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## Research Article

# COMMUNICATION BETWEEN STUDENTS AND LECTURERS OF ONLINE EDUCATION IN VIETNAM

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## ABSTRACT

In Vietnam today, Hanoi and Ho Chi Minh City are the two largest centers of higher education in the country. In Hanoi, there are about 135 universities and colleges. The system of universities and colleges here trains many important professions, providing high-quality humans resources for the country of Vietnam. From the perspective of Pragmatics Theory, the article initially explores research on the linguistic characteristics of communication between lecturers and students in online teaching and learning at some universities and colleges in Hanoi, Vietnam. Online education is the adaption of Vietnamese education to the impact of the Covid-19 epidemic, which affects global higher education and Vietnam is no exception.

## KEYWORDS

Pracmatics, communication, online education, lecturer, student, colleges, universities, Viet Nam.

## INTRODUCTION

The name Thang Long - Dong Do - Hanoi is very closed to every Vietnamese child. Hanoi - the beloved capital

of Vietnam. The reason is that in the heart of every Vietnamese person always has: "Hanoi oi! Mot trai tim

hong,...”(The song Hanoi mot trai tim hong composed by musician Nguyen Duc Toan). Hanoi is the political, economic and cultural center of the country. With the peace-loving spirit of the Vietnamese people, in 1999, Hanoi was awarded the title of “City for Peace” by UNESCO. In Hanoi, Thang Long Imperial Citadel was recognized by UNESCO as a world cultural heritage in 2010.

Regarding education, since the 11th century, Hanoi has had exams under the academic system. Currently, with about 135 universities and colleges. Each year, these universities and colleges have thousands of graduates graduating, providing human resources with expertise in all fields. They meet the needs of the vast labor market at home and abroad.

The emergence of the Covid-19 pandemic affects higher education in every country. In that context, on September 9, 10, 2021, Vietnam organized the Vietnam Education Forum with the theme “Giao duc dai hoc thich ung voi khung hoang”. The forum selected 9 issues for discussion, specifically: “Cong nghe va cong nghe hoa giao duc dai hoc; Hoat dong day va hoc o bac dai hoc; Chinh sach giao duc dai hoc; Giao duc dai hoc va cac muc tieu phat trien ben vung; Triet ly giao duc dai hoc; Dao tao giang vien va phat trien doi ngu giang vien; Quoc te hoa giao duc dai hoc”. These issues have received the attention of domestic and foreign scholars. Most of the speakers, researchers and educators said that: “Giao duc dai hoc Vietnam doi dien nhung thach thuc chua tung co” (8). Therefore, the Vietnam Education Forum 2021 has received many proposals on policies, solutions and orientations for higher education in the face of the negative impact of the Covid-19 pandemic.

The People's Electronic Newspaper on September 30, 2021 introduces the article: “Su thich ung cua giao duc trong dai dich Covid - 19” by professor, Dr. Nguyen Quy

Thanh, Rector of University of Education, Vietnam National University. In this article, the author asserts that: “Dai dich Covid-19 da anh huong nghiem trong den moi mat cua doi song, kinh te - xa hoi tren toan cau, trong do co linh vuc giao duc”. Facing with this situation, the author made the following statement: “De ung pho voi dai dich, nganh giao duc can phai co nhung giai phap phu hop voi boi canh thuc te cung nhu xu the phat trien cua thoi dai chuyen doi so” (9). Therefore, since the first wave of the Covid-19 pandemic appeared in Vietnam, to ensure the safety of lecturers, students,... universities and colleges in Hanoi Vietnam have organized online teaching and learning organization to adapt to the “khung hoang” caused by the Covid-19 epidemic. Vietnamese higher education is immersed in the general development trend of the digital age.

## CONTENT

In the light Ngu dung hoc, this article initially explores research on interactions and conversations between lecturers and students in online teaching and learning at a number of colleges and universities in Hanoi, Vietnam (referred to as communication language in online teaching and learning). Ngu dung hoc is concerned with the field of activities that perform the communicative function of language. Based on the point of view of Dung hoc of F.Armengaud, when he asked the question: What do we do when we speak? refers to the nature of language acts in their functioning. Considering the communication factor in online teaching and learning, and in the most general understanding, language communication is an activity that takes place when there are at least two people, using natural language to influence each other. In online teaching and learning, the communication factor is the context, the language is the discourse. Context is the extra-linguistic context of an utterance

or extra-linguistic information that contributes to the meaning of the utterance. So how is the communication context of online teaching - learning understood? Communicative context in online teaching - learning as well as normal communication context, first of all, let's talk about the opposite language. Doi ngon (or Participant) is a very important factor. Because there is doi ngon, there is no communication. Doi ngon participates in communication in online teaching - learning, specifically here are lecturers and students. They perform communication activities in the healthiest mental state. The communication between lecturers and students in online teaching and learning must ensure three factors "qua trình trao tin giua hai nguoi", "hai nguoi giao tiep trao doi voi nhau", "gan voi mot tinh huong va ngu canh". This communication meets the requirements of the concept of communication, which is the contact between individuals in a community to convey some information. Communication between lecturers and students in online teaching and learning, the interactive relationship has alternating roles, sometimes the lecturer is in the role of speaking, the student is in the role of listening and vice versa. However, basically, the lecturer is constantly talking and the students are listening mainly. There are only one lecturer (speaking role) and many students (listening role), in online teaching - learning a lecturer can interact with tens or even hundreds of students. The online teaching - learning communication is an active communication. Because of the alternation of speaking and listening roles between lecturers and students, there is not much. In online teaching-learning communication, lecturers and students always actively take on the role of speaking and listening. Teachers and students actively contribute to orienting, adjusting, promoting or ending the communication at the right time.

The interpersonal relationship in online

teaching - learning communication between lecturers and students is considered on the vertical and horizontal axes. Interpersonal relationship is shown on the vertical axis, in terms of hierarchical relationship in the communication culture of Vietnamese people, the lecturer is a person of high social status. Lecturers are on the vertical axis, the axis of authority (power, pouvoir) due to social status, age, education..., which determines the inequality (high - low) between lecturers and students. This difference in power is based on a certain norm, a universal norm of social status. Teachers are always in a high position, and students are in a low position. The authority relationship in the context of online teaching-learning communication between lecturers and students is an asymmetric relationship, which means that if there is a social status relationship between lecturers and students, that relationship will be the same. does not change in the communication process of teaching - learning online.

The interpersonal relationship represents the horizontal axis as the solidarity axis, also known as the axis distance, which is characterized by two poles: than tinh và xa la. In online teaching and learning, lecturers are in a higher social position, but in interacting with students, teachers always show a respectful, temperate attitude, creating closeness with students. On the contrary, students are in a lower social position in interaction with lecturers, students always show an attitude of demand, respect, and discipline towards lecturers, students are not shy, stooped or afraid before lecturers. This proves that although the two extremes of authority and closeness between lecturers and students in online teaching-learning communication are related but not identical. In the context of online teaching-learning communication, teachers and students choose a close relationship. That is, between lecturers and students depending on

the field's dialogue to maintain a symmetrical relationship. Symmetrical relationship is a relationship in which lecturers and students in conversational interaction can change the direction of either widening the distance together or closing the gap together in a very flexible way.

Dien ngon is an organization, a series of linguistic units joined together according to learning rules. It is both a product and a means of communication. Dien ngon in online teaching and learning, affirming lecturers and students' discourse competence. That is, lecturers and students have the ability to link ideas in a logical, coherent, and unified manner, expressed through their use of words, words, and words that are logical, appropriate to the context and situation of communication. continuing in teaching - learning online.

Communicative language in teaching - learning online, according to Halliday's opinion, he believes that "bat ky loai ngu canh nao cung bi chi phoi boi ba nhan to, that are: Field, Mode and Tenor" (1). Interactions, online teaching - learning conversations, repetitive expressions in the communication dialogues between lecturers and students. Manifestations of three field factors, forms and nuances of the online teaching - learning context, specifically as follows:

Truong (Field): indicates the social activity performed, that is, what is happening in the discourse including both purpose and reality - topic. Truong determines the nature of social interaction through topics - topics. In teaching - learning online when lecturers and students interact with each other, depending on the purpose of communication, they are directed to many different topics and topics. For example, social topics such as: Climate change; education; medical; digital technology;... or the topic of social science knowledge about: Ky nang giao tiep lien van hoa or the topic of

natural science knowledge about: Tinh toan trong vat ly va khoa hoc vat lieu,...

Dang thuc: Indicates the role of language used in context, especially the spoken or written form of discourse. For example, in the same educational domain, a teaching-learning discourse field with a common atmosphere in the conversational interaction between lecturers and students is cordial and open, mutual respect between the dialogues, ensuring the principle of polite in communication. Communication between teachers in teaching and learning. Communicative dialogues are multi-dialogues with speech and response movements of the speaking and listening roles, sometimes directed at all the dialogues in the conversation, but sometimes only aimed at one (or several) participants in the conversation. Here, we: "Phan biet duong truong voi duong dien. Duong dien co nghia la dang co mat con duong truong la dang tham gia vao hoi thoai du khong co mat" (2). With online teaching and learning, activities of exchange of words and responses between the contemporary dialogues when participating in a conversation. Because of the change in communication context, the format of online teaching - learning discourse has changed. Although the conversational atmosphere in teaching - learning or teaching - learning online is the same in fun and openness. However, in online teaching and learning via the internet, the role of language used in the context of online teaching and learning has changed in spoken and written form. Specifically, online teaching and learning of counter-languages mobilizes many channels of expression such as direct speech illustrated by visual channels; The language used is shorter and easier to understand, with the appearance of many paralinguistic elements such as mouth-to-mouth, whispering, laughter, regret, ... Because, in this communication situation, the turn of the speaker must have signs to inform the listener in



the field who will be the true listener of that turn of speech. Thus, the communication in online teaching and learning, lecturers and students, when participating in interactive conversations, have tried very hard to express and reproduce the content and conversation topics that the two sides are aiming for. In teaching Online, lecturers and students use the auditory channel to receive information, which is basically combined with the visual one.

Sac thai: Indicates the social positions mobilized in the context, that is, the nuance depends on the relationship between the opposite language in communication. Communicating in online teaching - learning, the functional language system in this communication context performs three functions corresponding to the three factors of the context. Those three functions are the symbolic function, the interpersonal function, and the textual function. For example, in the same field of online teaching and learning, the discourse field is limited to slides, the format is the presentation of the lecturer's lecture through the oral discourse. Although with a lecture topic “ky nang giao tiep lien van hoa” that lecturers exchange and discuss with many students, the feedback content of the students does not always match.

Conversational discourse, communication between lecturers and students in online teaching and learning shows the same language of online teaching and learning with three factors: truong, dang thuc, sac thai.. Just one factor of change leads to a change in the character of the discourse. For example, truong changes, for example, the same field of online teaching and learning, but the field of natural science knowledge in terms of social interaction will be completely different from the field of social science knowledge. In the field of natural science knowledge,

mathematical knowledge is different from physics. In the field of social science knowledge, historical knowledge is different from legal knowledge, sociological knowledge is different from pedagogical knowledge, etc. Although they are in the same field of online teaching and learning, they have the same thing in common. Discourse atmosphere, which is the symmetrical relationship between the teacher (lecturer) and the learner (student). But when the field of knowledge changes, the field of discourse changes. Communication teaching - learning online, one or a few lecturers at the same time interact with many students in many different knowledge fields. However, they have the same purpose as lecturers to share experiences and impart knowledge to students. Helping students through the internet to study online have the opportunity to accumulate knowledge. Simultaneously, communication in online teaching and learning shares the same form of oral and written discourse. The relationship between lecturers and students is symmetric, these common points do not create the homogeneity of knowledge accumulation ability among students. Communication in online teaching - learning, lecturers help students demonstrate their communication ability. Communicative competence is the ability to choose the right meaning, the ability to successfully combine linguistic knowledge and sociolinguistic rules in communicative interaction. Communicative competence refers to the grammatical competence on the sentence level, demonstrating the social interaction between a speaker and many listeners in a real-life situation such as interpreting, expressing and choosing meaning in many ways. In teaching - learning, the term communicative competence is considered as “linh hon” to practice the speaker's communication skills. With how speakers use language rules in communication, to improve the ability to express, reflect on interactions, and behave in social life.

Communicative discourse in online teaching and learning, under the control of lecturers, students not only accumulate specialized knowledge but also practice confidence in interactive conversations to achieve high communication efficiency that both sides aspire to.

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