学位論文題目：A Study of Backchannels in LINE Conversation: A Comparison of Japanese-Korean Native and Japanese-Korean Contact Situations

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While it goes without saying that the speaker constitutes an important part of a conversation, the listener responses is indispensable for the speaker to proceed the talk. Backchannels are a form of the listener responses. Backchannels that play an important role in conversations can be observed not only in spoken conversations but also in LINE chat conversations.

The LINE application is increasingly used in conversations not only in Japanese native situations but also in contact situations. Those backchannels as seen in LINE conversations may be different from those seen in spoken conversations due to the influence by the characteristics of the medium such as the degree of synchronism, the transmission system and the lack of non-verbal information. However, the actual situation is unclear. In this dissertation, aiming to clarify the characteristics of the backchannels in LINE conversations, such characteristics in Japanese native situations, Korean native situations and Japanese-Korean contact situations were analyzed.

In Study 1, the frequency of backchannels in LINE conversations was analyzed. As a result of this study, it turned out that backchannels were used more frequently in Japanese native situations than in Korean native situations, which is the same result as in spoken conversations. In other words, cooperative way of proceeding talks (*kyowa*), where backchannels are frequently sent by the listener to proceed the conversation with the speaker, were seen in Japanese native situations, while dialogue (*taiwa*), where the listener is listening to the speaker with infrequent backchannels, were observed in Korean native situations. Also, it turned out that the frequency of backchannels was higher in Japanese native speaker (JNS) than in non-native speaker (NNS) in Japanese-Korean contact situations, and both JNS and NNS retained the way of using backchannels in their native situations even in contact situations. From this, it can be surmised that JNS may feel unsatisfied with the few backchannels used by NNS, and NNS may think negatively about the frequent backchannels given by JNS.

In Study 2, the expression forms of backchannels in LINE conversations were analyzed. In Japanese native situations, the characteristics of *kyowa* (cooperative conversation) were revealed, where specific reactions to indicate active involvement are displayed with many conceptual expressions and repetitions. In Korean native situations on the other hand, the characteristics of *taiwa* (dialogue) were revealed, where the listener does not interfere with the utterance of the speaker while creating the sense of presence by reacting quickly with many non-conceptual expressions.

In Japanese-Korean contact situations, non-conceptual expressions were observed more frequently in NNS

than in JNS, and conceptual expressions (others) were observed more frequently in JNS than in NNS, while many typical conceptual expressions (*so*-type), which can be easily recognized as a form of backchannels, were found in both JNS and NNS. In contact situations, both JNS and NNS seemed to attach importance to the comprehensibility of the discourse while retaining the characteristics of their native situations.

In Study 3, the functions of backchannels in LINE conversations were analyzed. Both in Japanese native situations and Korean native situations, the "expression of emotion" function was most frequently used and the "listening" function was used least. Such frequent use of the "expression of emotion" may come from the need to compensate for the lack of non-verbal information, and the reason of the few usages of the "listening" may be because insertion of backchannels in the middle of the utterance of the speaker is impossible due to the nature of the transmission system. Also, in contact situations, the same tendencies as in the native situations were revealed in both JNS and NNS, and the characteristics of backchannels unique to LINE conversations due to the nature of the medium were revealed in the functions. Furthermore, some characteristics not seen in the native situations were noted in contact situations. This includes both JNS and NNS prioritizing the information transmission through frequent use of "comprehension/understanding".

In Study 4, in order to investigate whether the way of transmission of backchannels changes depending on the appearance position, backchannels are analyzed in terms of the appearance position, the way of transmission, as well as the way of transmission by the appearance position. With respect to the appearance position and the way of transmission in Japanese native situations, backchannels were often positioned not immediately after the co-participant's relevant message and sent along with a substantial comment, and the characteristics of *kyowa* (cooperative talk) with many specific reactions were observed even where the message and the backchannel are separate. In Korean native situations, on the other hand, backchannels were infrequent and sent without a substantial comment, appeared in many cases immediately after the relevant message of the co-participant in an attempt not to complicate the sequences, and the characteristics of *taiwa* (dialogue) with clear positioning of the speaker and the listener were observed.

In Japanese-Korean contact situations, many of the backchannels given by JNS did not appear immediately after the relevant messages of the co-participant. However, the backchannels by NNS tended to appear immediately after such messages. With respect to the way of transmission, backchannels were often sent by itself by both JNS and NNS, and the adjustments on the part of JNS to adapt to the characteristics of NNS were identified. Concerning the way of transmission by the appearance position, it was found that both JNS and NNS changed the way of transmission depending on the appearance position in all the situations (Japanese native situation, Korean native situations and Japanese-Korean contact situations). From this we can say that they were strongly influenced by the nature of the medium. On one hand, the backchannels positioned immediately after the relevant message, thus making the sequence less complicated, were often sent by itself with the focus on

synchronism. On the other hand, the backchannels positioned not immediately after the relevant message, thus making the sequence more complicated, were often sent along with substantial comments to enable the co-participant to easily recognize the relevant message based on the content of substantial comments. In this way, the way of transmission was selected based on the complexity of the sequences as it plays a role in developing the discourse.

As described above, in LINE conversations, a form of written conversation, backchannels displayed similar characteristics to those in spoken conversations even though the way of appearance differs. Similar to spoken conversations, in LINE conversations backchannels exhibited characteristics of *kyowa* (cooperative talk) in Japanese native situations, and the characteristics of *taiwa* (dialogue) in Korean native situations. Moreover, in Japanese-Korean contact situations in LINE conversations, similar phenomena as those seen in the contact situations in spoken conversations were identified, namely the retention of the conversational styles of *kyowa* (cooperative talk) and *taiwa* (dialogue) observed in native situations, and adjustments between JNS and NNS. On the other hand, the backchannels in LINE conversations displayed some unique characteristics concerning the functions of backchannels due to the nature of the medium. By analyzing backchannels in LINE conversations not only universal aspects but also LINE-specific aspects of backchannels were clarified.