

## 外国語要旨

学位論文題目 The Study of Complaint Strategies in Thai-Japanese Native and Japanese-Based Contact Situations - Focusing on Reframing to a Play Frame  
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The purpose of this dissertation is to elucidate the linguistic behavior of Thai and Japanese native speakers in terms of the characteristics of complaint strategies in Thai-Japanese native and Japanese-based contact situations. The dissertation also contributes to a better mutual understanding and intercultural awareness between Thai and Japanese in communication. The dissertation consists of 3 pieces of research: Research I analyzed the linguistic behavior of complaint conducted by Thai and Japanese speakers in native situations: Research II analyzed the linguistic behavior of Thai native speakers as complainers in Japanese-based contact situations: Research III analyzed the linguistic behavior of Japanese native speakers as respondents in Japanese-based contact situations.

First, Research I indicated, as for complaint strategies, that Thai native speakers have distinctive preferences in 'blaming', 'offering speaker's information' and 'joking'. It revealed that joking as a complaint strategy is a unique characteristic of Thai native speakers, while Japanese native speakers significantly choose 'requests of explanation and further information', 'offering of general information' and 'requests for improvement'. Based on each group's strategic sequences, the 'Frame of Complaint' of two groups were analyzed. It appeared that Thai native speakers tend to make a joke with their interlocutors accompanied by humor and occasional laughter, rather than negotiate a quick resolution. Meanwhile, Japanese native speakers tend to place a priority on negotiation to come up with a resolution quickly.

In Research II, 'joking', which is counted as a unique characteristic of Thai native speakers in research 1, was analyzed from the perspective of reframing to a play frame in Japanese-based contact situations. Reframing to a play frame was observed when Thai native speakers acted as the complainer. They used reframing-signaled cues according to the content of the jokes. In the case of the jokes including the content threatening the face of the interlocutor, laughter, repetition, prosodic change, style-shift

and direct reported-speech were used. Simultaneously, laughter, repetition and prosodic change were used in the case of the jokes which hardly contained the content threatening the face of the respondent. These cues enabled the reframing of the talk as a play frame due to the emphasis on the humor of the activity.

Research III showed that the linguistic behavior of Japanese native speakers as respondents in Japanese-based contact situations comprise laughter, evaluation, imitation, co-performance, clarification question, denial, and ambiguous response. In terms of the degree of sharing a play frame, the results showed that the degree of sharing a play frame is divided into 4 patterns: RFI. The respondent could recognize and co-construct reframing to a play frame, RF2. The respondent could recognize the play frame, but reacted with minimal responses, Non-RFI. The respondent could recognize the play frame, but rejected co-construction reframing to a play frame, Non-RFII. The respondent did not recognize the play frame. Laughter and clarification question were noticed in every pattern. In terms of the content of the jokes, the jokes including the content threatening the face of the interlocutor were found only in RFI., but the jokes which hardly contained the content threatening the face of the respondent were found in RFII., Non-RFI. and Non-RFII. Japanese native speakers struggled with sharing a play frame in the case of the jokes including the content threatening the face of the respondent.

The above results indicated that the complaint strategies significantly used by Thai and Japanese native speakers varies depending on their 'Frame of Complaint'. Specifically, reframing to a play frame was used as a complaint strategy when Thai native speakers acted as the complainer. To Thai native speakers as the complainer, reframing to a play frame functions as an essential discourse strategy to create a laughable mood and relieve tension due to complaints. On the other hand, Japanese native speakers as the respondent could mostly co-construct reframing to a play frame through various linguistic acts, even though sometimes they failed to share the play frame due to incomprehensible jokes or lack of attention. This gap may cause unnecessary intercultural misunderstanding and offense to the respondents which leads to a collapse of relationship.