

Title REFUSAL STRATEGIES USED BY ENGLISH MAJOR
STUDENTS AT NARESUAN UNIVERSITY

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ABSTRACT

The purposes of this study were to investigate refusal strategies used by fifty first-year students and fifty fourth-year students, whose major is English, at Naresuan University, Phitsanulok, and to examine the differences between refusal strategies used by these two student groups in order to determine whether or not the number of study years has an impact on refusal strategies used. Data were collected via a questionnaire consisted of 12 request situations called a Discourse Completion Test (DCT). It was a modified version of Beebe et al.'s (1990) DCT.

The data were collected in the first semester of the 2012 academic year. The DCT data were analyzed and coded into 17 categories of refusal strategies based on Beebe, et al.'s (1990) classification. Then, the researcher computed the frequencies of all analyzed data and calculated them into percentages. After that, the researcher used a Chi-square test in finding any significant differences between the use of refusal strategies by students in the two groups.

The result showed that the first-year students used 15 refusal strategies for the total number of 1,529 times while the fourth-year students used 17 refusal strategies for the total number of 1,597 times. Moreover, the finding revealed that "reason" was the most frequently employed refusal strategy used by both student groups whereas "wish" and "statement of philosophy" were not used by the first-year students and used at a low percentage by the fourth-year students. From the Chi-square test, it showed that there was a significant difference at the 0.01 level between the two

student groups in using refusal strategies in response to requests. This implies that the number of study years has an impact on the use of refusal strategies.

