APPENDIX

APPENDIX A DISCOUSE COMPLETION TEST

This study is conducted to gather information about **refusal to requests** in English. All data will be kept confidential and will not be revealed to the public but will be analyzed and presented as an overall view only. <u>Try to image yourself in the following twelve situations and write down your responses as you feel you would respond verbally to</u> **English native speakers** <u>after the "You will refuse by saying"</u> <u>line.</u> You can answer in more than one sentence. If there are words or questions that you not understand, you can ask the researcher or the connector. Thank you very much for your time and assistance.

1. You are the owner of a bookstore. One of your best workers asks to speak to you in private.

> **The worker:** I know that this will be busy weekend at the store, but it's my father's birthday and we have planned a big family get-together. I'd like to take the weekend off.

You will refuse by saying:..
....

2. You are in your fourth year in the university. You attend classes and you take really good notes. Your classmate often misses class and asks you for the lecture notes. On this occasion,

> **Your classmate:** Oh no! We have an exam tomorrow but I don't have the notes from last week. I am sorry to ask you this, but could you please lend me your notes again?

You will refuse by saying:..
....

3. You are at the office in a meeting with your boss. It is getting close to the end of the day and you want to leave work.

> **Your boss:** If you don't mind, I'd like you to spend an extra hour or two tonight so that we can finish up with work.

You will refuse by saying:..
....

4. You are a professor in college. Jenny is one of your students. Her brother had a car accident and she has to go home to take care of him. She asks you for a postponement for the midterm test.

> **Your student:** Excuse me, my brother had a car accident. I have to go home to take care of him because my father and my mother are very busy. Then, I'd like to ask you for a postponement for the midterm test.

You will refuse by saying:..
....

5. You are a college student. Your professor has to attend an important conference. He/She asks you to hand in the homework earlier than scheduled.

> **Your professor:** I have to attend an important conference for three days. May it be possible for you to hand the homework in by tomorrow?

> **You will refuse by saying:**...
> ....

6. Your longtime friend has to move to another town this weekend. He/She asks for help in moving. You have an important exam coming up.

> **Your old friend:** I'm sorry to bother you this weekend but I'm moving to another town and nobody has any free time to help me. Would you mind if I ask for your help?

> **You will refuse by saying:**...
> ....

7. Your teacher asks you to stay after school to help prepare for a reception for new students. You really have many other things to do.

> **Your teacher:** Can you stay after school to help because it is an important reception?

> **You will refuse by saying:**...
> ....

8. Your younger sister asks you to lend her US$500. She promises to pay you in 3 months. You only have US$1000 in your bank account which you have managed to save for next semester's tuition.

> **Your younger sister:** Hey, Can I borrow US$500 please? I promise to pay you in 3 months.

> **You will refuse by saying:**...
> ....

9. Your good friend asks you to lend him your car because he/she want to take his/her family out for dinner. You would really prefer not to lend your car to anyone.

> **Your good friend:** As you know, I want to take my family to a fancy restaurant for dinner. I am sorry to ask you this, but could you please lend me your car?

> **You will refuse by saying:**...
> ....

10. Your roommate needs to go to her sister's wedding. She cannot find a dress which is either beautiful or suitable for the wedding. In this case, she asks you to lend her your dress which your mother bought for you at a very expensive price.

Your friend: I know that your mother bought this dress for you but I cannot find any dress at this moment. Would you mind if I borrow your dress for my sister's wedding?

You will refuse by saying:..
....

11. You are an English conversation teacher. Your student left a wallet in the classroom. When he/she tried to get it back, the classroom is locked. He/she asks for your key to get inside the classroom. You have the key but you have to leave school immediately and do not have time to comply with her request.

Your student: Teacher, would you mind if I borrow your key? I have to get inside the English conversation classroom because I forgot my wallet there. Could you please open the classroom for me?

You will refuse by saying:..
....

12. You are a secretary in a big company. Your boss asks you to translate an English complaint letter on your day off.

Your boss: I know that tomorrow is your day off, but would you mind translating an English complaint letter for me?

You will refuse by saying:..
....
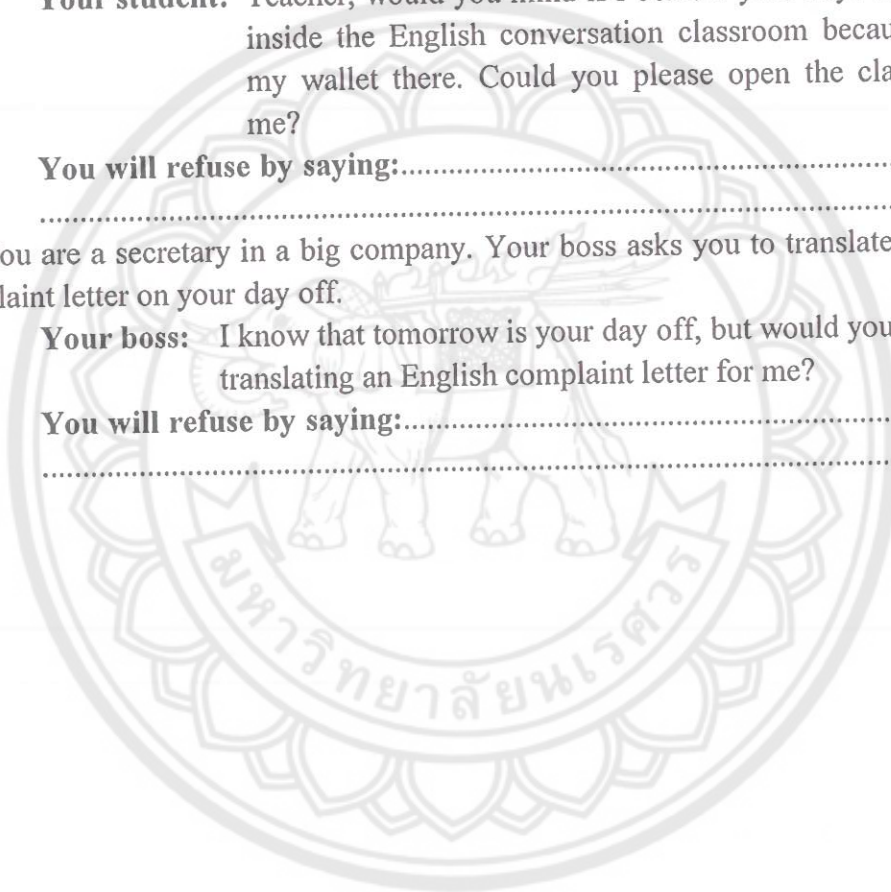
APPENDIX B A SAMPLE RESULT OF CODING THE FIRST- AND THE FOURTH-YEAR STUDENTS' RESPONSE TO 17 REFUSAL STRATEGIES IN REQUEST SITUATIONS

Table 5 A Sample Result of Coding the First-Year Students' Responses to 17 Refusal Strategies in Request Situations

Response to request situations	Categories No.1-17	Note
1. A worker's request to take the weekend off	17, 3	
2. A friend's request to borrow lecture notes	14, 1, 3, 4	
3. A boss's request to spend an extra hour to finish up work	17, 3	
4. A student's request to postpone a midterm test	9*, 3, 17, 5	9.1
5. An instructor's request to turn in homework earlier than schedule	17, 4	
6. A friend's request to move to another town	14, 3, 17, 1	
7. A teacher's request to stay after school	3, 17	
8. A younger sister's request to borrow money	9*, 3	9.2
9. A friend's request to borrow a car	14, 1, 3, 7	
10. A roommate's request to borrow a dress for a wedding	17, 3	
11. A student's request to ask for a key to get inside a classroom	17, 3	
12. A boss's request to translate an English complaint	11*, 1, 3, 17	11.3

Note: * means the sub-categories of Statement of Alternative (FS4),
Attempt to dissuade interlocutor (FS9),
Acceptance that functions as a refusal (FS10),
Avoidance (FS11)

Table 6 A Sample Result of Coding the Fourth-Year Students' Responses to 17
Refusal Strategies in Request Situations

Response to request situations	Categories No.1-17	Note
1. A worker's request to take the weekend off	9*, 3	9.1
2. A friend's request to borrow lecture notes	1, 3	
3. A boss's request to spend an extra hour to finish up work	1, 3	
4. A student's request to postpone a midterm test	17, 7	
5. An instructor's request to turn in homework earlier than schedule	10*, 4	10.1
6. A friend's request to move to another town	1, 3	
7. A teacher's request to stay after school	1, 17	
8. A younger sister's request to borrow money	12, 17	
9. A friend's request to borrow a car	1, 3	
10. A roommate's request to borrow a dress for a wedding	9*, 4, 6	9.2
11. A student's request to ask for a key to get inside a classroom	10*	10.2
12. A boss's request to translate an English complaint	1, 3	

Note: * means the sub-categories of Statement of Alternative (FS4),
Attempt to dissuade interlocutor (FS9),
Acceptance that functions as a refusal (FS10),
Avoidance (FS11)

Table 7 The First-Year Students' Frequencies in Using Refusal Strategies in Request Situations

No. of Subject	Refusal Strategies (FS) No. 1-17																
	FS1	FS2	FS3	FS4	FS5	FS6	FS7	FS8	FS9	FS10	FS11	FS12	FS13	FS14	FS15	FS16	FS17
Subject 1	3	0	6	3	5	2	0	0	0	0	0	0	1	3	1	0	8
Subject 2	4	0	11	2	1	0	0	0	2	0	1	0	0	3	0	0	9
Subject 3	0	0	11	5	0	0	0	0	1	0	0	0	0	0	0	0	9
Subject 4	4	0	10	1	0	1	0	0	0	0	1	1	0	3	0	0	3
Subject 5	9	0	9	6	0	4	1	0	0	0	1	1	1	4	0	0	5
Subject 6	8	0	6	0	0	0	1	0	0	0	0	0	1	2	0	0	10
Subject 7	9	0	5	0	0	0	0	0	2	0	0	0	0	3	0	0	10
Subject 8	7	0	6	0	0	0	0	0	2	0	0	0	0	1	0	0	11
Subject 9	7	0	7	1	0	0	0	0	1	0	0	0	0	1	0	0	9
Subject 10	3	0	8	1	0	0	0	0	0	0	0	0	7	2	0	0	10
Subject 11	5	0	9	3	0	0	0	0	0	1	0	0	1	1	0	0	2
Subject 12	8	0	10	1	0	0	0	0	0	0	0	0	0	1	0	0	7
Subject 13	5	0	13	0	0	0	0	0	0	0	0	0	0	3	0	0	12
Subject 14	7	0	6	0	0	0	1	0	1	0	0	0	0	0	0	0	7
Subject 15	6	0	9	0	0	1	0	0	3	0	0	0	0	2	0	0	6
Subject 16	8	0	11	3	0	0	0	0	0	0	0	0	2	1	0	0	7
Subject 17	9	0	10	0	0	0	0	0	1	1	0	0	1	3	0	0	4
Subject 18	6	0	9	3	0	0	0	0	0	0	0	0	0	2	0	0	9
Subject 19	9	0	10	1	0	0	0	0	1	0	0	1	0	3	0	0	5
Subject 20	9	0	9	0	1	1	0	0	0	0	0	1	0	2	4	0	5
Subject 21	8	0	11	0	0	0	0	0	1	0	0	0	0	0	0	0	11
Subject 22	5	0	5	1	0	0	1	0	3	0	0	0	0	0	0	0	11
Subject 23	8	0	8	3	0	0	0	0	0	0	0	1	1	1	6	0	4
Subject 24	7	0	9	1	0	1	0	0	3	0	0	4	0	1	0	0	5
Subject 25	7	0	7	0	1	0	0	0	1	0	0	2	4	3	0	0	6
Subject 26	4	0	13	1	0	1	1	0	0	0	1	3	5	1	0	0	10
Subject 27	7	0	10	2	0	0	0	0	0	0	1	1	0	7	0	0	2
Subject 28	8	0	8	1	0	0	0	0	1	0	1	0	0	0	0	0	12
Subject 29	7	0	12	2	1	0	0	0	0	0	0	1	1	5	0	0	8
Subject 30	6	0	9	2	0	0	0	0	0	0	1	0	1	3	0	0	8
Subject 31	7	0	8	0	0	0	0	0	2	0	0	0	0	2	0	0	9
Subject 32	1	0	11	1	1	0	1	0	1	0	0	0	4	0	0	0	12
Subject 33	7	0	10	0	1	0	0	0	0	0	0	1	3	4	0	0	5
Subject 34	4	0	9	4	0	2	0	0	0	0	0	0	1	5	0	0	4

Table 7 (Cont.)

No. of Subject	Refusal Strategies (FS) No. 1-17																
	FS1	FS2	FS3	FS4	FS5	FS6	FS7	FS8	FS9	FS10	FS11	FS12	FS13	FS14	FS15	FS16	FS17
Subject 35	3	0	11	1	0	4	0	0	0	0	0	1	1	7	0	0	7
Subject 36	9	0	9	2	0	0	0	0	0	0	0	0	0	1	0	0	6
Subject 37	3	0	9	2	0	0	1	0	1	0	0	0	0	1	0	0	11
Subject 38	7	0	11	2	0	1	2	0	0	0	0	0	3	2	0	0	2
Subject 39	8	0	6	1	0	0	0	0	0	0	0	1	1	0	0	0	10
Subject 40	5	0	12	1	0	0	0	0	1	0	0	0	0	2	0	0	7
Subject 41	4	0	11	2	2	2	0	0	0	0	1	1	2	3	0	1	7
Subject 42	2	0	14	0	0	0	0	0	3	0	0	0	0	2	0	0	8
Subject 43	6	0	8	0	1	0	0	0	2	0	0	0	0	2	0	0	8
Subject 44	10	0	11	0	2	0	0	0	4	0	0	0	0	0	0	0	10
Subject 45	5	0	9	1	0	2	0	0	4	0	2	0	0	1	0	0	7
Subject 46	10	0	10	1	0	0	0	0	2	1	0	0	3	8	0	0	7
Subject 47	7	0	8	0	2	2	0	0	0	0	0	1	2	2	0	0	6
Subject 48	3	0	0	7	1	1	0	0	0	0	0	0	12	7	0	0	1
Subject 49	4	0	11	6	3	0	0	0	0	1	0	0	2	6	0	0	8
Subject 50	10	0	12	0	4	0	0	0	0	0	0	0	0	0	0	0	4
Total	308	0	457	74	26	25	9	0	43	4	12	20	62	123	1	1	364
									1529								

APPENDIX D THE FOURTH-YEAR STUDENTS' FREQUENCIES IN USING REFUSAL STRATEGIES IN REQUEST SITUATIONS

Table 8 The Fourth-Year Students' Frequencies in Using Refusal Strategies in Request Situations

No of Subject	Refusal Strategies (FS) No. 1-17																
	FS1	FS2	FS3	FS4	FS5	FS6	FS7	FS8	FS9	FS10	FS11	FS12	FS13	FS14	FS15	FS16	FS17
Subject 1	5	0	10	2	1	0	0	0	5	0	1	0	1	8	0	1	6
Subject 2	6	0	7	2	2	1	0	0	3	0	0	0	2	2	0	0	5
Subject 3	12	0	10	2	2	1	0	0	0	0	0	0	1	0	0	0	3
Subject 4	5	0	10	3	0	0	1	0	1	0	0	0	1	2	0	0	5
Subject 5	4	0	7	4	0	2	1	0	3	0	1	0	2	1	0	0	2
Subject 6	8	0	10	4	0	1	1	0	1	0	0	0	0	1	0	0	5
Subject 7	8	0	12	2	0	1	0	0	1	0	0	2	2	1	0	0	8
Subject 8	6	0	6	2	0	1	1	0	2	2	0	1	1	0	0	0	3
Subject 9	6	0	8	0	1	1	0	1	3	1	0	3	2	1	0	0	9
Subject 10	10	0	6	1	1	3	1	0	2	0	1	0	0	0	0	0	7
Subject 11	12	0	7	6	1	0	0	0	0	0	0	0	0	0	0	0	2
Subject 12	10	0	9	3	3	3	1	0	1	0	0	1	1	1	0	0	3
Subject 13	9	0	9	2	0	0	0	0	0	0	0	1	0	3	0	0	2
Subject 14	7	0	10	2	1	0	1	0	1	0	0	3	0	1	0	0	11
Subject 15	1	0	4	9	2	1	0	0	0	0	0	0	0	0	0	0	6
Subject 16	12	0	7	0	0	0	0	0	0	0	0	1	1	1	0	0	5
Subject 17	7	0	8	1	0	0	1	0	0	0	0	2	0	3	0	0	10
Subject 18	2	0	3	6	2	3	1	0	3	0	1	0	1	0	1	0	4
Subject 19	6	0	11	1	0	0	0	0	3	0	0	3	0	0	0	0	5
Subject 20	7	0	10	1	0	1	0	0	1	0	0	0	0	0	0	0	10
Subject 21	12	0	9	1	0	0	1	0	0	0	0	1	0	1	0	0	4
Subject 22	6	0	8	0	1	0	0	0	2	0	0	0	1	0	0	0	14
Subject 23	12	0	9	2	1	0	1	0	1	0	0	0	0	1	0	0	3
Subject 24	5	0	10	2	0	0	2	0	2	0	0	1	1	0	0	0	6
Subject 25	15	0	10	7	0	2	0	0	2	0	0	4	4	3	0	0	5
Subject 26	6	0	10	4	0	0	0	0	1	0	0	1	1	5	0	0	6
Subject 27	6	0	10	3	1	0	1	0	0	0	0	1	1	1	0	0	9
Subject 28	2	0	8	6	0	0	0	0	3	0	0	1	0	0	0	0	8
Subject 29	1	0	8	1	1	0	0	0	1	0	0	1	0	0	0	0	6
Subject 30	6	0	9	1	2	0	0	0	1	0	0	0	2	2	0	0	9
Subject 31	6	0	10	1	0	0	1	0	1	0	0	1	2	1	0	0	4
Subject 32	9	0	10	1	0	1	0	0	1	0	1	0	4	4	0	1	7
Subject 33	10	0	7	2	1	1	1	0	0	0	0	0	1	0	0	0	5
Subject 34	10	0	11	2	0	3	1	0	0	0	0	0	0	1	0	0	9

Table 8 (Cont.)

No. of Subject	Refusal Strategies (FS) No. 1-17																
	FS1	FS2	FS3	FS4	FS5	FS6	FS7	FS8	FS9	FS10	FS11	FS12	FS13	FS14	FS15	FS16	FS17
Subject 35	9	0	8	0	1	0	0	0	2	0	0	0	2	1	0	0	7
Subject 36	6	0	9	5	4	1	0	0	1	0	0	1	4	4	0	0	1
Subject 37	10	0	7	4	0	0	0	0	1	0	0	0	0	0	0	0	12
Subject 38	9	0	11	6	2	2	0	0	3	0	0	2	3	8	0	0	5
Subject 39	7	0	10	3	0	2	0	0	0	0	1	1	1	1 .	0	0	10
Subject 40	5	0	9	6	0	0	0	0	0	0	0	0	0	2	0	0	11
Subject 41	5	0	10	3	3	0	0	0	4	1	1	0	1	3	0	0	6
Subject 42	0	0	7	0	0	0	0	0	2	1	1	0	0	0	0	1	6
Subject 43	10	0	9	0	2	0	0	0	1	0	0	2	1	4	0	0	3
Subject 44	9	0	12	1	1	0	0	1	0	0	0	2	0	1	0	0	6
Subject 45	8	0	9	2	3	0	0	0	0	0	0	1	0	1	0	0	4
Subject 46	7	0	9	3	0	1	1	0	0	0	0	0	3	7	0	0	5
Subject 47	6	1	9	2	0	0	1	0	2	0	0	3	2	0	1	0	2
Subject 48	12	0	10	1	1	0	0	0	2	0	0	0	0	0	1	0	10
Subject 49	9	0	12	2	1	2	0	0	1	1	1	0	1	0	0	0	4
Subject 50	10	0	10	0	2	1	1	1	1	0	1	0	2	2	0	0	1
Total	371	1	444	124	43	35	20	3	65	6	10	40	52	78	3	3	299
								1597									