchronous written character of the e-mail influenced the degree of attention paid to the amount of information provided. (2) The addressee prompted much editing with respect to formality, politeness, assertiveness, and self-presentation. (3) The effect of Japanese as a foreign language was observed among the foreign students. In addition, Abe aptly points out that the number of corrections done by Japanese students is lower than that of the foreign students because the Japanese students tend to consider the relevant factors and make necessary adjustments mentally prior to the act of typing. In contrast, the foreign students generally wrote down a piece of text and then edited it.

A comparative approach was also adopted by Kenichi Shoyama in his detailed study on the use of utterance-end patterns by Japanese language learners. Having analyzed 14 unstructured conversations of Japanese native and non-native speakers, Shoyama establishes that the most commonly used patterns among both groups are interactional particles, predicate ellipses, and bare predicate forms. Furthermore, he determines the relationship between the occurrence ratios of the patterns and the levels of Japanese language proficiency. Significantly, he found that it is not the proficient learners but the advanced learners who use the utterance-end patterns in a way closely comparable to the native speakers. According to the follow-up interviews, the proficient learners tend to consciously apply their own personal norms on their Japanese language use, which causes certain features that clearly distinguish their linguistic behavior from that of both the native and the less proficient non-native speakers.

In the first of the two notes on research in progress, Mina Son describes the preparatory stage of her inquiry into the necessary conditions for reaching agreement in Japanese and Korean internal situations. She details her search for the adequate methodology (from an unstructured conversation through a semi-regulated conversation to a goal-oriented conversation) and, based on the initial findings from her research on agreement in Korean internal situations, proposes three conditions that situations have to fulfill for the act of agreement to occur. (1) There has to be a preceding utterance containing a subject matter that can be agreed on; (2) the information about the subject matter has to be shared by the interlocutors; and (3) there has to be an interactive process consisting of a preceding utterance, an agreement utterance, and an utterance conveying an approval of the agreement. Son states that if these conditions are not met, the agreement utterances form backchannels (or *aizuchi* in Japanese) and not parts of the speech acts of agreement.

The second research in progress in the volume does not match the rest of the papers either in subject matter or methodology, as it includes the findings from Nantiya Rat-

tanaburee's inquiry into the use of the Japanese expression of offer *-te ageru* in two TV dramas. Japanese abounds in forms that can be used to express an offer. Since *-te ageru* sounds patronizing and makes the partner feel indebted, it tends to be avoided in formal situations (Sakamoto & Kabaya 1995), however, its use in other contexts has not yet been given much attention. Rattanaburee maintains that the dialogues featured in the dramas are comparable to real life situations and reports that in the situations involving speakers in close personal relationships, using *-te ageru* is common and appropriate regardless of the social status of the speakers. Regrettably, the study lacks in-depth consideration of the situations in which the expression occurs and does not provide any data that would allow comparison of its popularity with other expressions of offer.

The first of the four articles addressing the theme of evaluation is an original paper by Yo Usami, who focuses on evaluation in the context of education and community development. Usami proposes the Evaluation Process Model developed on the basis of the analysis of 12 Japanese native speakers' evaluations of 10 letters of apology written in Japanese by non-native speakers. The author asserts that the model can accommodate both universality and variability of evaluation processes and distinguishes three main stages, namely: (1) information collection; (2) interpretation focused on the text, its author, and the relationship to the evaluator; and (3) value judgment. Usami insists that the primary reason why people evaluate the same phenomena differently is their disparate value system. Accordingly, he suggests that reflection on one's own evaluation norms and processes and their comparison to those of the others are essential for good relationships in cross-cultural and/or cross-linguistic situations and thus constitute one possible method of social learning towards promoting the improvement of the performance of the community.

Yukari Nohara's thorough study concerns the relationship between the Japanese native speakers' awareness and evaluation of own linguistic behavior and their impression formation about Japanese non-native speakers in contact situations. The research is based on the analysis of negotiation role-plays by three pairs of Japanese native and non-native speakers and semi-structured interviews. The interrelated and mutually influential factors the Japanese native speakers reported paying attention to during the role-play fall under four broad headings: (1) 'the impression of the partner', including the evaluation of their attitude and the level of politeness of their speech; (2) 'the awareness of own language use', including the consideration of the partner's linguistic competence; (3) 'the given conditions of the role-play'; and (4) 'the expectations for the partner in real-life contact situations'. Thereby, Nohara's study confirms that the native speakers are aware of their linguistic behavior in contact situations and consciously adjust it to maintain smooth communication.

Lisa Fairbrother and Hiroko Aikawa offer a comprehensive critical overview of 'evaluation' within LMT. The authors strongly emphasize the significance of the evaluation stage in language (or interaction) management and, based on the results and examples from previous research and the analysis of Fairbrother's own data, the authors summarize the main findings about the processes related to evaluation on the micro

and the macro level, the categories of deviations that tend to be evaluated, the norms that dictate which and whose deviations are evaluated, and the factors responsible for the differences between the individual evaluators, such as their value system, contact situation competence, identity, and perception of the interlocutor. Though only in passing, the authors also point out a largely disregarded methodological problem with regard to the fact that in research on evaluation, not only the socio-cultural and linguistic background of the evaluator and the evaluated, but also that of the researcher to whom the evaluation is reported, should be taken into consideration (Muraoka 2002: 129).

In the concluding paper of the volume, Minjeong Ko adopts the method of language biography interview to find out about the linguistic awareness, self-evaluation, language management, and language practices of two Korean migrants in Japan. In the analysis, Ko pays special attention to evaluation at all three levels of the narration (i.e., the reality of life, subject, and text). While one of the interviewed subjects has experienced a change from monolingual to bilingual language practices, the other has experienced a transition from monolingual to bilingual to trilingual language practices. Despite the fact that the paper uses a limited set of excerpts and stays on a rather superficial level of analysis, Ko does, although not very persuasively, demonstrate that the migrants' different linguistic backgrounds have noticeably affected their long-term management of linguistic practices and thereby their contemporary language attitude and evaluation of language use.

The studies utilize a considerable diversity of methods. Nonetheless, while only one of the papers was based on naturally occurring data, recordings of discourse produced for the purpose of research and supplemented with follow-up interviews were employed most frequently. The findings are typically quite interesting, however, the data they are based on are often too limited to allow the authors to make valid generalizations. In addition, the data are occasionally not described clearly enough and their methods of collection suffer from certain shortcomings as well. For instance, although Abe admits that there are great differences in request making between different languages and cultures (Blum-Kulka 1989), 8 of her 10 'Japanese non-native speakers' were Chinese. Similarly, despite the fact that different degrees of closeness require different communication styles and strategies, which, in Japanese, are often manifested in utterance-end patterns, the pairs examined by Shoyama were formed by people of different levels of closeness, ranging from friends to people who had just met, thus making the frequency analysis potentially unreliable.

The variety of topics explored within the overall themes of evaluation, language use and language attitudes in contact situations reflects the wide range of research interests of the Society and the project members. Not unlike in the previous years, however, the dominant research areas include linguistic awareness and language management in contact situations between Japanese native and non-native speakers, Japanese as a foreign language, and the language environment of migrants in Japan. With minor exceptions, the papers published in the present volume of the Language Management in Contact Situations series thus form a consistent body of research that continues the research tradition established by Neustupný. Japanese history is marked by a period

of some two hundred fifty years of almost complete isolation, and Japanese society is still thought of as one of the world's most homogenous ones. Therefore, as long as globalization – explicitly mentioned in several places throughout the publication – continues to cause substantial transformations in every facet of Japanese people's daily lives, it can be expected that this line of research will not only prevail, but also expand.[4]

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