

OpenStackコミュニティにおける 非英語ネイティブ話者の苦悩と奮闘記

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Disclaimer

- ▶ 本資料は、個人の見解です。
- ▶ 所属する企業・団体を代表する意見ではありません。

Who am I?

- ▶ Company : SUSE/ノベル株式会社
 - ▶ QE(Quality Engineering) Team
(日本にいるのは私だけ)
 - ▶ SUSE Acquires OpenStack IaaS and Cloud Foundry PaaS Talent and Technology Assets from HPE to Accelerate Growth and Entry into New Markets
- ▶ Job: Senior Software Engineer/Open Source Programmer
 - ▶ OpenStack QA Upstream development, Core Reviewer
(Tempest, OpenStack-Health, Subunit2SQL, Stackviz)
 - ▶ stackalytics.com/?user_id=igawa

Cultural Challenges

Japanese

- ▶ 明確に「Yes / No」を言わない
- ▶ 完璧であろうとする
- ▶ フラットな話し方
- ▶ 大きな経済規模→海外に出ていく必要性が薄い
- ▶ 英語学習は読み書きに重点
- ▶ 発音・文法が全く異なる
 - ▶ “L” vs “R” in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ 漢字, ひらがな, カタカナ
 - ▶ カタカナ: “ネットワーク” = “Network” (English)
 - ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語: Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
 - ▶ <https://en.wikipedia.org/wiki/Wasei-eigo>

Chinese - Dong

- ▶ 儒教文化
- ▶ 可能な限り「Yes」と言う。なるべく「No」は言わない
- ▶ 「交渉」よりも「聴く」ことを好む
- ▶ 中国人の発音は、なかなか理解してもらえないことが多い
- ▶ 文法が異なる
- ▶ 文章を書く・話すのは、なかなか難しい（文法）

Brazilian - Samuel

- ▶ 英語と近い言語
- ▶ 短い・直接的な回答はちょっとつまらなく感じる
- ▶ “i” (ポルトガル語) は “e” (英語) として発音される
- ▶ 文法：形容詞が名詞の後ろに来るのが一般的
- ▶ いくつかの発音は、ポルトガル語に存在しない, e.g “th” vs “f”
- ▶ 一般的な学校の英語教育レベルは高くない

Language Challenges

Reading

- ▶ 最も習得しやすいスキル（一般的には）
- ▶ 一番重要
- ▶ IRC(テキストチャット) の会話はあっという間に進む
- ▶ 長いE-mail, 結論がよくわからない

Writing

- ▶ 文法
- ▶ 長い、美しい文章を書くのは難しい
- ▶ シンプルな文章を書くことが広く行われている
- ▶ IRCなどのチャットのスピード

Listening

- ▶ さまざまなアクセント
- ▶ スピード
- ▶ ボキャブラリ
- ▶ 文法
- ▶ 様々なノイズのある環境

Speaking

- ▶ ボキャブラリ
- ▶ 文法
- ▶ 発音
- ▶ スピードと流暢さ

Overcoming Obstacles

Overcoming Obstacles

- ▶ 文化的な課題は、単なる言語の課題よりも克服するのが難しい
- ▶ 言語に浸る
- ▶ 限界があるとは思わず、チャレンジ
- ▶ 可能な限り努力、少しずつ改善されていく
- ▶ 色々なものを読むことを通じてボキャブラリを増やしていく
- ▶ 継続・習慣化が大切。毎日少しずつでも効果あり
- ▶ 便利なツールがたくさん(Google Translate, duolingo, インターネット英会話, etc)
- ▶ 自分自身、もしくは他の人と練習
- ▶ まずは、1-to-1の会話から始めるのが無難

Overcoming Obstacles (cont.)

Reading

- ▶ Twitter, Blog, etc. を読む
- ▶ バイリンガル本を買う (or 同じ本の英語版・日本語版)

Writing

- ▶ 文通, ブログ, 日記を書く
- ▶ Twitter
- ▶ Lang-8 <http://lang-8.com/>

Listening

- ▶ Podcasts
- ▶ ヒアリングマラソン
- ▶ TED Talks

Speaking

- ▶ 友だちを作る
- ▶ オンライン(Skype等)英会話
- ▶ Meetup.com <https://www.meetup.com/meetup-group-en-jp/>

Onboarding newcomers

Newcomers

- ▶ フレンドリー＆オープンに
- ▶ メンターを見つけよう
- ▶ 意見を共有しよう
- ▶ 前もって準備しよう
- ▶ 質問しよう
- ▶ 英語スキルを常に改善していこう

Native Speakers

- ▶ Be patient(ちょっと我慢して..)
- ▶ Speak slowly, please(ゆっくり話してください)
- ▶ Use simple words and sentences(シンプルな言葉・文章を)
- ▶ Encourage communication(会話を勇気づけて)
- ▶ Do not make fun(からかわないで)

Questions?

More Informations

- ▶ <https://opensource.com/article/17/1/non-native-speakers-take-open-source-communities>
- ▶ <https://docs.openstack.org/contributor-guide/non-native-english-speakers.html>



Image by: opensource.com

A screenshot of the OpenStack documentation website. The top navigation bar includes links for SOFTWARE, USERS, COMMUNITY, MARKETPLACE, EVENTS, LEARN, DOCS, JOIN, and LOG IN. The main heading is 'Non-native English speakers' with a sub-header 'Project home page'. A sidebar on the left lists various documentation topics like 'Quickstart', 'Documentation team structure', and 'Non-native English speakers'. The main content area includes a 'Contents' section with links to 'New contributors with English as a second language', 'Reading', 'Writing', 'Listening', 'Speaking', 'Working with non-native English speakers', and 'Some specific cultural things to remember'. A paragraph explains that OpenStack projects communicate in English and provides suggestions for non-native speakers. A 'Note' section at the bottom mentions a talk by Masayuki Igawa, Dong Ma, and Samuel De Medeiros Queiroz at Linux.conf.au in 2017.

Appendix: English version

Japanese - Masayuki

- ▶ NOT to say "Yes / No" clearly
- ▶ Tend to be perfect
- ▶ Keep intonation
- ▶ Size of Economy
- ▶ Focusing on Reading and Writing
- ▶ Pronunciation and grammar are very different
 - ▶ Pronouncing " L" vs " R" in words
 - ▶ Subject-Verb-Object (E) vs Subject-Object-Verb (J)
- ▶ Katakana: " ネットワーク" = " Network" (English)
- ▶ Kanji(漢字), Hiragana(ひらがな), Katakana(カタカナ)
- ▶ Network(ネットワーク), File(ファイル), Comment(コメント), etc..
- ▶ 和製英語(Japanese-made English): Paso-con(パソコン), Air-con(エアコン), Auto-bi(オートバイ)
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Chinese

- ▶ Confucian culture
- ▶ Doctrine of the Mean - one guideline is Leniency
- ▶ Like to say yes, don't like to say no
- ▶ Like to listen, don't like to negotiate
- ▶ Chinese pronunciation is not understood by others
- ▶ Not follow well with the English grammar
- ▶ Writing is hard because of the grammar but it can be understood

Brazilian - Samuel

- ▶ Conversations driven in similar way
- ▶ Short/direct responses may sound rude
- ▶ “i” (Portuguese) is pronounced as “e” (English)
- ▶ Grammar: adjectives position
- ▶ Some phonemes do not exist in Portuguese, e.g “th” vs “f”
- ▶ Regular schools do a poor job teaching English

Language Challenges

Reading

- ▶ Easiest in most of the time
- ▶ One of the most important
- ▶ IRC conversation goes fast
- ▶ Long emails, conclusion is unclear

Writing

- ▶ Grammar
- ▶ Writing long and beautiful sentences is difficult
- ▶ Simpler sentences are prevalent
- ▶ Speed in IRC/chat

Listening

- ▶ Variety of accents
- ▶ Speed
- ▶ Vocabulary
- ▶ Grammar
- ▶ Noisy environments

Speaking

- ▶ Vocabulary
- ▶ Grammar
- ▶ Pronunciation
- ▶ Speed & Fluency

Overcoming Obstacles

Overcoming Obstacles

- ▶ Cultural challenges harder than language challenges
- ▶ Language immersion
- ▶ Forget limitations
- ▶ Do your best and you will eventually improve
- ▶ Reading gathers vocabulary
- ▶ Communicate daily
- ▶ Useful tools out there
- ▶ Practice with others or yourself
- ▶ One-to-one conversations

Onboarding newcomers

Newcomers

- ▶ Be friendly
- ▶ Find a mentor
- ▶ Share your opinion
- ▶ Prepare in advance
- ▶ Ask questions
- ▶ Brush up your English skills

Native Speakers

- ▶ Be patient
- ▶ Speak slowly, please
- ▶ Use simple words and sentences
- ▶ Encourage communication
- ▶ Do not make fun