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THE ATTRIBUTES OF THE TRIPTYCH OF "HELLO," "THANK YOU," AND "EXCUSE ME" IN THE STUDY ON GOOD CIVIC AND CITIZENSHIP PRACTICES

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HIGHLIGHTS

- Greetings, expressions of thanks, and apologies create social connections through the application of a "technological package" of greetings, thanks, and apologies.
- Greetings, expressions of thanks, and apologies facilitate communication and provide reassurance regarding one's place within a community.

INTRODUCTION

In a study funded by the National Fund for Research and Innovation for Development (FONRID) and conducted by the Institute for Social Sciences at the National Center for Scientific and Technological Research (INSS/CNRST) which focused on "good civic and citizenship practices in post-primary and secondary education" an article examined the perceptions of target groups (Sorgho/Zinsonné, 2024) regarding the fundamentals of saying "hello," "thank you," and "sorry" (HTS) (referred to as the "BMP" approach). This practice serves as one component of a broader strategy to combat incivility in schools, known as the "Technological Package for "Hello, Thank You, and Sorry."

The perceptions of the individuals who took part in the study gave rise to the concept of a triptych consisting of "hello," "thank you," and "sorry." This "hello, thank you, and sorry" technological package an innovation resulting from the study comprises six (6) practices: the fundamentals of using "hello," "thank you," and "sorry"; the Kafika platform; the roles of exemplary parents, teachers, and students; and the provision of a well-organized, fenced environment. This article aims to share the study's key findings with a broad audience. It is structured around the following essential points: the approach taken to examine the topic, the significant results, a conclusion, recommendations, and acknowledgments.

1. METHODOLOGICAL APPROACH

The approach adopted is one that facilitated the gathering of perceptions regarding this triad (Van der Maren, 1996; Karsenti & Savoie-Zajc, 2004). Ninety-nine (99) interviews were conducted comprising 52 focus groups and 47 individual interviews using structured interview guides. The research covered the Centre, Centre-Ouest, and Hauts-Bassins regions. It involved 22 post-primary and secondary educational institutions, consisting of seven (7) public and fifteen (15) private schools. The private institutions included four (4) secular, five (5) Catholic, three (3) Protestant, and three (3) Muslim schools. The target groups that participated in the study included teachers, students, parents, civil society organizations (CSOs), school principals, and traditional and religious leaders. The analysis presented in this article followed a scientific method, which involved reducing participants' verbatim responses into subcategories and categories before interpreting the results (Blais & Martineau, 2006). The findings address the following questions: What do "hello," "thank you," and "forgiveness" signify to the participants? Why are the fundamentals of this triad "hello," "thank you," and "forgiveness" considered an essential component of the "technological package" of social interaction?

2. RESULT 1: Greetings, expressions of thanks, and apologies create social relationships through the implementation of a "technological package" consisting of greetings, thanks, and apologies.

The technology package is dubbed the "Hello, Thank You, and Forgiveness (HTF) Technology Package." The rationale behind this name stems from the symbolism surrounding this triptych of concepts.

In terms of interpersonal relationships, *a "hello"* serves as a channel for maintaining personal connections and opening oneself up to others. From an educational perspective, it is viewed as evidence of a good upbringing reflecting respect and courtesy and as content to be integrated into curricula. Emotionally, a "hello" is a means of developing and expressing one’s feelings while countering hatred; in terms of values, it represents a social duty and a cultural practice that should be cherished.

A "*thank you*," in the context of relationships, acts as an expression of gratitude toward others. Educationally, it is considered a civic practice to be taught a skill cultivated through education. On an emotional level, a "thank you" brings joy to the heart. Regarding the values to be promoted, it is seen as a traditional cultural value and a social obligation; it also serves as an element of social cohesion, for "a service rendered without a 'thank you' can lead to dissatisfaction, distrust, or other sentiments that hinder the maintenance of positive relationships" (as noted by a study participant).

In the realm of relationships, *forgiveness* is the act through which one connects with others and resolves conflicts. In an educational context, it is viewed as a civic practice to be taught a skill that can be cultivated through behaviors and attitudes. Emotionally, it serves as a means to redress wrongs that have been committed. Furthermore, in terms of the values to be fostered, forgiveness represents a tenet of ancestral culture, an act of humility, a societal duty, a component of social cohesion, and a valid basis for addressing repeat offenders (specifically those who refuse to seek forgiveness).

3. RESULT 2: Greetings, expressions of thanks, and apologies enable communication between individuals

The technological package is dubbed the "Hello, Thank You, and Sorry (HTS) Technological Package" a name chosen to highlight the importance placed on practicing these fundamental social basics. In terms of interpersonal relations, saying "hello," "thank you," and "sorry" facilitates communication between individuals.

"Greeting the class upon arrival helps to relax the working atmosphere and fosters a better environment for interaction with students," (notes one teacher).

From an educational perspective, the use of these expressions "hello," "thank you," and "sorry" enables the transfer of knowledge and social practices that promote cohesion among individuals, as illustrated by the following student comment:

"You arrive, you don't say hello, and you just start the lesson. That's not great and it's not something to be overlooked. It could lead to a negative shift in your educational journey." (Example of a student's remark).

On an emotional level and in terms of human values, the use of "hello," "thank you," and "sorry" helps to soothe the heart and cultivate personal attributes such as altruism and self-esteem.

"Teaching a child to say hello, thank you, and sorry is a way of instilling a culture of peace both within their own heart and in their relationships with those around them" (quote from a parent).

CONCLUSION

Whether it be greetings, expressions of gratitude, or apologies, participants define these concepts not only in relation to society in terms of social interaction and upbringing but also in connection to the individual practicing them in terms of emotions and the values they cultivate. These definitions emphasize that all three concepts serve as channels for communication, fostering better coexistence through social values acquired via the formation of social relationships (Perrin, 2012; INPES, 2018).

RECOMMENDATIONS

To school administrators and teachers:

- Encourage the consistent application of the basics: saying "hello," "thank you," and "sorry."

To students:

- Learn the fundamentals of politeness, respect, and humility by putting into practice the basics: saying "hello," "thank you," and "sorry."

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