

# 非母語話者は母語話者の〈説明〉をどのように評価するか —評価に影響を与える観点と言語行動の分析—

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外国人住民の急増を背景に、非母語話者に情報をわかりやすく伝えるための言語的調整である「やさしい日本語」についてさまざまな提案が行われている。しかし、それらの調整は情報を受け取る側の非母語話者からどのように評価されているのだろうか。本稿では、母語話者の〈説明〉に対する非母語話者の評価結果を検証し、評価に影響を与える観点と言語行動について分析した。分析の結果、「積極的な参加態度」「落ち着いた態度」「相手に合わせた適切な説明」が評価に影響を与えることが明らかになった。さらに、非母語話者からの評価が高い母語話者と低い母語話者を比較したところ、会話への積極的なかわりや相手の理解への配慮を示す言語行動、そして対等な関係性を前提としたふるまいが評価に影響を与えていることが示唆された。このことから〈説明〉場面においては母語話者の非母語話者の理解度に配慮した対応が高く評価されるといえる。

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## How Do Non-native Speakers Evaluate Native Speakers' Explanations?: An Analysis of Perspectives and Linguistic Behaviors Affecting the Evaluation

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The number of foreign residents has been rapidly increasing in Japan. Consequently, various proposals promoting *Yasashii Nihongo* ('Easy Japanese'), which is a linguistic adjustment, have been put forth as a way to facilitate communication with non-native speakers. However a question arises: how are these adjustments evaluated by the non-native speakers who are recipients of the information conveyed? In this paper, I examine the non-native speakers' evaluations of explanations given by native speakers, and analyze their evaluation perspectives and linguistic behaviors that affect the evaluation. The results indicate that "positive attitude of participation," "calm attitude," and "appropriate explanation according to the partner" were perspectives that affected the evaluation. In addition, a comparison of the verbal behaviors of high-and low-rated native speakers suggested that "active engagement in conversation," "verbal behaviors that considered the partners' comprehension," and "behaviors that were based on an equal relationship" influenced the ratings. Thus, it can be concluded that native speakers are highly regarded for considering the level of non-native speakers' comprehension while explaining something to them.

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