

BỘ GIÁO DỤC VÀ ĐÀO TẠO
TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG



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KHÓA LUẬN TỐT NGHIỆP

NGÀNH: NGOẠI NGỮ

Sinh viên : Đỗ Thị Thu Phương

Giảng viên hướng dẫn : Ths.Nguyễn Thị Tố Hoàn

HẢI PHÒNG - 2016

**BỘ GIÁO DỤC VÀ ĐÀO TẠO
TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG**

GRADUATION PAPER

**USING GREETING GESTURES IN AMERICA AND
VIETNAM - THE SIMILARITIES AND
DIFFERENCES IN LIGHT OF CROSS – CULTURE
COMMUNICATION**

**KHÓA LUẬN TỐT NGHIỆP ĐẠI HỌC HỆ CHÍNH QUY
NGÀNH: NGOẠI NGỮ**

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HẢI PHÒNG - 2016

BỘ GIÁO DỤC VÀ ĐÀO TẠO

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Do Thi Thu Phuong

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PART I: INTRODUCTION

1. Rationale

Greeting is an important communicative act. Greeting is the first ritual in communication. It helps us attract the attention, start the communication process, shorten the distance with the communication partners and create an atmosphere of open communication. There are two forms of greeting: verbal and non-verbal greeting. However, in some situations, because of the distance communication or language barriers, the form of non-verbal greeting is used more commonly. The form of non-verbal greeting conveys more messages and it is easier to use than verbal form.

There are various ways of greeting in all over the world. In Western countries such as France, Spain or Italy, people often greet each other by hugging or kissing on cheeks, while in the Middle East or Asian countries like Vietnam, to people of the opposite sex, the ways of kissing or hugging should be considered to avoid misunderstanding. If you use improper greeting rituals, you can cause dilemmas, or even offensive things to your partner. To make a good first impression with the communication partner, we need to learn about the greeting cultures of our partner's country.

Especially to students of English major department who are regularly in contact with foreign partners or international friends, studying about the greeting gestures is very important. It helps us avoid vulgar behaviors and impress the communication partners at the first meeting. This encourages me to study about greeting gestures in some cultures. All the above reasons have inspired me to choose the research with the title "Using greeting gestures in America and Vietnam – The similarities and differences in light of cross-culture communication".

2. Aims of the study

As aforementioned, the aim of this study is to compare the similarities and differences in using greeting gestures in America and Vietnam. Besides, this study also introduces some common greeting gestures in America and Vietnam so that people can expand their knowledge of greeting gestures in two countries. Moreover, the study also gives out some factors influencing on using greeting gestures in America and Vietnam to people can avoid mistakes, behave in proper ways, and make an efficient communication when crossing cultures.

3. Research questions

The study is conducted to answer the following questions:

1. Which greeting gestures are commonly used in America and Vietnam?
2. Which factors do Vietnamese and American people consider when using greeting gestures?
3. What are the similarities and differences in using greeting gestures in Vietnam and America?

4. Scope of the study

Greeting gestures are a large theme; in fact, there are so many greeting gestures in the world. It requires much time and effort; however, because of the limited time, my knowledge and experience, in this paper, I merely focus on greeting gestures which are handshaking, hugging, kissing, waving, nodding, patting, smiling, bowing, high five, V-sign. Moreover, I just concentrate on two countries: America and Vietnam to compare, from that you can see the similarities and differences in using gestures and avoid culture shock in cross-cultural communication.

5. Methods of the study

To answer the research questions, a survey questionnaire was conducted to American and Vietnamese people living in Haiphong city. 30 surveys written in English were given to American people, 30 surveys written in Vietnamese to Vietnamese people. There are 60 surveys correspondents being collected. After that, an in-depth analysis was performed on the collected data.

6. Design of the study

The study contains three parts

- Part I: Introduction presents the rationales, aims, research questions, scope, methods and design of the study.
- Part II: Consists of three chapters
 - + The first chapter is theoretical background which provides readers the overview of culture, communication and body language.
 - + The second chapter talks about greeting and 10 common greeting gestures in America and Vietnam.
 - + The final chapter is data analysis and comparison. In this chapter, I compare and analyze the findings obtained from the survey questionnaires and evaluations and after that I point out the similarities and differences in the using greeting gesture in 2 countries.
- The study is ended with the third part - Conclusion. This part presents an overview of the study, and recommendations for further study.

PART II: DEVELOPMENT

CHAPTER 1: THEORETICAL BACKGROUND

1.1. Culture

The concept of culture appeared very early in human history. The word, "Culture" comes from French term, which in turn derives from the Latin "colere" which means care, cultivation and nurture. The concepts of cultures are more and more developing; however, no one can give an accurate definition of culture. There are many different definitions of culture. In 1952, two anthropologists, Alfred Kroeber and Clyde Kluckhohn published a book with more than 200 pages devoted to different definition of culture; the name of the book is "Culture: A critical review of concepts and definitions". After that, many other scholars offered additional definitions of culture in many different fields, each definition reflects a different perception and evaluation.

The term was first used by A British anthropologist, Edward B. Tylor. In his book, *Primitive Culture*, published in 1871, he said that culture is "that complex whole which includes knowledge, belief, art, law, morals, custom, and any other capabilities and habits acquired by man as a member of society."

Alfred Kroeber and Clyde Kluckhohn (1952:47) also pointed out that "Culture consists of patterns, explicit and implicit, of and for behavior acquired and transmitted by symbols, constituting the distinctive achievements of human groups, including their embodiments in artifacts; the essential core of culture consists of traditional (i.e. historically derived and selected) ideas and especially their attached values; culture systems may, on the one hand, be considered as products of action, and on the other as conditioning elements of further action."

According to Cambridge English Dictionary Online, culture is, "the way of life, especially the general customs and beliefs, of a particular group of people at a particular time."

In Nguyen Quang's opinion (1998:3), culture is "a share background (for example, national, ethnic, religious) resulting from a common language and communication style, custom, beliefs, attitudes, and values. Culture in this text does not refer to art, music, literature, food, clothing styles, and so on. It refers to the informal and often hidden patterns of human interactions, expressions, and viewpoints that people in one culture share. The hidden nature of culture has been compared to an iceberg, most of which is hidden underwater! Like the iceberg most of the influence of culture on an individual cannot be seen. The part of culture that is exposed is not always that which creates cross-cultural difficulties; the hidden aspects of culture have significant effects on behavior and on interactions with others."

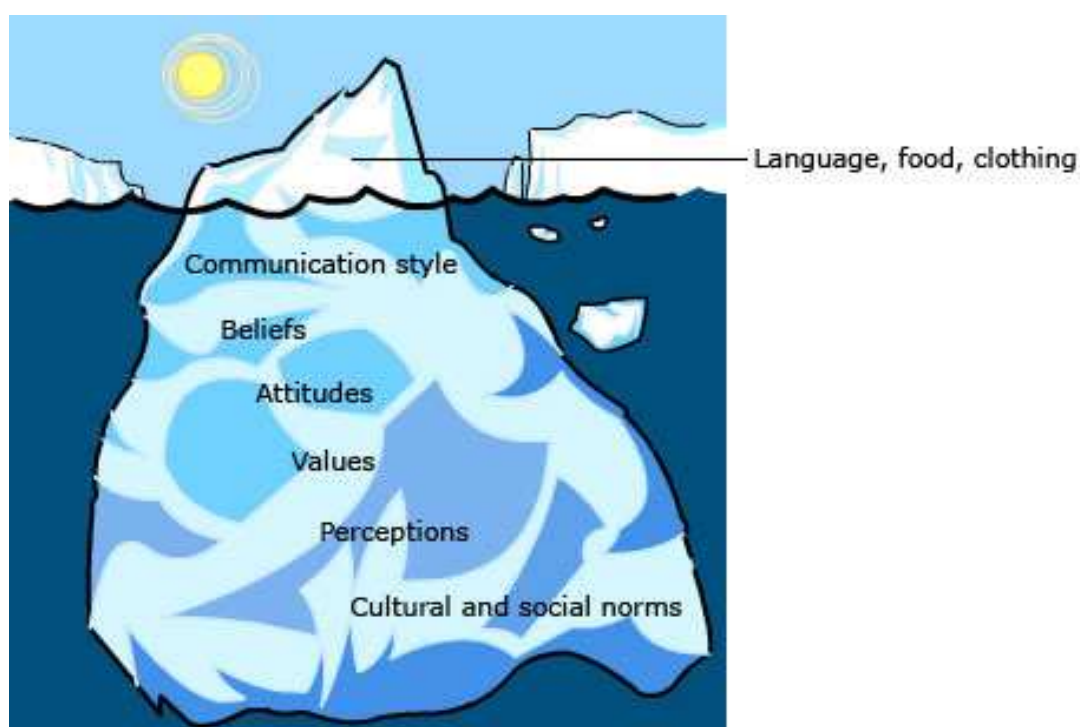


Figure 1: The cultural iceberg.

In general, all the definitions about culture are just limited directions to define culture. Culture is even more than all the definitions put together. We can simply understand that culture includes all of the material and spiritual products of human being. Culture is created to maintain human society and it reflects the relationship of the human with the world around so that every region has its own culture.

1.2 Communication

1.2.1 Definition of communication

According to Hybels (1992:5), “Communication is any process in which people share information, ideas, and feelings. That process involves not only the spoken and written word, but also body language, personal mannerisms and style” and “Communication, then, is vital to our lives. To live is to communicate”.

Nguyen Quang (1998:3) sees communication as the process of sharing meaning through verbal and nonverbal behavior.

Communication is defined by Lustig and Koester as “a symbolic, interpretive, transactional, contextual process in which people create shared meanings” (2010:13).

Larry A. Samovar, Richard E. Porter and Edwin R. McDaniel (2006:12) select the all-encompassing definition of “human communication is the process through which symbols are transmitted for the purpose of eliciting a response”.

From the definitions above, we can see communication as a process of exchanging information, ideas, thoughts, feelings and emotions through speech, signals, writing, or behavior. In communication process, a sender encodes a message and then using a medium sends it to the receiver who

decodes the message and after processing information, sends back appropriate feedback.

1.2.2 Classification of communication

According to Nguyen Quang communication is divided into verbal communication and nonverbal communication.

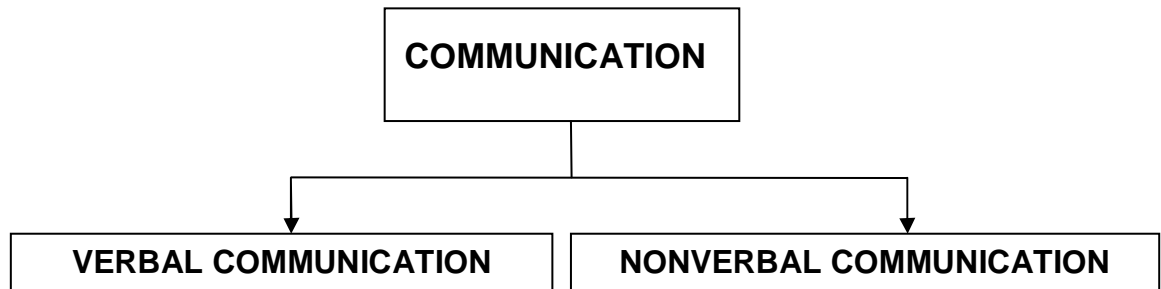


Diagram 1: Classification of communication

1.2.2.1 Verbal communication

Verbal communication refers to the use of sounds and language to relay a message. It serves as a vehicle for expressing desires, ideas and concepts and is vital to the processes of learning and teaching.

For example: when a baby says “I’m hungry!”. His parents will know that he wants something to eat.

Verbal Communication is divided into two types: oral communication and written communication.

Oral Communication is the process of expressing information or ideas by word of mouth. This can be done by face-to-face conversations, speech, telephonic conversation, video, radio, television and voice over internet.

Written Communication is a type of interaction that makes use of the written word. A written message may be printed or hand written. In written

communication message can be transmitted via email, letter, report, memo etc. Written communication is influenced by the vocabulary, grammar, writing style, precision and clarity of the language used.

1.2.2.2 Nonverbal communication

Nonverbal communication may cover any aspect of communication that not purely verbal. More precisely, nonverbal communication can be viewed from two different perspectives (R.F.Verderber. 1990).

From one perspective nonverbal communication refers to people actions or attributes other than words, J. Burgoon and T. Saine (1978) defined nonverbal communication as “those attributes or actions of humans, other than the use of words themselves, which have socially shared meaning, are intentionally sent or interpreted as intentional, are consciously sent or consciously received, and have the potential for feedback from the receiver.”

According to Knapp (1972:20), nonverbal communication is term that describes “all communication events which transcend spoken or written words”.

In short, we can simply define nonverbal communication as the process of conveying the information without using words.

There are many classifications of nonverbal communication. Nguyen Quang (2001:9) presents clearly and easily to understand in the diagram below:

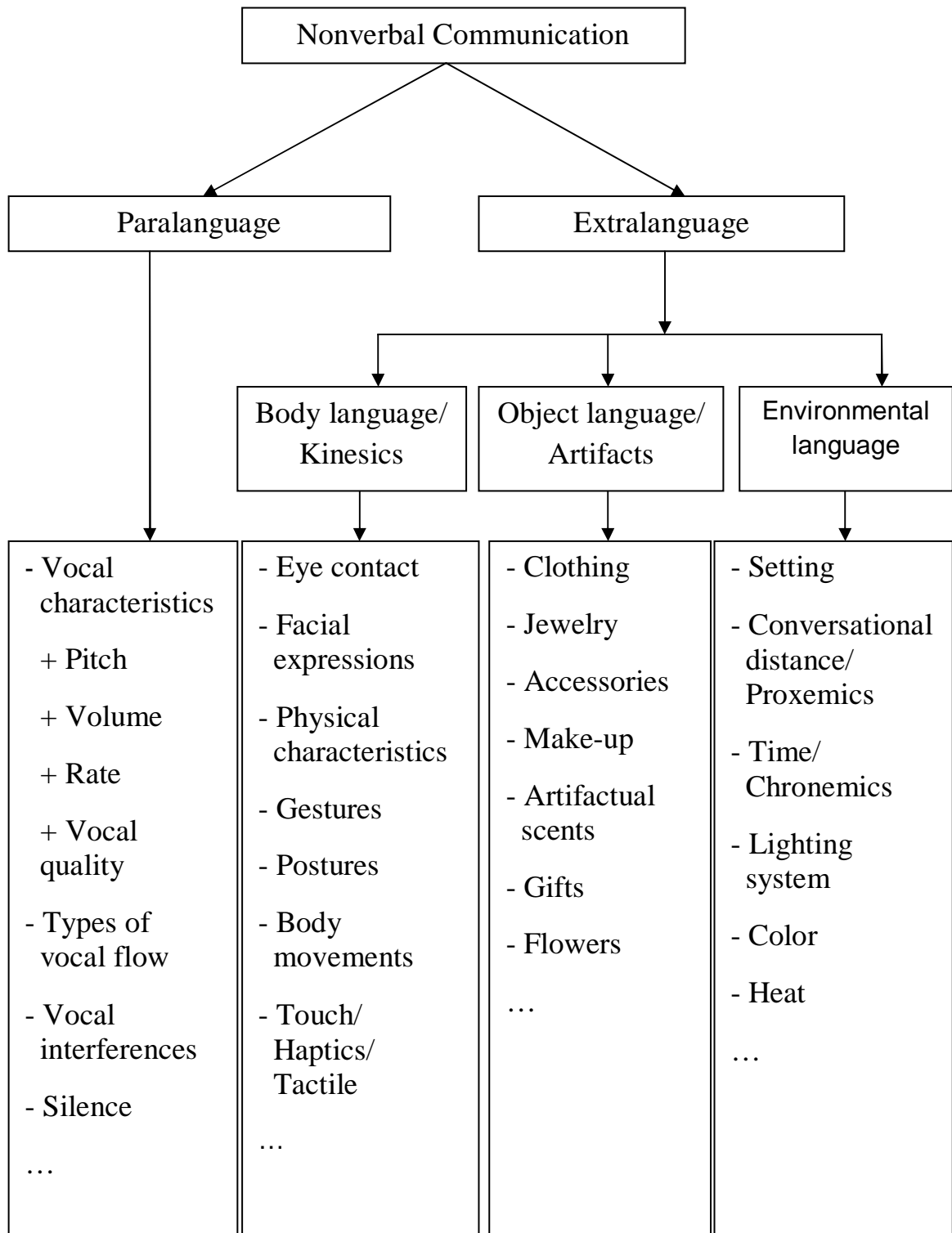


Diagram 2: Classification of Nonverbal Communication

Nonverbal communication is divided into 2 types: paralanguage and extralanguage.

Paralanguage concerns how something is said. It is the way we say something. There are four major categories of paralanguage. They are vocal characteristics, vocal quality, vocal interferences and silence/pauses.

Extralanguage includes body language, object language and environmental language.

1.2.3 Cross-culture communication

Samovar & Porter (1997:70) stated that as cultures differ from one another, the communication practices and behaviours of people will inevitably vary as a result of their different perceptions of the world. Cross-cultural communication, more precisely then, is defined as “the study of communication between people whose cultural perceptions and symbol systems are distinct enough to alter their communication.”

Nguyen Quang (1998:3) also pointed out that “Communication (verbal or nonverbal) between people from different cultures; communication that is influenced and culture values, attitudes and behavior: the influence of culture on people’ reactions and responses to each other.”

From these definitions we can understand cross-cultural communication is the communication between people who live in different countries and come from different cultural background.

Nowadays, companies are expanding their business into global markets, governments are negotiating across borders and millions of people are studying and working in countries other than their native ones. Thus, cross-culture communication has become more and more essential.

1.3 Body language

1.3.1 Definition of body language

According to a definition on Wikipedia “Body language is a kind of nonverbal communication, where thoughts, intentions, or feelings are expressed by physical behaviors, such as facial expressions, body posture, gestures, eye movement, touch and the use of space.”

Another definition of body language is “body language is a conventional term for communication by the use of parts of the body (other than the tongue for speaking!). We can analyze it by looking at various parts of the body isolation, but we must always remember that it is unusual for only one part of the body to be used at a time. Usually there are ‘clusters’ of movements involving various parts of the body.” (Beisler et al., 1997)

1.3.2 Classification of body language

Nguyen Quang (2008) stated that there are three main ways to classifying body language:

- Classification of body language according to their functions: emblems, illustrators, regulators, adaptors and affect displays.
- Classification of body language according to their origins: universal, inborn, genetically transferred, group- specific, area-specific, and culture –specific.
- Classification of body language according to from parts of the body: facial expressions, eye contact, physical characteristics, gestures, postures, body movements, and touching.

Because of the limited scope of this study, I would like to focus just only on types of body language as seen from parts of the body.

1.3.2.1 Facial expressions

Charles Darwin, in his 1872 work, *The Expression of the Emotions in Man and Animals*, defines that “Facial expression is the process of shaping the face by muscle contraction responding to principles of emotional expression”.

According to Beisler et al. (1997), “facial expression involves the arrangement of facial muscles to communicate emotional state or reaction to a message.”

In general, facial expression is integral when expressing emotions through the body. Combinations of eyes, eyebrow, lips, nose, and cheek movements help form different moods of an individual. Facial expression may be the most precise indicator of a person’s inner feelings, emotions, and attitudes.

There are six types of facial expressions: happiness, sadness, surprise, fear, anger, and disgust.



Figure 2: Types of facial expressions

1.3.2.2 Eye contact

Eye contact occurs when two people look directly at each other's eyes while talking. Eye contact is often considered an element of personal space because it regulates interpersonal distance. Direct eye contact shortens the distance between two people, while the lack of eye contact increases the distance. Eye contact communicates meanings related to respect and status, and it often regulates turn taking in conversations.

Eyes can reflect one's feelings, attitude, and emotions more accurately and subtly than any other parts of the body.

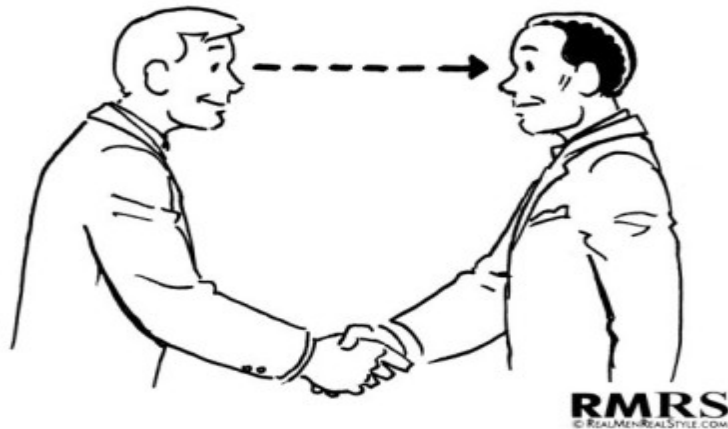


Figure 3: Eye contact.

1.3.2.3 Physical characteristics

Features of a substance are primarily sensory (physical) and generally measurable, such as area, hardness, smoothness, shape, color, weight, volume and so on.

1.3.2.4 Gestures

There are some of definitions of gestures given by researchers.

A gesture is a form of nonverbal communication made with a part of the body (especially hand, arms, and fingers), used instead of or in combination with verbal communication. We use gestures consciously to describe or to emphasize. People vary, however, in the amount of gesturing that accompanies their speech – some people “talk with their hands” far more than others. People from physically expressive families gesture more than people from families whose gestures are more sedate or controlled. (Verderber – 1984:71)

In "Nonverbal communication across cultures" (Forthcoming:163) Nguyen Quang gives a full definition of gestures as “Gestures can be understood as the movements of arms, legs and body which are used independently or with words in communication in order to emphasize or replace words, to control or display one's feelings and attitudes, and to express one's thought”

Gestures are body actions. Gesture can be transmitted effectively and clearly as well as verbal communication, even it is more effectively. Gestures also help us get the listeners attention. Without gestures our world would be static and colorless.

Here are some common gestures in the world.



Figure 4: Ok sign



Figure 5: Lucky sign



Figure 6: The thumbs-up



Figure 7: The thumbs-down



I don't know.

Figure 8: Sign to say I don't know



Figure 9: Sign to say I can't hear



Figure 10: Stop sign



Figure 11: Sign to say I forgot

1.3.2.5 Postures

Posture is defined roughly as body language and stance. Posture can provide a significant amount of important information on nonverbal communication and emotional cues.

We can describe different posture as formal, relaxed, rigid, defensive, aggressive, suggestive, sexy, slouched, awkward, and the like.

Posture plays an important role for people to exchange meanings for several reasons. Firstly, people are more likely to remember what they see rather than what they hear. Secondly, more posture than other nonverbal communication behaviours occurs. If nonverbal communication occupies as much as 93% of social meaning, posture dominates a third of this percentage.

1.3.2.4 Body movements

Body movements are defined as motion of all or part of the body, especially at a joint or joints. Body movements include abduction, adduction, extension, flexion, rotation, and circumduction.

1.3.2.5 Touching

“Stroking, hitting, holding or guiding the movements of another person are examples of touching behaviour that communicate nonverbally. Each of these adds different meaning to a message. Touching can console or support the other person and show feeling such as affection, sexual interest or dominance. A handshake can express dominances or equality. A pat on the arm can convey intimacy or control. (Dwyer, 2000)

Touching is a form of nonverbal communication through touch. We communicate through touch on a daily basis, often without noticing it as it is such a natural action. Touching is incredibly useful as a form of communication, as the messages are generally clearly received without confusion.

Some common touching in the world are shaking hands, patting, linking arms, shoulder hold, holding hands, holding the waist, a full hug, kissing and so on.

CHAPTER 2: GREETING GESTURES

2.1. Greetings

Greeting is commonly understood as a friendly or polite act that you say or do when you meet or welcome someone.

According to a definition on Wikipedia, “Greeting is an act of communication in which human beings intentionally make their presence known to each other, to show attention to, and to suggest a type of relationship (usually cordial) or social status (formal or informal) between individuals or groups of people coming in contact with each other.”

There are two types of greeting: nonverbal and verbal greeting. However, in some situations, because of the distance communication or language barriers, the form of non-verbal greeting is used more commonly.

2.2 Some common greeting gestures in America and Vietnam

Greeting is considered as an important aspect in cultural life of each nation. There are various ways of greeting in all over the world. Following are some common greeting gestures in America and Vietnam.

2.2.1 Handshaking



Figure 13: Handshaking

A handshake is a short ritual in which two people grasp one of each other's like hands. In most cases, it is accompanied by a brief up and down movement of the grasped hands.

Handshaking is one of the most common gestures in the world and it is considered the standard greeting in business situation. Handshaking is commonly done in meeting, greeting, offering congratulations, or completing an agreement. The purpose of handshake is to convey trust, balance and equality.

We can never know for certain where the handshake originated or why people started doing it. The most widely accepted theory is that hand shaking originated in medieval Europe where knights would extend their hand to other knights in order to show that they had no weapons hidden or concealed behind their back. People of all races, shapes, sizes and status use the handshake as a way to greet a person, make an agreement or say goodbye.

2.2.2 Cheek kissing



Figure 14: Cheek kissing

Cheek kissing is a ritual or social kissing gesture to indicate friendship, perform a greeting, to confer congratulations, to comfort someone, to show respect, or to indicate sexual or romantic interest. In a cheek kiss, both two people lean forward and either lightly touch cheek with cheek or lip with cheek. Generally, the gesture is repeated with the other cheek, or more, alternating cheeks.

Cheek kissing is very common in Southern, Central and Eastern Europe, the Mediterranean, the Middle East, the Horn of Africa and Latin America. It is not as common in English-speaking Canada and the United States, Asia and Northern Europe

Depending on the local culture, cheek kissing may be considered appropriate among family members as well as friends and acquaintances: a man and a woman, two women, or two men. The last is socially accepted in many cultures where cheek kissing is prevalent, with exceptions, particularly in portions of Latin America.

2.2.3 Hugging



Figure 15: Hugging

A hug is a form of physical intimacy, universal in human communities, in which two people put their arms around the neck, back, or waist of one another and hold each other closely. If more than two people are involved, this is informally referred to as a group hug.

A hug usually demonstrates affection and emotional warmth, sometimes arising from joy or happiness when reunited with someone or seeing someone absent after a long time.

Some people believe the hug originally had a similar purpose: the assurance that no weapons were hidden beneath the flowing robes worn from the time of the Egyptians through the Middle Ages. In Latin American countries, the hug is called the *abrazo*, which means “embrace”. It is often accompanied by couple of hearty claps on the back.

2.2.4 Waving arms



Figure 16: Waving arms

Waving is a gesture in which the hand is raised and moved left and right, as a greeting or sign of departure. This common gesture of friendly greeting and farewell has its origins as a distress symbol, since it is one of the simplest and most obvious ways to make oneself visible from a distance. As it is such a good way to draw attention, it also grew to be a common greeting, calling attention to oneself as one approach. The waving gesture is used in variety of situations and locals.

2.2.5 Nodding head



Figure 17: Nodding head

A nod of the head is a gesture in which the head is tilted in alternating up and down arcs along the sagittal plane. In many cultures, it is most commonly, but not universally, used to indicate agreement, acceptance, or acknowledgment.

Different cultures assign different meanings to the gesture. Nodding means "yes" in many countries. However, there are some countries swapping the meanings between nodding and shaking head such as Greece, Iran, Lebanon, Syria, Palestine, Turkey, Macedonia, Bulgaria, Albania, and Sicily. In those countries, a single nod of the head up (not down) indicates a "no".

Nodding can also be used as a form of nonverbal greeting or acknowledgement of another's presence; in this context, it is essentially an especially mild form of bowing, with just enough movement to show a degree of respect without additional formality. This includes the traditional downwards nod, or the upwards nod (which is more informal and usually used among friends or subordinates). To increase the formality, the downwards nod may also be accompanied by a suitable verbal greeting.

2.2.6 Patting



Figure 18: Patting

Patting is an act of lightly touching someone or something with your hand to show affection or approval. Patting on back or shoulder is an informal greeting gesture. It is usually used to greet friends, colleagues of the same age, or social status. In Greece, you'll see a lot of men patting each other on the back or at shoulder for greeting. In Vietnam, patting is used as a way for adults to greet children, but it is considered as rude and impolite action for greeting the older than you.

2.2.7 Smiling



Figure 19: Smiling

A smile is a facial expression formed primarily by flexing the muscles at the sides of the mouth. Some smiles include a contraction of the muscles at the corner of the eyes.

Among humans, smiling is an expression denoting pleasure, sociability, happiness, or amusement. A warm, authentic smile communicates feelings that words can't possibly accomplish. A great smile radiates warmth, puts people at ease and makes a good first impression. Moreover, it is also a great way to express your love, appreciation and respect to those who are important to you.

A smile seems to be sufficient to greet someone when you do not have enough time to stop to talk with him/her. Smiling when greeting is very important. You can use a smile for greeting instead of saying hello, but a greeting without a smile only sends a message to your communication partner that it's just a requirement. Besides, the other greeting gestures also need be combined with a smile to become a perfect pair, such as handshaking, hugging, waving and so on.

2.2.8 Bowing



Figure 20: Bowing

The bow is the act of lowering the torso and head as a social gesture in direction to another person or symbol. It is most prominent in Asian countries such as Japan, Korea, India, Thailand, China, and Vietnam. Besides, it is also typical of nobility and aristocracy in many countries and distinctively in Europe and used in religious contexts, as a form of worship or veneration.

When bowing, the younger person or the person in a lower social position will make a deeper bow, while the senior person can either not bow or perform a less deep bow in return.

2.2.9 High five



Figure 21: High Five

The high five is a hand gesture that occurs when two people simultaneously raise one hand each, about head-high, and push, slide, or slap the flat of their palm against the flat palm of the other person.

According to the majority of documents, the high five is probably originated in America. It is used the first time by two professional baseball players, Dusty Baker and Glenn Burke of the Los Angeles Dodgers baseball team, to celebrate the victory at Dodger Stadium on October 2, 1977. In 1980, the Oxford English Dictionary began to appear the phrase “high five” as a noun. In 1981, the phrase “high five” is officially regarded as a verb. In particular, “five” is a word that refers to 5 fingers are “high”. “High five” means a hand up. Since then, “high five” has spreaded in the world and become one of the most common actions to greet , congratulate and celebrate.

2.2.10 V-sign



Figure 22: V-sign

The V sign is a hand gesture in which the index and middle fingers are raised and parted, while the other fingers are clenched. It has various meanings, depending on the cultural context and how it is presented

There are many theories and different interpretations of the origin of the V sign. According to en.wikipedia.org, “In the 1940s, during World War II, a campaign by the Western Allies to use the sign with the back of the hand towards the signer (U+270C 🇻 VICTORY HAND in Unicode) as a "V for Victory" sign proved quite effective. During the Vietnam War, in the 1960s, the "V sign" was widely appropriated by the counterculture as a symbol of peace. Shortly thereafter, it also became adopted as a gesture used in photographs, especially in Japan.”

Nowadays, V-sign has become more and more popular. We can see it anywhere in the world. Beside the meaning of victory, it also means “peace”. V-sign is a common gesture used in photographs. V-sign is a symbol of the luck and happiness in many people's minds in all countries around the world, particularly Asian countries such as Japanese , Chinese, Korea and Vietnam.

CHAPTER 3: DATA ANALYSIS AND COMPARISON

3.1 Aim of the survey

As mentioned in the methods of the study, a survey was conducted to collect data for the study. The survey consists of 12 questions.

The survey provides a general and detailed analysis on using greeting gestures of American and Vietnamese people. From that, a comparison on the use of greeting gestures in Vietnam and America is drawn.

3.2. Objectives of the survey

The objectives of the survey are Vietnamese and American people in Hai Phong. Most of the Americans who participated in the survey are teachers and travelers in Haiphong. 52% of them are males. They are of different ages from 25 to 55. The Vietnamese doing the survey are the people in Hai Phong city. 50% of them were males. They are also in different ages from 22 to 45.

3.3 Analysis

3.3.1 Data collection

There are 30 surveys written in English for American people, and 30 surveys written in Vietnamese for Vietnamese people. There are 60 surveys correspondents being collected for analyzing.

3.3.2 Analysis

The investigation results about the use of gestures of Vietnamese and American people are showed in the following charts. There are open and closed questionnaires. However, I just analyze closed questions in this part. Open questions will provide information for comparing on the use of greeting gestures of Vietnamese and American people in the next section.

3.3.2.1 Frequency of using greeting gestures

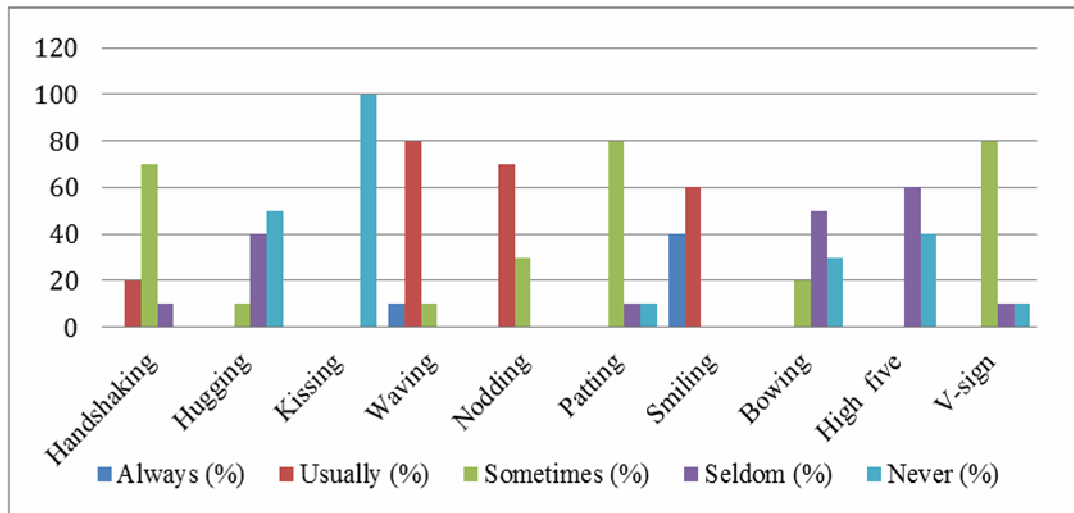


Chart 1: Frequency of using greeting gestures in Vietnam

As can be seen from the chart of frequency of using greeting gestures in Vietnam, smiling, waving, nodding are the greeting gestures which are used more frequently than the rest. Smiling is ranked the first in the list of frequency; 40% the survey respondents always smile, and 60% people do it when greeting. The second is waving with 10% people always using, 80% people usually using and 20% people sometimes using. Nodding occupies the third place; it is usually used by 70% people and 30% people sometimes do it. Handshaking is not a common greeting gesture in Vietnam. It is usually used by 20% people, 70% people sometimes use it and there are 10% people who seldom use handshaking. Patting, hugging, bowing, high five and V-sign are sometimes found in certain situations. Another noticeable feature is that kissing is never used in Vietnam. 100% the survey respondents never use it as a way to greet others.

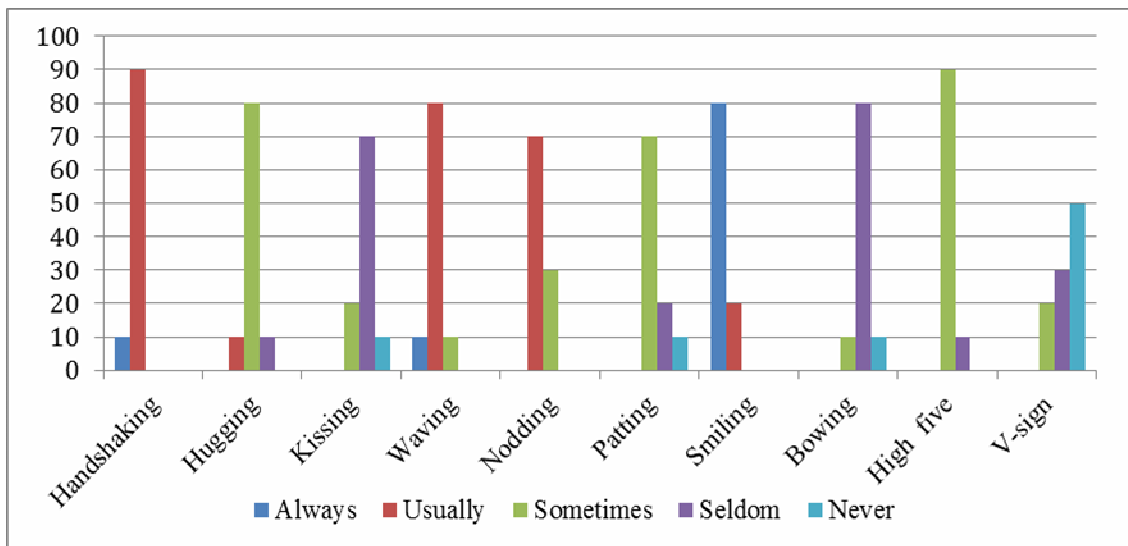


Chart 2: Frequency of using greeting gestures in America

In America, in general, smiling, handshaking, waving and nodding are usually chosen to greet someone. Smiling is also ranked the first. 80% the survey respondents always smile when greeting and 20% people usually do it. Handshaking is the second. Unlike in Vietnam, in America, handshaking is used more frequently; 10% the survey respondents always use handshaking and 90% people usually do it. Waving is the third with 10% always using, 80% usually using and 10% sometimes using. Nodding is also a common greeting gesture with 70% usually using and 30% sometimes using. Other gestures like hugging, bowing, high five, and V-sign are used in small percentage rate in America. Another difference from Vietnam is that kissing is used in America. 90% Americans seldom use it.

3.3.2.2 The factors influencing on using greeting gestures

Factors	The factors influencing on using greeting gestures in Vietnam (%)	The factors influencing on using greeting gestures in American (%)
Age	100	88
Sex	85	72
Occupation	38	22
Marital Status	40	44
Social status	80	36
Relationship	92	71
Communication environment	75	60
Communication situations	72	65

Table 1: The factors influencing on using greeting gestures in Vietnam and America

From the table, we can see it is clear that in both Vietnam and America, age, sex and relationship are the most important factors. 100% the survey respondents in Vietnam consider age when greeting and in America, age is considered by 88% people. Relationship is the second important factor in two countries, it occupies 92% in Vietnam and 71% in America. Sex is also one of the factors which is highly appreciated in both countries; 85% Vietnamese people and 72% American people choose it. Besides, communication environment and communication situation also affect to use greeting gestures. Communication environment is considered by 75% the survey respondents in Vietnam and 60% people in America. Communication situation occupies 72% in Vietnam and 65% in America. On the contrary, occupation and marital status are considered less. Occupation occupies 38% survey respondents in Vietnam and 22% people in America. Marital status is considered by 40% survey respondents in Vietnam and 44% in America. It is remarkable that social status is highly considered in Vietnam with 80%, while in America, it is only 36%.

3.3.2.3 The influence of the age on using greeting gestures

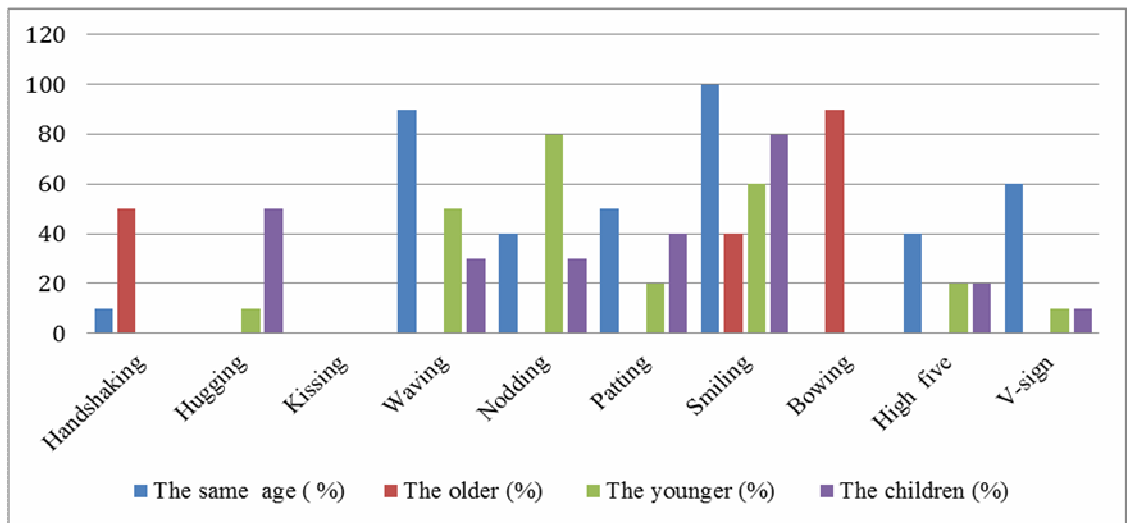


Chart 3: The influence of the age on using greeting gestures in Vietnam

The chart shows that with the same age, Vietnamese people often smile and wave to greet each others. Smiling occupies 100% and waving is 90%. Besides, other gestures are used such as V-sign with 60%, patting with 50%, nodding and high five with 40% and handshaking with 10%. Hugging, kissing, bowing are hardly used as the way to greet to the people at the same age.

With the older, there are only 3 ways to greet, they are bowing, handshaking and smiling. Bowing is ranked the first choice to greet the older. Vietnamese people consider bowing as a way to show respect. Handshaking and smiling also can be acceptable. Handshaking accounts for 50% and smiling is 40%. The rest greeting gestures consisting of hugging, kissing, waving, nodding, high five and V-sign are not chosen as the way to greet the older.

In comparison with the older, there are more ways to greet the younger. In Vietnam, nodding is the most common way when greeting the younger. The chart indicates that nodding is used by 80% survey respondents. Beside, they also choose smiling and waving. Smiling is 60% and waving is 50%.

With the children, the most common greeting gesture is smiling. Smiling accounts for 80%. The second choice to greet the children is hugging with 50%. In some situations, waving, nodding, patting, high five and V-sign are also used.

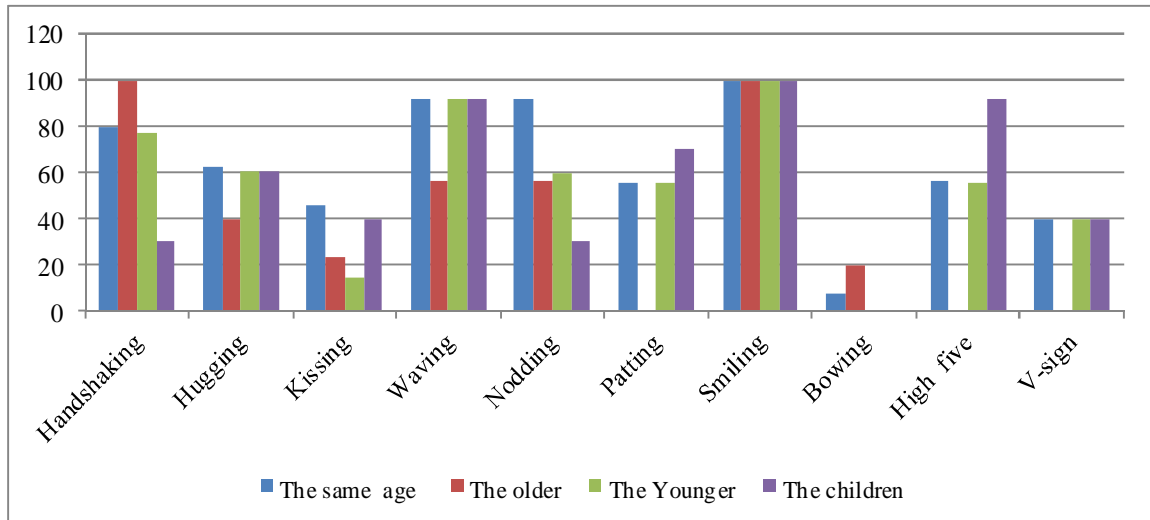


Chart 4: The influence of the age on using greeting gestures in America

In America, at the same age, there are many choices to greeting such as: smiling, waving, nodding, handshaking and so on. Smiling is chosen the most, 100% survey respondents choose it. Waving and nodding are used by 92% people. Handshaking is also a common way to greet the same age people. It accounts for 80%. Meanwhile, high five, hugging, patting, kissing and are used less frequently. They occupy from 46% to 56%. It is noticeable that, bowing is hardly used in America. It just accounts for 10%. Meanwhile, nobody using bowing to greet the younger.

Two common ways to greet the older in America are handshaking and smiling. 100% the survey respondents from America chose to use them to greet others. While waving, nodding, hugging and kissing are not used as a way to greet the older in Vietnam, they are accepted in America. 56% survey respondents agreed to use waving and nodding, when greeting the older. Hugging is used by 40% people and kissing is chosen by 23% people. Besides,

bowing are sometimes used to greet the older in America, but is just accounts for a small proportion (20%) . No one chooses patting, high five and V-sign as the way to greet the older.

With the younger, American people usually greet by smiling, waving and handshaking. 100% of the survey respondents from America agree to use smiling, 92% of them choose waving and 77% of them choose handshaking when greeting the younger. Other greeting getures like nodding, patting, hugging, high five, V-sign and kising are sometimes used.

To greet the children, American people usually use smiling, waving and high five. 100% servey respondents choose smiling. 92% of them agree to use waving and high five. Moreover, they also show their love to the children by nodding, hugging, kissing, and V-sign.

3.3.2.4 The influence of the gender on using greeting gestures

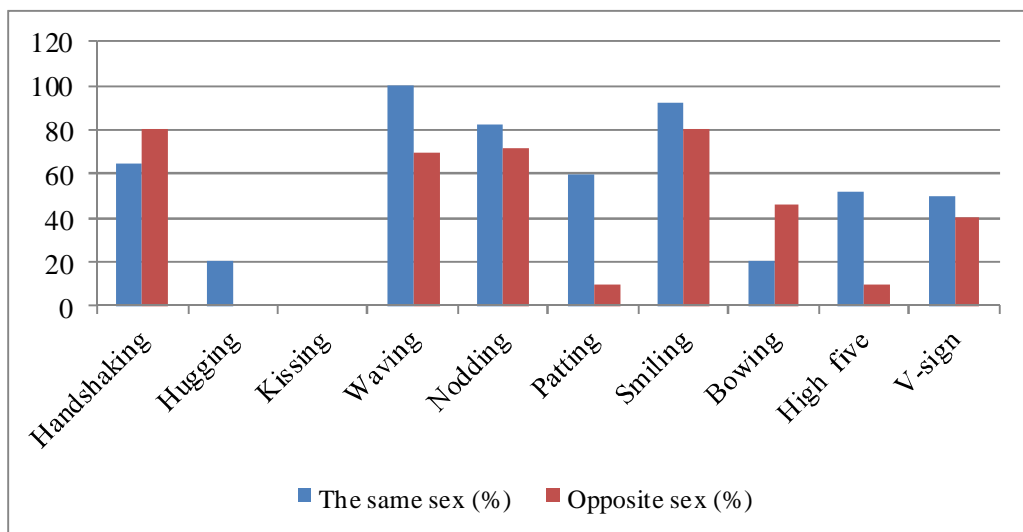


Chart 5: The influence of the gender on using greeting gestures in Vietnam

The chart shows that Vietnamese people use different greeting gestures when greeting the same sex and the opposite people. The people who are the same sex usually greet ech other by waving and smiling and nodding. Waving is used by100% the survey respondents. Nodding occupies for 82%. Other

greeting gestures such as handshaking, patting, V-sign, nodding, handshaking and high five are chosen by some people, but it seems that they are not high considered. It is noticeable that hugging and kissing are hardly used. Hugging accounts for 20% and nobody chooses kissing.

From the chart, we can see that, with the opposite sex, using greeting ways relating to touching gestures such as patting, hugging and high five tends to decrease. Specially, patting and high five decrease the most, only 10% people choose them. Kissing and hugging are not used to greeting the opposite sex in Vietnam. On the other hand, handshaking, smiling, nodding and waving are considered the good way to greet the opposite sex, there are 80% the survey respondents choosing handshaking and smiling; 72% people choose nodding and 70% people choose waving.

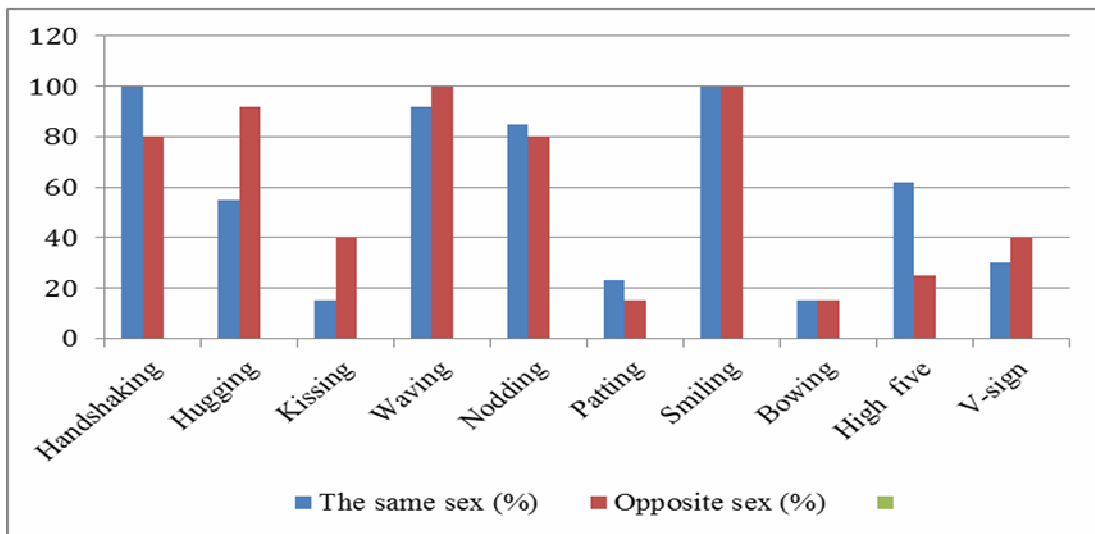


Chart 6: The influence of the gender on using greeting gestures in America

Overall, gender doesn't affect much to using greeting gesture in America. Smiling, waving, hanking and nodding are frequently used by both the same and opposite sex. 100% people choose smiling to greet both the same and opposite sex. 92% people choose waving to greet the same sex people and 100% people chose it to greet the opposite sex. Hanshaking is

used by 100% people to greet the same sex and 80% people to greet the opposite sex. 85% people use nodding to greet the same sex and 80% people use it to greet the opposite sex. The differences in using greeting gestures are only seen in hugging, kissing and high five. 92% people use hugging to greet the opposite sex people, while only 55% people use it to greet the same sex. The same tendency is found with the proportion of kissing. High five is chosen by 62% people to greet the same sex and 30% people to greet the opposite sex. On the other hand, few people use kissing, patting and bowing to greet the same and opposite sex.

3.3.2.5 The influence of the social status on using greeting gestures

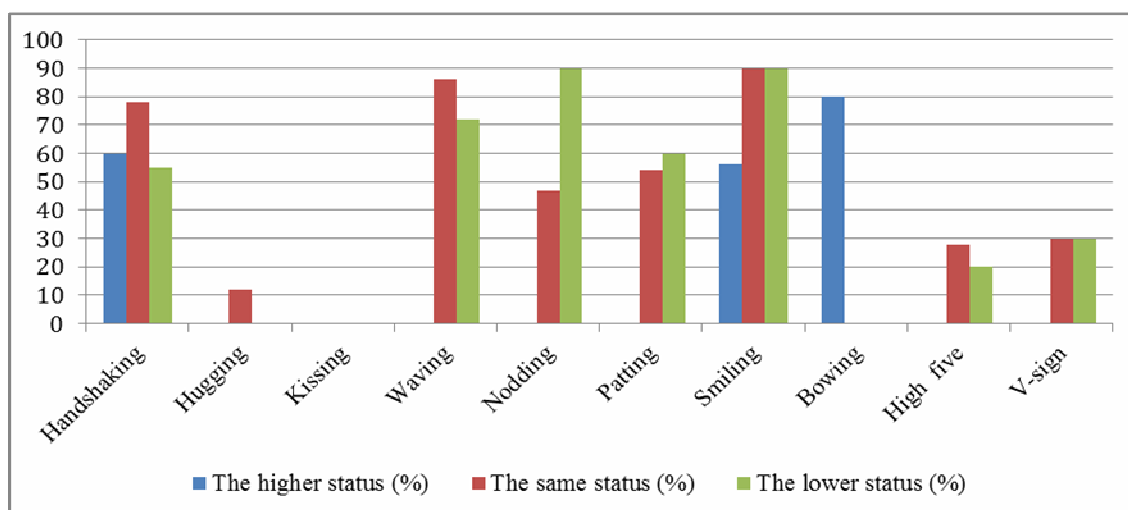


Chart 7: The influence of the social status on using greeting gestures in Vietnam

With high status people, Vietnamese people usually greet by bowing, handshaking and smiling. Bowing is considered a way to show respect with the high status people. It is used by 80% survey respondents from Vietnam. Handshaking accounts for 60% and smiling occupies 56%.

With the same status people, smiling is ranked the first choice to greet. It occupies 100%. Waving is the second with 70%. Handshaking is the third with 76%. Besides, nodding, patting, V-sign, high five and hugging are also

used in some situations; while kissing and bowing is never used by the same status people.

Nodding and smiling are the most common ways to greet with the lower status people. 100% the survey respondents from America choose them to greet the lower status. Besides, waving, patting and handshaking are also used frequently. Waving is 72%, patting is 60% and handshaking is 55%.The rest consisting of high five and V-sign, kissing and bowing are hardly chosen to greet the lower status people.

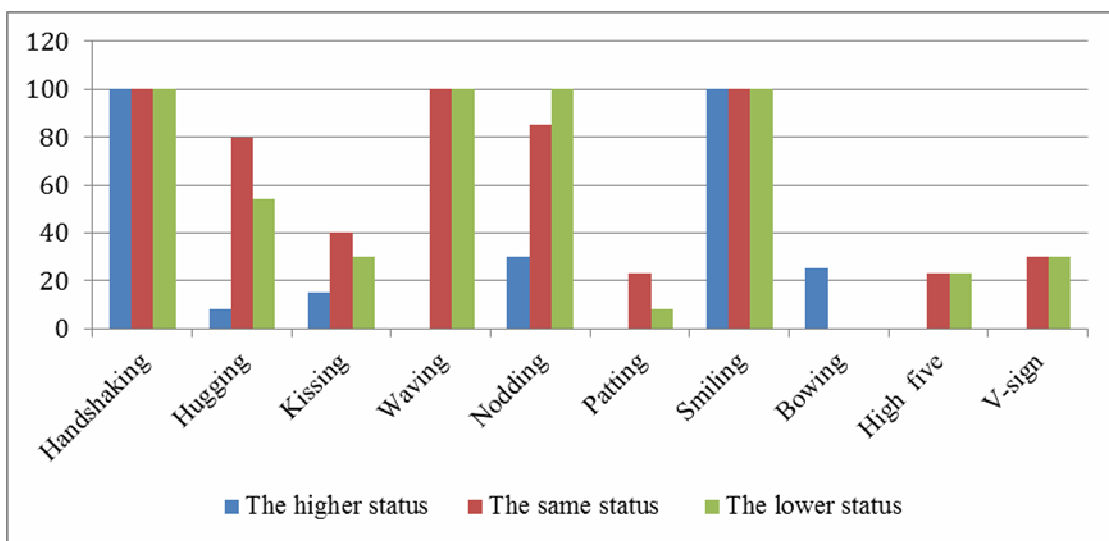


Chart 8: The influence of the social status on using greeting gestures in America.

From the chart, we can see that handshaking and smiling are used to greet with people at all social status. However, when greeting with the higher status, hugging, kissing, bowing and nodding account for small proportions. Hugging is 8%, kissing is 15%, bowing is 25% and nodding is 30%. Furthermore, waving, patting, bowing, high five and V-sign are not used at all.

With people of the same status, handshaking, waving, smiling, nodding and hugging are usually used. They occupy high proportions.

Handshaking, waving, and smiling are chosen by 100% survey respondents from America, hugging and nodding are usually used. Hugging occupies 80% people and nodding accounts for 85% people. Kissing, patting, high five and V-sign are also used but their proportions are not high. Kissing is 40%, V-sign is 30%, patting and high five are only 23%.

With the lower status, 100% survey respondents from America usually greet by handshaking, waving, nodding and smiling. Besides, hugging, kissing and V-sign are used in some situation. Hugging is 54%, kissing is 30%, patting is 8%, V-sign is 30% and high five is 23%.

3.3.2.6 The influence of relationship on using greeting gestures

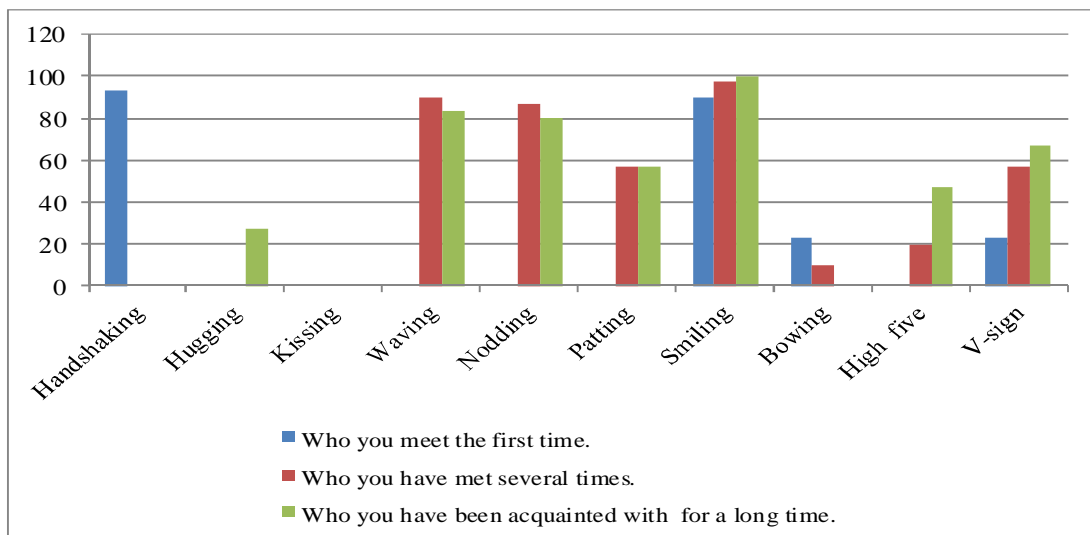


Chart 9: The influence of relationship on using greeting gestures in Vietnam

At the first meeting, Vietnamese people usually greet each other by handshaking and smiling. Handshaking is chosen by 93% people and 90% people used smiling. Besides, some people also choose bowing and V-sign. They account for 23%.

When meeting several times, instead of shaking hands, Vietnamese people use other gestures like waving, nodding smiling, patting, high five and V-sign. Among them, smiling is used the most; 97% people choose smiling.

Waving and nodding are the second; waving occupies 90% and nodding accounts for 87%. Besides, patting and V-sign are often used; 57% survey respondents choose them. Other gestures is also used, but their proportions are not high. High five is 20% and bowing is just 10%.

With the people who they have been acquainted for a long time, Vietnamese can use almost greeting gesture such as waving, nodding, smiling, patting, high five and V-sign. Smiling is still ranked the first with 100%. Waving and nodding are used frequently. Waving and nodding account for 83%. Nodding occupies 80%. Besides, some people can show their love and friendliness by hugging, high five or V-sign, however, nobody uses kissing in Vietnam.

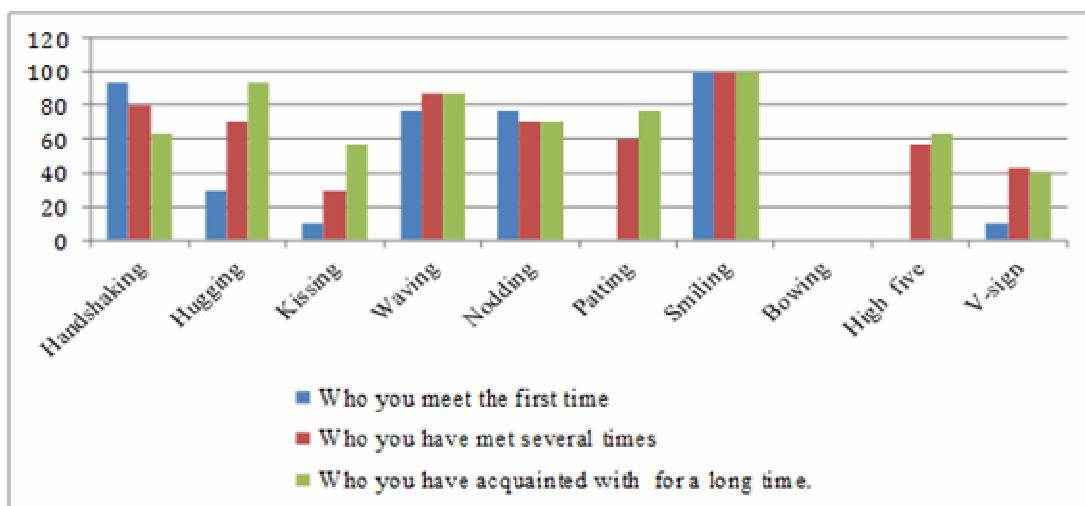


Chart 10: The influence of relationship on using greeting gestures in American

Like Vietnamese people, at the first meeting, Americans usually use smiling, handshaking, waving and nodding. 100% survey respondents choose smiling, 93% people choose handshaking. Waving and nodding are accounts for 77%. Besides, American people sometimes use hugging, kissing and waving at the first meeting. Hugging occupies 30%, kissing and V-sign only accounts for 10%.

It seems that there is very few differences in using greeting gestures of Americans to the people they have met several times and people who they have acquainted with for a long time. Americans usually smile, wave, nod, pat and so on. Smiling is always the first choice for both people they have met several times and people who they have acquainted for a long time. 100% respondents choose smiling, 87% people choose waving, and 70% people choose nodding in both situations. When the time they have acquainted is longer, the greeting gestures like kissing and hugging are used more frequently. Hugging increases 23% from 70% to 93%. Kissing goes up 27% from 30 to 57%. Other greeting gestures are high five, V-sign are not common in America and relationship seems to not affect to using them. 57% survey respondents choose high five to greet the people the have met several times and 63% people choose it to greet the people they have met for a long time. 43% people use high five to greeting the people the have meet several time and 40% people use it to greet people they have met for long time.

3.3.2.7 The influence of communication environment on using greeting gestures



Chart 11: The influence of communication environment on using greeting gestures in Vietnam

As can be seen from the chart, Vietnamese people use different greeting gestures in different communication environments.

At home, smiling is the greeting gesture which is used the most; 90% survey respondents choose smiling. Nodding and waving are the common greeting gestures at home. Nodding is the second; 77% people choose nodding. Waving is ranked the third. It is chosen by 63% people. Other gestures including hugging, patting, bowing, high five and V-sign are used by some people, but they are not common in Vietnam. They occupy from 30% to 33%.

The greeting gestures which are used the most common are smiling and handshaking. 90% people choose them as the way to greet at workplace. Waving is used by 47% people. Besides, nodding, bowing, V-sign are also used in some situations.

At the public places, Vietnamese people usually use waving, smiling, V-sign and handshaking. Waving is ranked the first with 83%. The second is smiling, it accounts for 80%. V-sign and handshaking are the second. V-sign is chosen by 60% people and handshaking is used by 57% people.

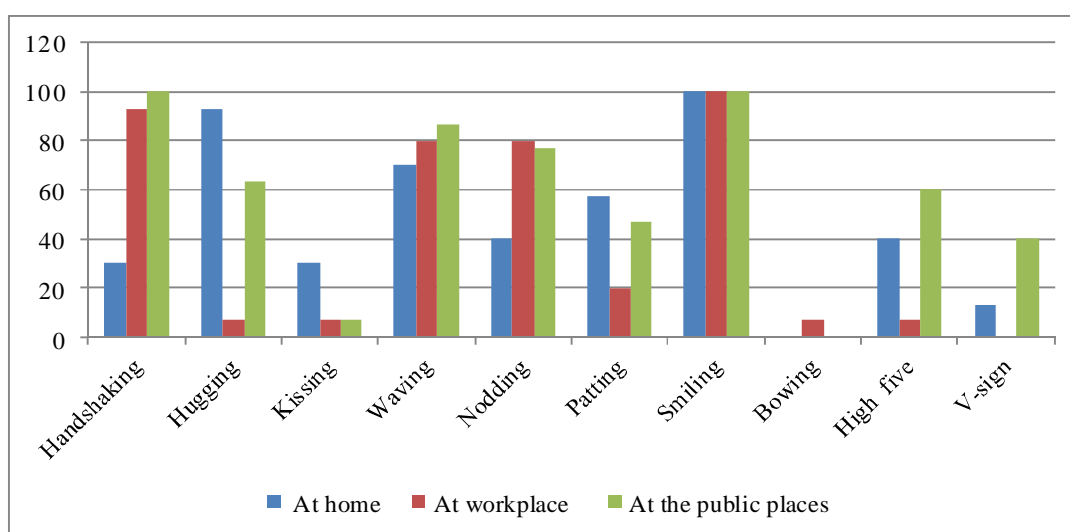


Chart 12: The influence of communication environment on using greeting gestures in America

At home, smiling and hugging are more often used than the others. 100% survey respondents from America chose smiling to greet at home. Hugging occupies 93% people. Waving and patting are also the next choices, Waving accounts for 70% and and patting occupies 57%. The rest greeting gestures including high five, nodding, handshaking and V-sign are used at home, however, their proportions are small. They are from 13% to 30%.

At workplace, American people usually use smiling, handshaking, waving and nodding. Smiling accounts for 100% survey respondents. 93% people chose handshaking . 80% people chose to use waving and nodding at workplace. On the other hand, hugging, kissing, bowing and high five are hardly used at workplace.

Similarly, in the workplace, at the public places, greeting gestures like smiling, handshaking, waving and nodding are usually used. 100% informants chose smiling and handshaking at greet at the wokplaces. Waving occupies 87% and nodding accounts for 77%. Besides, hugging, high five, patting and V-sign are often used. Hugging occupies 63%, high five accounts for 60%. Patting is 47% and V- sign is 40%. Kissing is hardly used at the public places. Only 10% survey respondents choose to use kissing at the public places.

3.3.2.8 The influence of communication situations on using greeting gestures

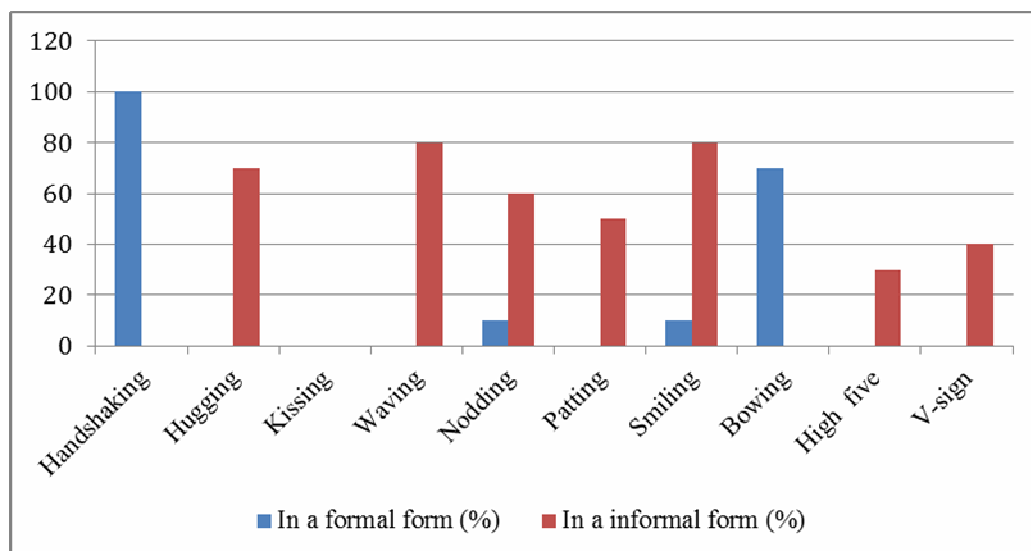


Chart 13: The influence of communication situations on using greeting gestures in Vietnam

Look at the chart, we can see that, in a formal form, Vietnamese usually use handshaking and bowing. 100% survey respondents from Vietnam choose handshaking. Bowing is chosen by 70% people. Some people use nodding and smiling as a greeting way in a formal form. However, their proportions are small. They just occupy 10%. On the other hand, in a informal form, Vietnamese people usually use waving, smiling, hugging, nodding, patting, V-sign and high five. 80% Vietnamese informants choose waving and smiling. Hugging accounts for 70%, nodding occupies 60%, patting is 50%, V-sign is 40% and high five is 30%.

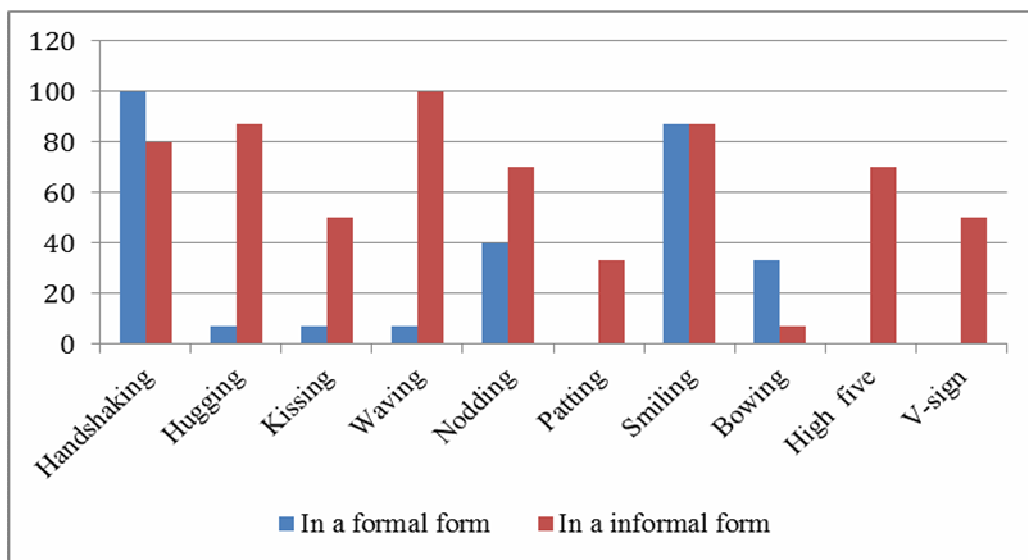


Chart 14: The influence of communication situations on using greeting gestures in America

In America, handshaking and smiling are considered the greeting gestures in a formal form. Handshaking is chosen by 100% the survey respondents. Unlike Vietnamese, American people consider smiling is a good way to greet in a formal form. There are some people choosing nodding and bowing to greet in a formal situation. Nodding occupies 40% survey respondents and bowing accounts for 33%. Besides, there are some people choosing hugging, kissing and waving but their proportions are not high, they are only 7%.

In an informal form, greeting gestures which are usually used are waving, hugging, smiling, handshaking, high five and V-sign. Waving is given priority over the rest with the highest proportion. 100% people choose to use waving in an informal situation. Hugging is usually used in an informal form. 87% American informants use it in informal form. In America, handshaking and smiling are used in both formal and informal forms. The number of the people using smiling in two forms are the same, it is 87%. However, there is a gap between the proportions of the people using handshaking in two situations. The number of the people using handshaking in an informal form is less than that in a formal form. 100% survey respondents agree to use handshaking in formal form, while 80% people choose to use it in an informal form. Besides, other greeting gestures including nodding, kissing, high five, V-sign, patting are chosen to greeting in an informal situation. High five and nodding account for 70%. Kissing and V-sign occupy 50%. The proportion of patting is the smallest, it just occupies 33%.

3.4 Making comparison on the use of greeting gestures in Vietnam and America.

Although each culture has its own ways to greet, there are some similarities and differences in using greeting gestures in America and Vietnam

3.4.1 The similarities

According to the results of the survey, we can see that the greeting gestures like smiling, handshaking and nodding are used commonly in both America and Vietnam. On the other hand, generally, patting, hugging, bowing, high five and V-sign are not used frequently. The second similarity is that both Vietnamese and American people consider age, gender, social

status, relationship and communication environment in greeting, while occupation and marital status are not paid attention to.

3.4.2 The differences

Beside the similarities, there are a lot of differences in using greeting gestures between two countries.

To Vietnamese, age and social status play an important role in using greeting gestures. To greet someone who is older or higher social status, the Vietnamese usually use a slight bow, or a handshake with two hands to show their respect. Meanwhile, American people rarely bow and shake hands with two hands, they would rather have a one-handed shake.

Because of the influences of age and social status, there are some differences in using some greeting gestures in Vietnam and America. In Vietnam, greeting gestures like waving, nodding and patting are not used to greet the people who are older than you. These gestures are just for the adults to greet the children. Besides, they also can be acceptable for the people who are at the same age to greet each other, but for the older, waving and patting are completely taboo. On the other hand, American people usually wave, nod and pat on the other's back to greet the others, even their partners are older than them. Furthermore, when you come to a Vietnamese family, you have to greet the the oldest in the family first, then greet the younger and the youngest in the family last. However, in America, when you go to a house, you can greet anyone in the house who you see first.

Moreover, in Vietnam, kinship and relationship also have a great impact on using greeting gestures. In Vietnamese culture, in a family, the relationship between siblings is determined by the principle of seniority, which requires younger siblings to respect and obey older ones. Kinships are inherited from parents. For example, two cousins whose mothers are sisters

will call each other by using the kinship terms appropriate for siblings: the one whose mother is younger will have a lower rank than the one whose mother is older regardless of their ages. Therefore, when greeting, Vietnamese people have to consider their kinship to choose the suitable greeting gestures. In many rural areas in Vietnam, we can see a situation, in which an old man has to bow to greet a person who is younger than him or even at the same age with his son. It is normal in Vietnam if that person has higher status in the family than the old man. However, it will make many Americans surprised, unintelligible and confused.

In addition, touching gestures such as kissing, hugging and patting are hardly used in Vietnam. Especially, Vietnamese people never use kissing as a way to greet the others. Meanwhile, these greeting gestures are completely acceptable in America. American people tend to be equal in gender and they have a habit of greeting each other by hugging, and even kiss on cheeks. However, these forms of greeting are usually used for people who have acquainted for a long time, or at least have known each other.

In America, handshaking can be the most common greeting gesture. You can see people mostly shake hands when greeting. American people can use handshaking for both men and women, no matter they are the same or different sex. Handshaking is used in Vietnam but it is not as common as in America. To Vietnamese women, handshaking is not a common way of greeting. Normally, they smile and nod to greet. Today, in Vietnam, handshaking between a woman and a man is more and more common, especially in business and social activities. However, in most situations, the woman does not give their hand first, they wait for the man first. In general, handshaking is usually used in formal situations or important meetings. In daily life, Vietnamese people often greet each other with a slight nod, or just a smile.

PART III: CONCLUSION

1. Summary

As abovementioned, greeting gestures play an important role and is an integral part in our life. When you work and communicate with foreigners or when you travel to another country, firstly, you have to study about greeting gestures of that country. Therefore, I decided to carry out the study with the hope of finding the similarities and differences in using greeting gestures in America and Vietnam to avoid misunderstandings which can lead to communication breakdown in cross-cultural communication.

My study includes three main parts. Part I is the introduction of the research. It consists of rationale, the aims, research questions scope, the methods and the design of the study. Part II is the development of the thesis including three chapters. The first chapter provides reader an overview of theoretical background on which this study based on. It consists of the definitions, features and classifications of culture, communication and body language. Chapter 2 mentions definition of greeting and some common greeting gestures In America and Vietnam. Chapter 3 is data analysis and comparisons. The data is collected from 60 survey questionnaires. Analysis gives information for the comparison on using of greeting gestures in Vietnam and America people. In the last part, an overview of the study is provided.

2. Limitation of the study

In any research papers, limitations are unavoidable. This study is no exception.

Firstly, the number of respondents is not sufficient. When conducting a survey to collect the data for a study, the bigger population will give the more reliable results.

Secondly, this study still needs more research methods. Interviewing should be done to investigate the answers from the survey respondents.

Thirdly, a shift from the past to present in greeting rituals should be taken into consideration when comparing greeting gestures in America and Vietnam. Nowadays, due to economic integration and globalization, it is common for people to go abroad for living or studying. They tend to absorb new customs in the new countries. Moreover, it is the mass media, especially the invention of internet that broadens people's knowledge and brings the so-called "cultural influences". Therefore, some greeting customs have been eliminated while some have been adopted from other cultures. They are changed through the time.

3. Recommendation for further study

If having any chances for further study, I hope to conduct a survey with a bigger population and interview the survey respondents to investigate the data deeply and thoroughly. Furthermore, I will study more on using greeting gestures in America and Vietnam in different periods of time. Moreover, I wish to have chance to conduct another research on using greeting gestures in all English speaking countries.

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APPENDICES

APPENDIX A: SAMPLE SURVEY QUESTIONNAIRES FOR AMERICAN PEOPLE

My name is Do Thi Thu Phuong. I'm a student at Haiphong Private University. This survey questionnaire is designed to collect data for my research on **"Using greeting gestures in America and Vietnam – The similarities and differences in light of a cross – culture communication"**. Your assistance in responding to the following questions is highly appreciated. This is not a test so there are no 'right' or 'wrong' answers and you don't even have to write your name on it. Please give your answers sincerely as only this will guarantee the success of the investigation.

Thank you very much for your help!

Please tick (✓) into your answer!

1. Age:

- | | |
|---|--|
| <input type="checkbox"/> Below 20 years old | <input type="checkbox"/> 21-30 years old |
| <input type="checkbox"/> 31- 40 years old | <input type="checkbox"/> Over 40 years old |

2. Gender:

- Male Female Others

3. Have you ever used greeting gestures?

- Yes No

If your answer is “No”, please explain the reason why you don’t use greeting gestures:

.....

If your answer is “Yes”, please move on next questions!

4. How often do you use greeting gestures?

Greeting gestures	Frequency of using				
	Always	Usually	Sometimes	Seldom	Never
Handshaking					
Hugging					
Kissing					
Waving					
Nodding					
Patting					
Smiling					
Bowing					
High five					
V-sign					

From question number 5 to 12, you can select as many responses as applicable.

5. In your opinion, which factors we should consider when greeting?

- Age
- Sex
- Occupation
- Marital Status
- Social status
- Relationship
- Communication environment
- Communication situations
- Others

If your answer is “Others”, please specify:

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6. When greeting a person, which way do you choose?

	The same age	The older	The younger	The children
Handshaking				
Hugging				
Kissing				
Waving				
Nodding				

Patting				
Smiling				
Bowing				
High five				
V-sign				

7. When greeting a person, which way do you choose?

	The same sex	Opposite sex
Handshaking		
Hugging		
Kissing		
Waving		
Nodding		
Patting		
Smiling		
Bowing		
High five		
V-sign		

8. When greeting a person, which way do you choose?

	The higher status	The higher status	The lower status

Handshaking			
Hugging			
Kissing			
Waving			
Nodding			
Patting			
Smiling			
Bowing			
High five			
V-sign			

9. When greeting a person, which way do you choose?

	Who you meet the first time.	Who you have met several times.	Who you have been acquainted with for a long time.
Handshaking			
Hugging			
Kissing			
Waving			
Nodding			
Patting			
Smiling			
Bowing			
High five			
V-sign			

10. Which way do you choose to greet a person?

	At home	At workplace	At the public places
Handshaking			
Hugging			
Kissing			
Waving			
Nodding			
Patting			
Smiling			
Bowing			
High five			
V-sign			

11. Which way do you choose to greet a person?

	In a formal form	In a informal form
Handshaking		
Hugging		
Kissing		
Waving		
Nodding		
Patting		
Smiling		
Bowing		
High five		
V-sign		

12. Do you have any experiences in greeting Vietnamese people?

Yes

No

If your answer is “Yes”, please specify:

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Thank you for your cooperation!

**APPENDIX B: SAMPLE SURVEY QUESTIONNAIRE FOR
VIETNAMESE PEOPLE**

BẢN ĐIỀU TRA CHO NGƯỜI VIỆT NAM

Tên tôi là Đỗ Thị Thu Phương. Tôi là một sinh viên của trường Đại Học Dân Lập Hải Phòng. Phiếu khảo sát này được thiết kế nhằm thu thập dữ liệu cho nghiên cứu của tôi về **“Sự tương đồng và khác biệt trong việc sử dụng các cử chỉ chào hỏi ở Mỹ và Việt Nam – dưới góc nhìn của giao thoa văn hóa”**. Sự hợp tác của bạn được đánh giá cao. Đây không phải là bài kiểm tra nên không có trả lời “đúng” hay “sai” và thậm chí bạn không cần phải ghi tên mình vào phiếu khảo sát. Làm ơn hãy trả lời thành thật bởi đây là cách duy nhất đảm bảo sự thành công của nghiên cứu.

Cảm ơn sự giúp đỡ của bạn!

Các bạn hãy đánh dấu (√) vào câu trả lời của bạn!

1. Tuổi:

- | | |
|---------------------------------------|--|
| <input type="checkbox"/> Dưới 20 tuổi | <input type="checkbox"/> 21-30 years old |
| <input type="checkbox"/> 31 – 40 tuổi | <input type="checkbox"/> trên 40 tuổi |

2. Giới tính:

- Nam Nữ Khác

3. Bạn có từng sử dụng các cử chỉ chào hỏi?

- Đã Từng Chưa từng

Nếu câu trả lời của bạn là “ Chưa từng”, làm ơn hãy giải thích lý do tại sao bạn không dùng các cử chỉ chào hỏi?

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Nếu câu trả lời của bạn là “ Đã từng”, làm ơn trả lời các câu hỏi tiếp theo

4. Bạn thường sử dụng các cử chỉ chào hỏi với mức độ như thế nào?

Các cử chỉ chào hỏi	Mức độ sử dụng				
	Luôn luôn	Thường xuyên	Thỉnh thoảng	Hiếm khi	Không bao giờ
Bắt tay					
Ôm					
Hôn					
Vẫy tay					
Gật đầu					
Vỗ nhẹ					
Mím cười					
Cúi chào					
Đập tay chào					
Chào ký hiệu chữ V					

Từ câu hỏi số 5 đến câu hỏi số 12 bạn có thể chọn nhiều đáp án

5. Theo bạn những yếu tố nào cần được quan tâm khi chào hỏi?

- a. Tuổi các
- b. Giới tính
- c. Nghề Nghiệp
- d. Tình trạng hôn nhân

- e. Địa vị xã hội
- f. Mối quan hệ
- g. Môi trường giao tiếp
- h. Tình huống giao tiếp
- i. Các yếu tố khác

Nếu câu trả lời của bạn là “ Các yếu tố khác”, làm ơn hãy chỉ rõ đó là yếu tố nào?

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6. Bạn sẽ chọn cách nào khi chào một người?

	Người cùng tuổi	Người nhiều tuổi hơn	Người ít tuổi hơn	Trẻ con
Bắt tay				
Ôm				
Hôn				
Vẫy tay				
Gật đầu				
Vỗ nhẹ				
Miêu cười				
Cúi chào				
Đập tay				
Ký hiệu chữ V				

7. Bạn sẽ chọn cách nào khi chào một người?

	Người cùng giới	Người khác giới

Bắt tay		
Ôm		
Hôn		
Vẫy tay		
Gật đầu		
Vỗ nhẹ		
Mỉu cười		
Cúi chào		
Đập tay		
Ký hiệu chữ V		

8. Bạn sẽ chọn cách nào khi chào một người?

	Người có địa vị cao hơn	Người cùng địa vị	Người có địa vị thấp hơn
Bắt tay			
Ôm			
Hôn			
Vẫy tay			
Gật đầu			
Vỗ nhẹ			
Mỉu cười			
Cúi chào			
Đập tay			
Ký hiệu chữ V			

9. Bạn sẽ chọn cách nào khi chào một người?

	Người mà bạn gặp lần đầu tiên	Người mà bạn đã gặp một vài lần	Người mà bạn đã quen một thời gian

Bắt tay			
Ôm			
Hôn			
Vẫy tay			
Gật đầu			
Vỗ nhẹ			
Mỉu cười			
Cúi chào			
Đập tay			
Ký hiệu chữ V			

10. Bạn sẽ chọn cách nào khi chào một người?

	Ở nhà	Ở nơi làm việc	Ở nơi công cộng
Bắt tay			
Ôm			
Hôn			
Vẫy tay			
Gật đầu			
Vỗ nhẹ			
Mỉu cười			
Cúi chào			
Đập tay			
Ký hiệu chữ V			

11. Bạn sẽ chọn cách nào để chào một người?

	Một cách trang trọng	Thân mật
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Bắt tay		
Ôm		
Hôn		
Vẫy tay		
Gật đầu		
Vỗ nhẹ		
Mỉu cười		
Cúi chào		
Đập tay		
Ký hiệu chữ V		

12. Bạn đã bao giờ chào hỏi một người Mỹ chưa?

Đã Từng

Chưa từng

Nếu bạn chọn “Đã từng”, bạn có gặp khó khăn gì khi chào hỏi một người Mỹ không? Làm ơn hãy làm rõ trải nghiệm của bạn.

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Cám ơn bạn đã hợp tác!

