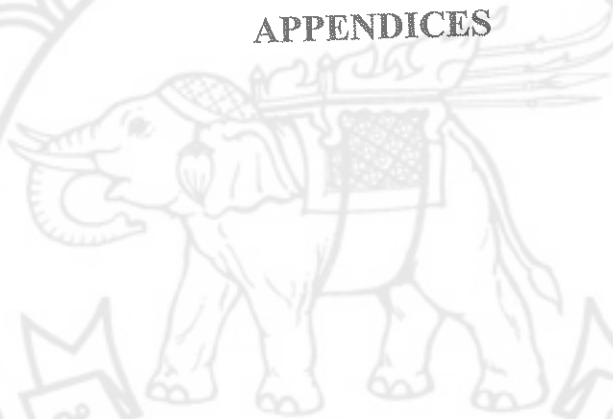


APPENDICES



มหาวิทยาลัยนเรศวร

APPENDIX A DISCOURSE COMPLETION TEST

This study is conducted to gather information about cross-cultural comparison. All data will be kept confidential and will not be revealed to the public but will be analyzed and be presented as an overall view only. Twelve situations are described below. Please write down exactly what you are to say in real life situations after "you will refuse by saying" line. 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 a 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 once 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.

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. She/he asks for your 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 me 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 wants 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. She/he 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 THAI AND AMERICAN
SUBJECTS' RESPONSES TO 17 REFUSAL STRATEGIES IN
REQUEST SITUATIONS**

**Table 4 A Sample Result of Coding American Subjects' 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	1,3,4	
2. A friend's request to borrow lecture notes.	17,4	
3. A boss' request to spend an extra hour to finish up work.	17,3	
4. A student's request to postpone the midterm test.	1,3,4,	
5. An instructor's request to send the homework earlier than schedule.	17,17,4	
6. A friend's request to move to another town.	1,17,3,4	
7. A teacher's request to stay after school.	1,3	
8. A younger sister' lends the money.	17,3,9*	9.2 and 9.1
9. A friend's request to borrow a car.	1,3,13	
10. A roommate's request to borrow a dress for wedding.	16,9*,4	9.2
11. A student's to ask a key to get insides the classroom.	1,3,4	
12. A boss's request to translate an English complaint.	17,3	

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

Table 5 A Sample Result of Coding Thai Subjects' 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	1,3,17,12	
2. A friend's request to borrow lecture notes.	1,9*	9.4
3. A boss' request to spend an extra hour to finish up work.	1,4	
4. A student's request to postpone the midterm test.	17,9*	9.2
5. An instructor's request to send the homework earlier than schedule.	1,17,3	
6. A friend's request to move to another town.	17,9*,1	9.2
7. A teacher's request to stay after school.	1,3	
8. A younger sister' lends the money.	11,3,1	
9. A friend's request to borrow a car.	17,9*	9.4
10. A roommate's request to borrow a dress for wedding.	17,3	
11. A student's to ask a key to get insides the classroom.	1,3	
12. A boss's request to translate an English complaint.	13,3,1	

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

APPENDIX C THAI SUBJECTS' FREQUENCIES IN USING REFUSAL STRATEGIES IN REQUEST SITUATIONS

Table 6 Thai Subjects' Frequencies in Using Refusal Strategies in Request Situations

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	7	0	5	0	0	0	0	0	1	0	0	0	0	0	0	0	5
Subject 2	9	0	6	1	0	0	0	0	4	0	1	1	1	0	0	0	6
Subject 3	6	0	8	1	0	0	0	0	1	2	0	0	0	0	0	0	6
Subject 4	10	0	9	0	0	0	0	0	1	0	0	1	1	0	0	0	10
Subject 5	9	0	10	0	0	0	0	0	0	0	0	2	2	0	0	0	10
Subject 6	6	0	12	5	0	0	0	0	1	0	0	1	1	0	0	0	0
Subject 7	6	0	9	4	0	0	1	0	3	0	0	4	4	1	0	0	0
Subject 8	6	0	11	0	0	0	0	0	2	0	0	2	2	4	0	0	2
Subject 9	8	0	9	3	0	0	0	0	0	0	0	0	0	5	0	0	4
Subject 10	8	0	9	3	0	0	0	0	1	0	0	0	0	0	0	0	10
Subject 11	4	0	11	2	0	0	0	0	1	0	0	0	0	4	0	0	5
Subject 12	10	0	10	1	0	0	0	0	1	0	0	0	0	4	0	0	1
Subject 13	10	0	13	0	0	0	0	0	0	0	0	6	6	0	0	0	4
Subject 14	8	0	11	1	0	0	0	0	4	0	0	6	6	0	0	0	7
Subject 15	4	0	13	2	0	0	0	0	3	0	1	1	1	1	0	1	2
Subject 16	5	0	13	6	1	0	0	0	0	0	0	2	2	0	0	0	4
Subject 17	8	0	7	2	0	0	0	0	2	0	0	2	2	0	0	0	3
Subject 18	5	0	9	0	0	0	0	0	3	0	0	3	3	0	0	0	3
Subject 19	10	0	17	6	1	0	0	0	2	0	0	1	1	7	0	1	1
Subject 20	9	0	14	0	0	0	0	0	0	0	0	1	1	3	0	0	1
Subject 21	9	0	11	3	0	0	0	0	4	0	0	2	2	0	0	0	1
Subject 22	6	0	11	3	0	0	0	0	1	0	0	0	0	1	0	0	2
Subject 23	12	0	10	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Subject 24	11	0	12	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Subject 25	5	0	10	3	0	0	0	0	2	0	1	4	4	1	0	0	6
Subject 26	9	0	6	0	0	0	0	0	1	0	0	1	1	2	0	0	7
Subject 27	9	0	7	0	0	0	0	0	0	0	0	3	3	4	0	1	0
Subject 28	6	0	12	1	0	0	0	0	0	0	0	4	4	1	0	1	8
Subject 29	9	0	12	1	0	0	0	0	0	0	0	3	3	2	0	0	1
Subject 30	12	0	11	4	0	1	0	0	0	0	0	3	3	1	0	0	5
Subject 31	9	0	7	5	0	0	0	0	1	0	0	1	4	1	0	0	3
Subject 32	12	0	11	0	0	0	0	0	0	0	0	0	0	2	0	0	3
Subject 33	9	0	7	5	0	0	0	0	0	0	0	0	0	2	0	0	3
Subject 34	12	0	11	0	0	0	0	0	0	0	0	0	2	1	0	0	3
Subject 35	9	0	7	4	0	0	0	0	2	0	0	0	0	0	0	1	16
Subject 36	3	0	10	0	0	0	0	0	1	0	1	0	0	0	0	0	8
Subject 37	11	0	13	3	1	0	0	0	1	0	0	1	3	0	0	0	3
Subject 38	10	0	13	1	0	0	0	0	3	0	1	0	0	1	0	0	6
Subject 39	9	0	8	3	0	0	0	0	4	0	0	1	1	2	0	0	1
Subject 40	6	0	11	4	1	0	1	0	3	0	1	0	7	2	0	1	4
Subject 41	4	0	6	2	0	0	0	0	4	0	3	1	4	0	0	0	4
Subject 42	12	0	10	0	0	0	1	0	0	0	0	0	1	2	0	0	6

APPENDIX D AMERICAN SUBJECTS' FREQUENCIES IN USING REFUSAL STRATEGIES IN REQUEST SITUATIONS

Table 7 American Subjects' Frequencies in Using Refusal Strategies in Request Situations

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	8	7	0	0	0	0	3	0	0	0	1	0	0	1	7
Subject 2	4	0	6	0	0	0	3	1	7	0	0	0	0	0	0	0	4
Subject 3	0	2	5	0	0	0	0	0	2	0	0	0	0	0	0	0	11
Subject 4	7	1	8	3	0	3	4	1	3	0	0	0	1	0	0	0	3
Subject 5	4	1	11	3	0	0	1	0	1	0	0	1	0	0	0	0	4
Subject 6	6	0	7	1	1	1	2	0	4	1	2	0	1	0	0	0	1
Subject 7	12	0	6	7	1	1	0	0	1	0	0	0	0	0	0	0	2
Subject 8	8	0	8	0	0	0	0	0	0	0	0	1	1	0	0	0	7
Subject 9	1	0	12	4	1	1	0	0	0	0	0	0	4	0	0	0	10
Subject 10	3	0	7	5	0	0	1	0	0	0	1	0	0	0	0	0	2
Subject 11	3	0	7	5	0	0	1	0	0	0	0	0	1	0	0	0	6
Subject 12	2	0	7	4	1	1	0	0	2	0	0	0	1	0	0	0	4
Subject 13	4	0	9	1	0	0	1	0	1	0	0	1	2	2	0	0	2
Subject 14	9	0	9	4	1	1	2	0	4	1	1	1	2	1	0	0	2
Subject 15	5	0	9	2	1	1	0	0	1	0	0	0	2	1	0	0	5
Subject 16	8	2	9	6	0	0	2	0	1	0	0	1	0	1	0	0	7
Subject 17	6	2	11	4	3	3	0	0	1	0	0	0	2	1	0	0	1
Subject 18	5	0	11	2	2	2	0	0	3	0	0	1	0	1	0	0	6
Subject 19	8	0	13	7	1	1	0	0	1	0	0	1	1	0	0	0	6
Subject 20	9	0	4	4	2	2	1	0	3	0	0	0	0	0	0	0	9
Subject 21	9	0	4	4	2	2	1	0	3	0	0	1	3	0	0	1	9
Subject 22	4	0	16	0	0	0	0	0	1	0	0	0	1	0	0	0	1
Subject 23	5	0	6	2	1	1	0	0	6	0	0	0	0	1	0	0	5
Subject 24	9	2	11	8	1	1	1	0	3	0	0	0	0	0	0	0	7
Subject 25	5	1	9	3	3	3	0	0	2	0	0	0	0	0	0	0	8
Subject 26	3	0	7	3	1	1	1	0	2	0	0	0	0	1	0	0	2
Subject 27	5	1	6	1	2	2	0	0	5	0	0	0	0	2	0	0	1
Subject 28	11	0	9	4	1	1	0	0	1	0	0	0	2	0	0	0	6
Subject 29	7	2	11	5	0	0	0	0	5	0	0	0	3	0	0	0	4
Subject 30	5	0	12	3	0	0	0	0	3	0	1	0	3	0	0	0	6
Subject 31	8	0	10	0	0	0	0	0	1	0	0	0	0	0	0	0	6
Subject 32	8	0	10	0	0	2	0	0	5	0	0	5	2	1	0	0	8
Subject 33	9	0	11	6	0	0	0	0	3	0	0	1	1	0	0	0	0
Subject 34	10	0	7	5	0	0	0	0	3	0	0	4	1	5	0	0	0
Subject 35	2	0	6	2	0	1	0	0	6	0	0	4	1	5	0	0	2
Subject 36	2	0	6	2	0	1	0	0	2	3	0	1	3	10	2	0	2
Subject 37	3	0	7	4	1	0	0	2	3	0	0	0	1	0	0	0	6
Subject 38	11	0	10	2	0	0	0	0	8	0	0	0	1	0	0	0	1
Subject 39	2	0	7	0	0	0	1	0	2	0	0	0	0	0	0	0	9
Subject 40	2	0	11	0	0	2	0	0	0	0	0	0	0	0	0	0	11
Subject 41	2	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	6
Subject 42	8	0	2	1	0	0	1	0	2	0	0	0	1	0	0	0	3
Subject 43	10	0	8	5	0	0	0	0	1	0	0	0	2	0	0	0	3

Table 7 (Cont.)

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 40	6	1	11	1	0	0	1	0	4	0	0	3	0	0	0	0	6
Subject 41	10	0	5	0	0	0	0	1	4	0	0	0	0	0	0	0	4
Subject 42	7	0	11	5	0	0	2	0	3	0	1	0	1	0	0	0	6
Subject 43	11	0	10	5	0	0	0	0	0	0	0	0	1	0	0	0	4
Subject 44	3	0	5	1	0	0	0	0	2	0	0	0	2	0	0	0	3
Subject 45	9	0	7	1	0	0	1	0	3	0	0	1	0	0	0	0	3
Subject 46	6	0	6	3	0	0	0	0	2	0	0	2	1	0	0	2	3
Subject 47	2	0	6	2	0	0	0	0	3	0	1	0	0	0	0	0	6
Subject 48	5	0	4	2	0	0	0	0	2	1	0	0	0	0	0	0	6
Subject 49	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	14
Subject 50	12	0	8	0	0	0	0	0	3	0	0	2	1	0	0	0	4
total	306	15	401	138	24	31	25	5	124	3	8	28	58	14	0	4	244
	1428																



**APPENDIX E A SAMPLE OF REFUSAL STRATEGY CHECKING OF
THREE CODERS PERFORMED BY AMERICAN SUBJECTS**

**Table 8 A Sample of Refusal Strategy Checking of Three Coders in the case of
American Subjects**

No. of Subject	Response to Situations (1-12)	Agreement			Finalized Category
		Coder1	Coder 2	Coder3	
Subject 1	1	✓	✓	✓	1,3,4
	2	✓	✓	✓	17,4
	3	✓	✓	✓	17,3
	4	✓	✓	✓	1,3,4,
	5	✓	✓	✓	17,17,4
	6	✓	✓	✓	1,17,3,4
	7	✓	✓	✓	1,3
	8	✓	✓	✓	17,3,9,9.2,9.1
	9	1,3,9.1	1,3,13	1,3,13	1,3,13
	10	9.3, 9.2,4	16,9.2,4	9.3,12,13,	16,9.2,4
	11	✓	✓	✓	1,3,4
	12	✓	✓	✓	17,3

Note: ✓ means the agreement of three coders in checking rate and classifying of refusal strategy

**APPENDIX F A SAMPLE OF REFUSAL STRATEGY CHECKING OF
THREE CODERS PERFORMED BY THAI SUBJECTS**

**Table 9 A Sample of Refusal Strategy Checking of Three Coders in the case of
Thai Subjects**

No. of Subject	Response to Situations (1-12)	Agreement			Finalized Category
		Coder1	Coder 2	Coder3	
Subject 1	1	✓	✓	✓	0
	2	✓	✓	✓	1,3
	3	✓	✓	✓	0
	4	✓	✓	✓	1,17,3
	5	1, 17	1, 9.4	1, 9.4	1,9.4
	6	✓	✓	✓	0
	7	✓	✓	✓	1
	8	✓	✓	✓	17,3
	9	✓	✓	✓	17,17
	10	✓	✓	✓	1,17
	11	✓	✓	✓	1,3
	12	✓	✓	✓	1,3,3

Note: ✓ means the agreement of three coders in checking rate and classifying of refusal strategy