

CHAPTER FIVE

APOLOGY RESULTS AND DISCUSSIONS

5.1 Introduction

The analysis of speech act data for this study were divided into two main sections: 1) the identification and classification of request speech act strategies and the use of internal and external modifications with request strategies which were presented in Chapter 4; and 2) identification and classification of apology speech act strategies along with apology internal intensifiers and supportive intensifiers. This chapter deals with results obtained from the apology speech acts collected and classified based on the data analysis framework presented previously in Chapter 3. All the results are tabulated and to be found in the appendix page 278 to page 289.

The identification of strategies based on the pre-defined data analysis framework and the presentation of frequencies and percentages, on the one hand, set up the initial part of the analysis. On the other hand, the identification and classification of new strategies beyond the classic coding scheme –which was developed originally by Blum-Kulka et al. (1989) and modified and replicated later by other researchers (e.g., Marquez-Reiter, 2000; Afghari, 2007) – in Persian constitutes the complementary part of the analysis.

The results indicate frequencies and percentages of apology strategies along with internal intensifiers and supportive intensifiers employed with apology strategies to highlight Persian male participants' linguistic behavior, followed by a discussion of

context-internal and context-external variables involved in the realization of speech acts. The results in this chapter can provide answers to specific research questions addressing 1) the apology strategy used by Persian male speakers 2) how Persian male speakers intensify apologies internally and 3) what supportive intensifiers Persian male speakers use, whose answers are to be investigated with regard to context-internal and context-external variables.

The analysis and results are organized and displayed based on the apology speech act main categories namely, Illocutionary Force Indicating Device (IFID), Taking on Responsibility, Explanation of Situation, Offer of Repair, Promise of Forbearance, and *Underestimating the Offence by Humor*.

Table 5.1 Percentages of Main Categories of Apology across Situations

Apology Situation	Apology Main Categories					
	IFID	TOR	AES	AOR	POF	UOH
A1 Book Return	85.96%	8.76%	5.26%	0%	0%	0%
A2 Ruin Trousers	88.51%	8.2%	1.6%	0%	0%	1.6%
A3 Being Late	79.29%	6.89%	10.34%	0%	0%	3.44%
A4 Forget Map	10%	68%	2%	0%	0%	20%
A5 Damage Car with Oil	82.13%	10.71%	1.78%	5.37%	0%	0%
A6 Car Accident	32.06%	13.2%	35.84%	15.09%	0%	3.77%
A7 Project Stop	24.14%	10.33%	41.37%	6.89%	0%	17.24%
A8 Retype Letters	42.84%	48.97%	6.12%	0%	0%	2.04%
A9 Damage Carpet	24%	27.77%	29.62%	14.81%	0%	3.7%
A10 Tread Toe	91.24%	6.86%	0%	0%	0%	0%
A11 Late Money Return	69.21	9.60	21.15	0%	0%	0%
A12 Smash Computer	56.33	14.52	5.45	21.81	0	1.81

IFID: Illocutionary Force Indicating Device; TOR: Taking on Responsibility; UOH: Underestimating Offence by Humor; AES: An Explanation of Situation; AOR: An Offer of Repair; POF: Promise of Forbearance

As displayed in Table 5.1, the strategies in the category Illocutionary Force Indicating Device (IFID) have been used by the Persian male participants of the study to realize the apologies in all situations, and are the most frequent category of apology strategies in A1 (Book Return) registering 85.95 percent, A2 (Ruin Trousers) registering 88.51 percent, A3 (Being Late) registering 79.29 percent, A5 (Damage Car with Oil) registering 82.13 percent, A10 (Tread Toe) registering 91.24 percent, A11 (Late Money Return) registering 69.21 percent, and A12 (Smash Computer) registering 56.33 percent.

To illustrate how Persian male participants of the study realize the strategies in the category of IFID, an in-depth discussion and exemplification of the IFID strategies is provided in the subsequent sections. The analysis of the IFID strategies focuses on the significant percentages of the strategies as well as typical examples of the discourse used to realize different IFID apology strategies which also reveal the use of internal and supportive intensifiers.

5.2 Illocutionary Force Indicating Device (IFID) Strategies

The IFID category includes the strategies Expression of Regret, Offer of Apology, and Request for forgiveness. As displayed in Figure 5.1, from among all strategies in the IFID category, the strategy Expression of Regret registers 163 instances (24.65%), the strategy Offer of Apology registers 119 instances (18%), and the strategy Request for Forgiveness registers 104 instances (15.73%).

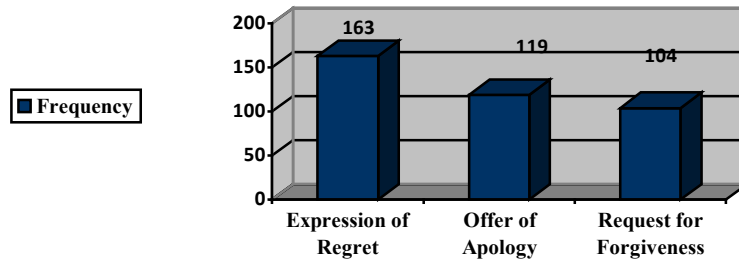


Figure 5.1 Total Frequencies of IFID Strategies

The strategies in IFID category of apologies will be discussed further in the subsequent sections respectively.

5.2.1 Expression of Regret

Instances of the strategy Expression of Regrets are realized across all situations, including A2 (Ruin Trousers). The scenario in A2 (Ruin Trousers) depicts a situation where the speaker who is dominated by the hearer (S<H) has to apologize to his manager with whom he has a long relation (-SD) for a blunder which is low in severity. In A2 (Ruin Trousers), the speaker spills coffee on his manager's trousers in the middle of a conversation accidentally. The Persian participants of the study chose to realize the apology in A2 (Ruin Trousers) most frequently through IFID strategies.

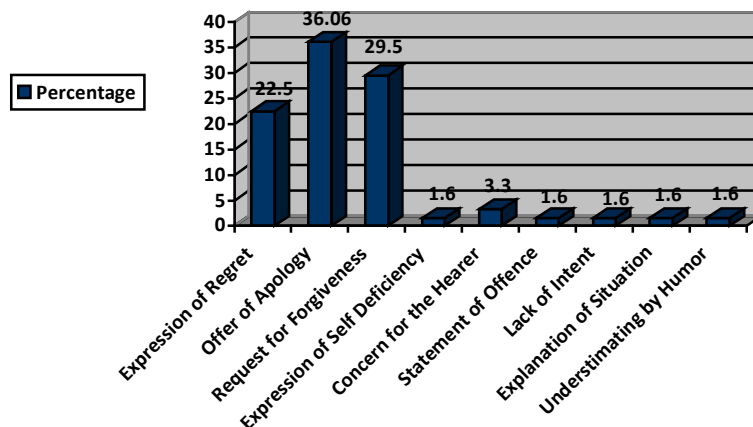


Figure 5.2 Percentages of Apology Strategies in A2

As shown in Figure 5.2, the strategies in A2 (Ruin Trousers) include 23 percent of Expression of Regret as ‘...*Sharmandeam...*’ (...I’m embarrassed...) in example (1).

(1) *Vai, Sharmandeam. Xeili daaghe?*

O, embarrass. Too hot?

(O, I’m embarrassed. Is it too hot?)

Although the offence committed in A2 (Ruin Trousers) is not severe and intentional and the interlocutors are familiar, however, the power relation between the speaker and the hearer (S<H) makes the speaker apologize more frequently through IFID strategies, including Expression of Regret.

5.2.2 Offer of Apology

The strategy Offer of Apology, registering 119 cases, is the second frequent apology strategy in the category IFID. Offer of Apology strategy registers the highest frequencies in A2 (Ruin Trousers) registering 36.1 percent as ‘*ma?zerat mixaam*’ (I apologize). This is followed in A10 (Tread Toe) registering 31.01 percent as shown in Figure 5.3.

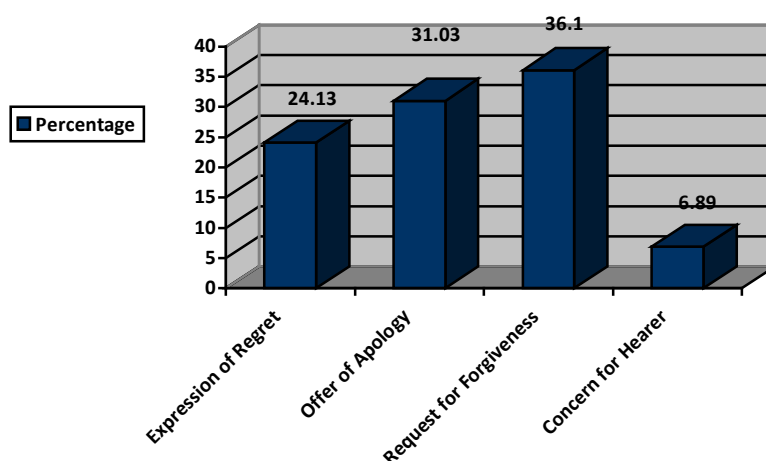


Figure 5.3 Percentages of Apology Strategies in A10

Offer of Apology strategy in A10 (Tread Toe) includes such instances as depicted in the following example.

(2) *Ox*, *vaaghean ma?zerat mixaam. Aslaan paatuno nadidam.*
 Ouch, really apologize. At all leg not see.

(**Ouch**, I **really** apologize. I did not see your leg at all)

In A10 (Tread Toe) the participants of the study used also the internal intensifiers displayed in Table 5.2 to intensify the force of the apology strategy.

Table 5.2 Percentages of Internal Intensifiers in A10

Strategy	Percentage
No internal intensifier	68.9
Intensifying Adverbial	18
Emotions	13.1
Total	100

The internal intensifiers in A10 (Tread Toe) consist of Intensifying Adverbials (18%) as ‘*vaaghean*’ (really) and Emotions (13.1%) as ‘*Ox*’ (Ouch) in example (2).

5.2.3 Request for Forgiveness

The strategy Request for Forgiveness is the third frequent strategy in the category of IFID. As displayed in Figure 5.3, Request for Forgiveness registers the highest frequency in A10 (Tread Toe) constituting 36.1 percent of apology strategies as ‘*bebaxshid*’ (...forgive me...).

After A10 (Tread Toe), the strategy Request for Forgiveness is most frequently realized in A3 (Being Late) registering 31.03 percent of apology strategies, as indicated in Figure 5.4

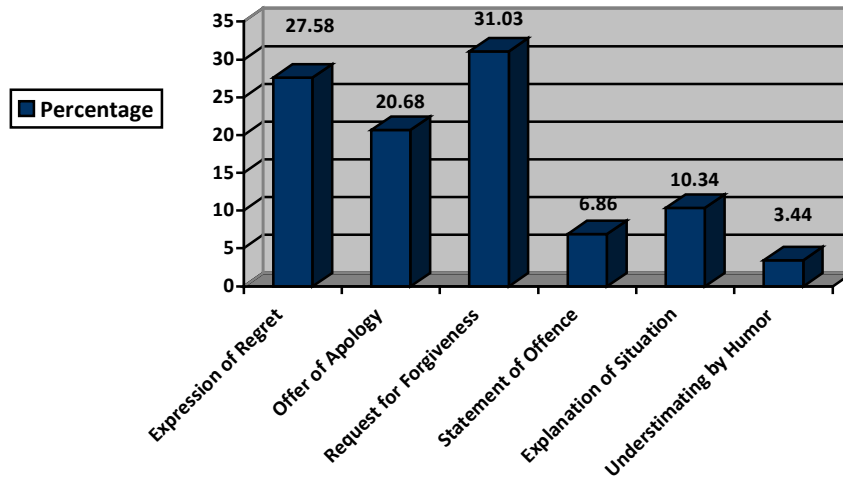


Figure 5.4 Percentages of Apology Strategies in A3

The speaker in A3 (Being Late) has a dominating relation (S>H) with the hearer and there is social distance between them (+SD). The offence in this situation is not severe. A3 (Being Late) depicts a scenario where the speaker is expected to apologize for a delay. Through Request for Forgiveness strategy the participant made an attempt to express his regret for the delay due to traffic congestion as ‘*Shomaa baayad xeili xeili manu bebaxshid...*’ (You should forgive me very very much...) in example (3).

- (3) *Shomaa baayad xeili xeili manu bebaxshid. To teraafik*
 You should very very me forgive. In traffic
gir-oftadam.
 stuck.

(You should forgive me **very very** much. I was stuck in traffic.)

As for the internal intensifiers realized along with apology strategies in A3 (Being Late), although 82 percent of the apologies were not internally intensified, a minority of them were intensified through Intensifying Adverbial (14.8%), as shown in Table 5.3.

Table 5.3 Percentages of Internal Intensifiers in A3

Strategy	Percentage
No Internal Intensifier	82
Intensifying Adverbial	14.8
Emotions	1.6
Double Intensifiers	1.6
Total	100

The internal intensifiers also included Emotion (1.6%) and 1.6 percent of Double Intensifiers as ‘...very very...’ (...*xeili xeili*...) in example (3).

A variety of supportive intensifiers were also employed in A3 (Being Late) to support the main apology strategy. As indicated in Table 5.4, most of the apology strategies are intensified through the strategy Explanation of Situation (26.2%) as ‘...*To teraafik gir-oftaadam*’ (...I was stuck in traffic) in example (3).

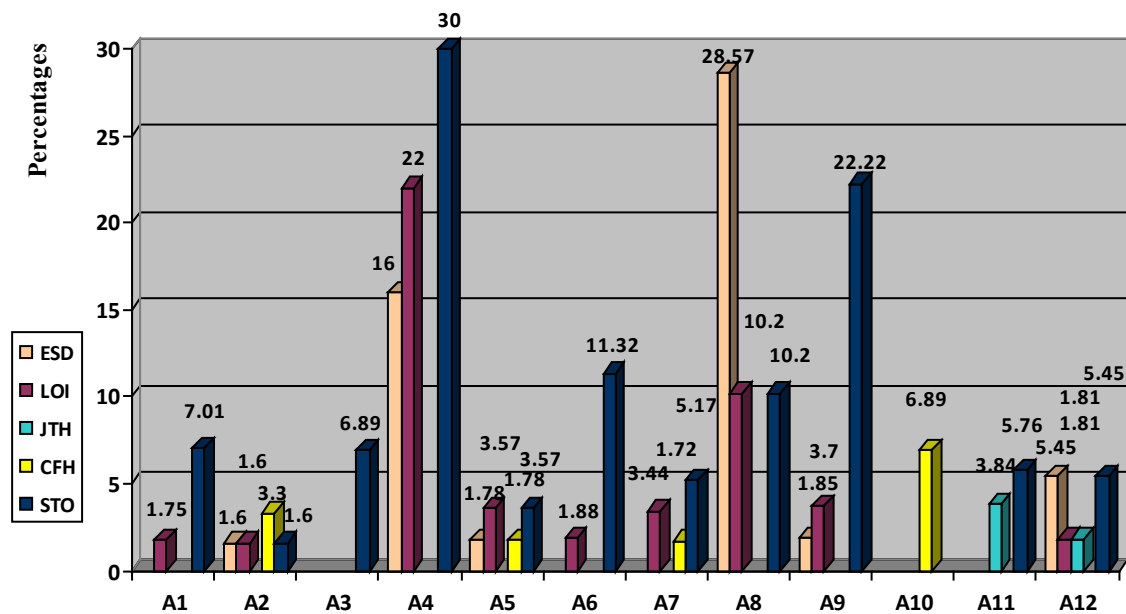
Table 5.4 Percentages of Supportive Intensifiers in A3

Strategy	Percentage
No Supportive Intensifier	13.2
Expression of Regret	3.3
Offer of Apology	8.2
Request for Forgiveness	4.9
Lack of Intent	4.9
Concern For the Hearer	4.9
Statement of the Offence	24.6
Explanation Of Situation	26.2
Offer of Repair	9.8
Total	100

The second frequent supportive intensifier in A3 (Being Late) is Statement of the Offence, registering 24.6 percent. This is followed by Offer of Repair (9.8%), Offer of Apology (8.2%), and the strategies Request for Forgiveness, Lack of Intent, and Concern for Hearer (4.9%) respectively. The least frequent supportive intensifier used is Expression of Regret, registering 3.3 percent.

5.3 Taking on Responsibility

The most frequent strategies in the category Taking on Responsibility across situations include Statement of Offence (30%), Expression of self Deficiency (28.57%), Lack of Intent (22%), Concern for Hearer (6.89%), and Justifying the Hearer (3.84%), as displayed in Figure 5.5.



ESD: Expression of Self Deficiency; LOI: Lack of Intent; JTH: Justifying the Hearer;
CFH: Concern for Hearer; STO: Statement of Offence

Figure 5.5 Percentages of Taking on Responsibility Strategies across Situations

Altogether, the strategies in Taking on Responsibility make up the second most frequent category through which the Persian participants of the study performed apology strategies.

To show how Persian male participants of the study realize the strategies in the category of Taking on Responsibility across situations, an in-depth discussion and

exemplification of the Taking on Responsibility strategies is provided in the subsequent sections. The analysis of the strategies focuses on the significant percentages of the strategies as well as typical examples of the discourse used to realize different Taking on Responsibility apology strategies which also reveal the use of internal and supportive intensifiers.

5.3.1 Statement of Offence

From among the strategies in Taking on Responsibility category, the strategy Statement of the Offence sets up the most realized apology strategy. Statement of Offence has been realized in all situations except A10 (Tread Toe). For instance, in A4 (Forget Map), the speaker asks his friend to make inquiry regarding the address they are going to while there was no need to do so. The interlocutors in A4 (Forget Map) are friends, that is to say, there is neither social distance (-SD) nor social power (S=H) between them and the severity of the offence committed is evaluated as low. The context-internal and context-external variables nominate the strategy Statement of Offence as the most suitable apology strategy in A4 (Forget Map) registering 30 percent, as displayed in Figure 5.6.

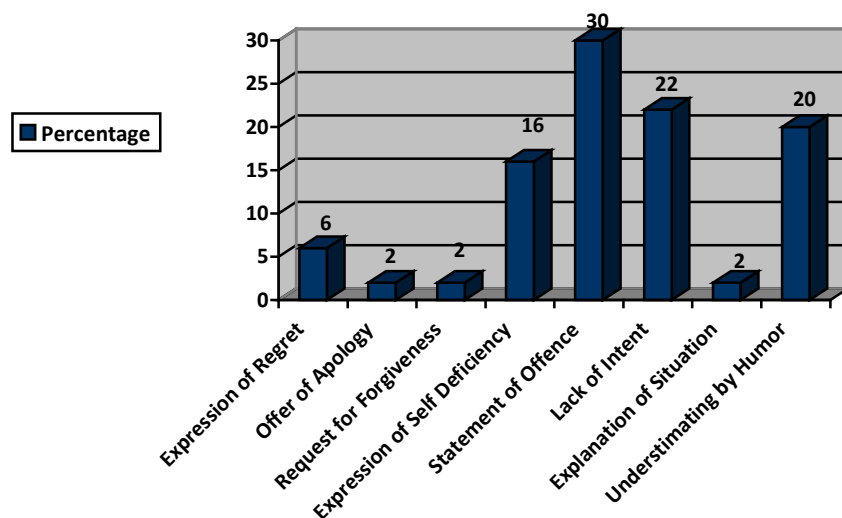


Figure 5.6 Percentages of Apology Strategies in A4

The strategy Statement of Offence in A4 (Forget Map) includes such instances as ‘...*naghsh*e tu jibam bud...’ (...the map was in my pocket...) in example (4).

(4) *Vaai, naghsh*e tu jibam bud. *Nemixaastam baraat zahmat-*
O, map in pocket was. Not meant you

dorost-konam
disturb

(O, the map was in my pocket. **I did not mean to disturb you.**)

As for supportive intensifiers, a variety of supportive intensifiers were employed in A4 (Forget Map). The strategy Lack of Intent, for example, registered 6.6 percent of supportive intensifiers performed in A4 (Forget Map) as ‘...*Nemixaastam zahmat baraat dorost konam*’ (...I did not mean to disturb you) in example (4).

Table 5.5 Percentages of Supportive Intensifiers in A4

Strategy	Percentage
No Supportive Intensifier	62.3
Expression of Regret	1.6
Lack of Intent	6.6
Expression of Self Deficiency	3.3
Statement of the Offence	16.4
Underestimating by Humor	6.6
Explanation Of Situation	3.3
Total	100

As displayed in Table 5.5, 16.4 percent of apologies were supported through Statement of Offence. The strategies Expression of Self Deficiency and Explanation of Situation register each one 3.3 percent of supportive intensifiers and the least realized supportive intensifier is Expression of Regret, registering 1.6 percent.

Table 5.6 Percentages of Internal Intensifiers in A4

Strategy	Percentage
No Internal intensifier	85.2
Intensifying Adverbial	3.3
Emotions	11.5
Total	100

Regarding the intensification of apology strategies internally in A4 (Forget Map), most of the apology strategies (85.2%) were not intensified internally, as indicated in Table 5.6. However, Emotion (11.5%), as ‘*Vaai...*’ (O...) in example (4), intensified the apologies internally and 3.3 percent of apology strategies were intensified through Intensifying adverbials.

5.3.2 Expression of Self Deficiency

For the Persian male participants of the study to take the responsibility of the offence committed, they employed the strategy Expression of Self Deficiency as well. In A8 (Retype Letters) the speaker, who is dominating the hearer (S>H) and knows the hearer very well (-SD), has made a low severe mistake by requesting his colleague to type a few letters which had not been selected correctly. As such, the most frequently used apology strategy in A8 (Retype Letters) is Expression of Self Deficiency, registering 28.57 percent (See Figure 5.7 below.).

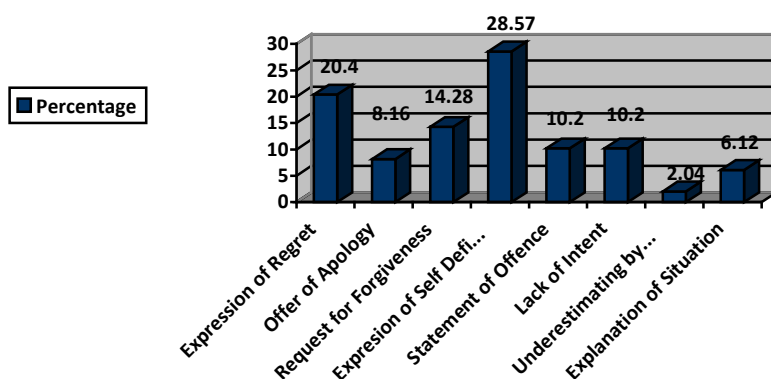


Figure 5.7 Percentages of Apology Strategies in A8

The problem arose due to the speaker's negligence in A8 (Retype Letters). The strategy Expression of Self Deficiency, as participants' first choice reveals, can realize a suitable apology in this situation. An instance of Expression of Self Deficiency realized in this situation is included in example (5).

(5) *xodaayaa, chi kaar konam baa in havaase part. Namehaa ru*
 god, what do with mind careless. Letters

eshtebaah behet daadam.

Wrong you gave.

(My God, what should I do with my careless mind? I gave you the wrong letters?)

Several realizations of the strategy Expression of Self Deficiency were identified in A2 (Ruin Trousers) as well. A total of 1.6 percent of apology strategies consisted of the strategy Expression of Self Deficiency in A2 (Ruin Trousers) as 'What a mess I made...' (*Che xarabkaari kardam...*) in example (6).

(6) *Che xarabkaari kardam. Hamin haalaa ye*
 What mess made. Right now a

dastmaal miaram tamizesh-mikonam.

Handkerchief bring clean.

(What a mess I made. I'll bring a handkerchief and clean it right now.)

The strategies Statement of Offence, Lack of Intent, and Explanation of Situation registered a total of 1.6 percent of the apology strategies respectively in A2 (Ruin Trousers).

Moreover, in A4 (Forget Map), the strategy Expression of Self Deficiency makes up 13.1 percent of apologies realized as '*nemidunam cheraa in ghadar ghij shodam...*' (I wonder why I have become so confused...).

5.3.3 Lack of Intent

Instances of the other strategies from among Taking on Responsibility strategies were also identified. For instance, the strategy Lack of Intent registers 8.2 percent of apology strategies in A8 (Retype Letters) as ‘*nemixaastam vaghtet ro talaf konam aslan ...*’ (I did not want to waste your time at all ...) in example (7).

(7) *nemixaastam vaghtet ro talaf-konam aslan, vali man matne*
 Not want time waste at all, but I text

daghigh ro baraa taaip behet nadaadam
 right for type you not gave.

(I did not want to waste your time **at all**, but I did not give you the right text to be typed)

Table 5.7 Percentages of Internal Intensifiers in A8

Strategy	Percentages
No Internal Intensifier	88.5
Intensifying Adverbial	4.9
Emotions	6.6
Total	100

As for internal intensifiers in A8 (Retype Letters), more than 88 percent of apology strategies in this situation were not intensified internally, as displayed in Table 5.7. However, Emotions like ‘*xodaayaa...*’ (My God...) in example (5) above make up 6.6 percent of internal intensifiers and Intensifying Adverbials as ‘...at all’ (...*aslan*) in example (7) constitute 4.9 percent of them.

Table 5.8 Percentages of Supportive Intensifiers in A8

Strategy	Percentages
No Supportive Intensifier	55.7
Expression of Regret	6.6
Request for Forgiveness	1.6
Expression of Self Deficiency	19.7
Concern For the Hearer	1.6
Statement of the Offence	8.2
Explanation Of Situation	3.3
Total	100

Table 5.8 shows that Expression of Self Deficiency is the most frequent supportive intensifier employed in A8 (Retype Letters), registering 19.7 percent of all supportive intensifiers. This can support the idea that when the speaker accepts that the offence committed is due to his negligence, he prefers to apologize through the Expression of Self Deficiency strategy as the first apology strategy or support the apology realized by Expression of Self Deficiency as an intensifier.

The strategy Statement of Offence as supportive intensifier registers 8.2 percent in A8 (Retype Letters) as ‘...*Namehaa ru eshte baah behet daadam*’ (...I gave you the wrong letters) in example (5). The strategy Expression of Regret and Explanation of Situation each registers 6.6 and 3.3 percent. The least frequent supportive intensifiers in A8 (Retype Letters) are Request for Forgiveness and Concern for the Hearer, which constitute 1.6 percent respectively.

5.3.4 Concern for Hearer

In the data collected from among the participants of the study, the strategy Concern for Hearer was identified among the strategies belonging to Taking on Responsibility category. In A7 (Project Stop), the speaker apologizes to the hearer for a trip canceled in order to finish a project through the strategy Concern for Hearer as ‘*midunim ke shoma az vaziate mojud razi nisti, ...*’ (we know you are not satisfied with current situation, ...) in example (8).

(8) *midunim ke shoma az vaziate mojud razi nisti,*
 Know that you with situation current satisfied not

vali sherkat, bejaye in ye belit har-moghe ke dosst-dashte-
 but company, instead a ticket whenever that like

bashid baratun reserve-mikone.
 for reserve

(We know you are not satisfied with the current situation, but instead the company will reserve a ticket for you whenever you like)

The strategy Concern for Hearer was also employed by the Persian participants of the study in situations between strangers. For example in A10 (Tread Toe), where the speaker and hearer neither dominate nor know one another, and the offence committed is evaluated as low, the strategy Concern for Hearer is among the linguistic choice of the participants.

Although 88.6 percent of apology strategies in this situation consist of IFID strategies, namely Request for Forgiveness (36.1%), Offer of Apology registering (29.5%), and Request for Forgiveness (23%); however, the strategy Concern for Hearer used in A10 (Tread Toe) constitutes 6.89 percent of apology strategies (see Appendix F, A10). Since the offence committed in A10 (Tread Toe) could have resulted in a physical injury, the strategy Concern for Hearer is a good linguistic choice for realizing an apology. This strategy includes ‘*angoshtetun ro leh kardam?...*’ (Did I hurt your toes? ...) in example (9).

(9) *Angoshtetun ro leh-kardam? Aslan nemixaastam sadame*
Toe your hurt? At all mean not hurt

behetun bezanam, bebaxshid.
you, forgive me

(Did I hurt your toes? I did not mean to hurt you at all, forgive me)

The Supportive Intensifiers employed in A10 (Tread Toe) include a variety of strategies. Table 5.9 shows that the most frequent supportive intensifier is Offer of Apology (16.4%) as ‘...*Ma?zerat mixaam*’ (...I apologize).

Table 5.9 Percentages of Supportive Intensifiers in A10

Strategy	Percent
No Supportive Intensifier	36.3
Expression of Regret	9.8
Offer of Apology	16.4
Request for Forgiveness	9.8
Lack of Intent	11.5
Expression of Self Deficiency	4.9
Concern For Hearer	4.9
Statement of Offence	1.6
Underestimating the Offence by Humor	1.6
Explanation Of Situation	1.6
Offer of Repair	1.6
Total	100

The second frequent supportive intensifier is Lack of Intent, constituting 11.5 percent of supportive intensifiers as ‘...*Aslan nemixaastam sadame behetun bezanam...*’ (... I did not mean to hurt you at all...) in example (9). The strategy Expression of Regret and Request for Forgiveness each makes up 9.8 percent of supportive intensifiers. Like Expression of Self Deficiency, the strategy Concern for Hearer registers 4.9 percent. The least frequent strategies are Underestimating the Offence by Humor, Statement of Offence, Explanation of Situation, and Offer of Repair making up for 1.6 percent of supportive intensifiers respectively in A10 (Tread Toe).

5.3.5 Justifying the Hearer

The strategy Justifying Hearer is registered as the least used apology strategy in the category Taking on the Responsibility. An instance of the strategy Justifying Hearer in A12 (Smash Computer) includes ‘*hagh daari age az dastam asabaani beshi...*’ (You are right if you get angry with me...) in example (10).

(10) *hagh-daari age az dastam asabaani beshi. Vali nemixaastam*
 Right if with me angry get. But not mean
amdan beshkanamesh...
 on purpose break

(You are right if you get angry with me. But I did not want to break it on purpose)

Table 5.10 Percentages of Internal Intensifiers in A12

Strategy	Percentage
No Internal Intensifier	72.1
Intensifying Adverbial	19.7
Emotions	6.6
Double Intensifiers	1.6
Total	100

In order to support the main apology strategies, the participants of the study used a variety of intensifiers. As indicated in Table 5.10, Intensifying Adverbial as ‘vaaghen...’ (really...) is the most frequent internal intensifier, identified in 19.7 percent of apology strategies in A12 (Smash Computer). Emotions constitute 6.6 percent and Double Intensifiers register 1.6 percent of internal intensifiers in A12 (Smash Computer).

Table 5.11 Percentages of Supportive Intensifiers in A12

Strategy	Percentage
No Supportive Intensifier	27.9
Expression of Regret	3.3
Offer of Apology	3.3
Request for Forgiveness	3.3
Lack of Intent	8.2
Expression of Self Deficiency	3.3
Statement of Offence	3.3
Offer of Repair	47.5
Total	100

As for supportive intensifiers, Table 5.11 shows that Offer of Repair is used in 47.5 percent of cases as a supportive intensifier in A12 (Smash Computer). The second frequent supportive intensifier is Lack of Intent (8.2%) as ‘...*nemixaastam amdan beshkanamesh*’ (...I did not want to break it on purpose) in example (10). The other

supportive intensifiers include Expression of Regret, Offer of Apology, Request for Forgiveness, Expression of Self Deficiency, and Statement of Offence registering respectively 3.3 percent in A12 (Smash Computer).

5.4 Explanation of Situation Strategy

Explanation of Situation registers the third most frequent strategy after IFID and Taking on Responsibility categories, as Figure 5.8 illustrates.

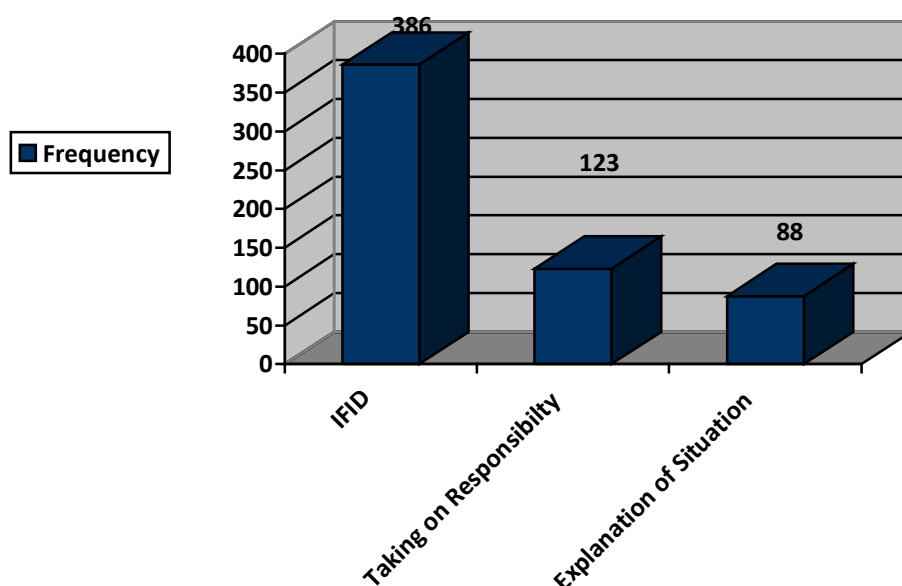


Figure 5.8 The First Three Most Frequent Apologies

Explanation of Situation is used across several situations including A1 (Book Return). In A1 (Book Return) the speaker who is a university student has to apologize for ignorance. The speaker is dominated by the hearer (S<H), they do not know one another well (+SD), and the offence committed in this situation is low in severity. Although the frequency of Explanation of Situation strategy is not high in comparison with Expression of Regret (49.12%), Offer of Apology (24.56%), Request for Forgiveness (12.28%), and Statement of Offence (7.01%); however, it makes up 5.26 percent of the strategies realized in A1 (Book Return), as indicated in Figure 5.9.

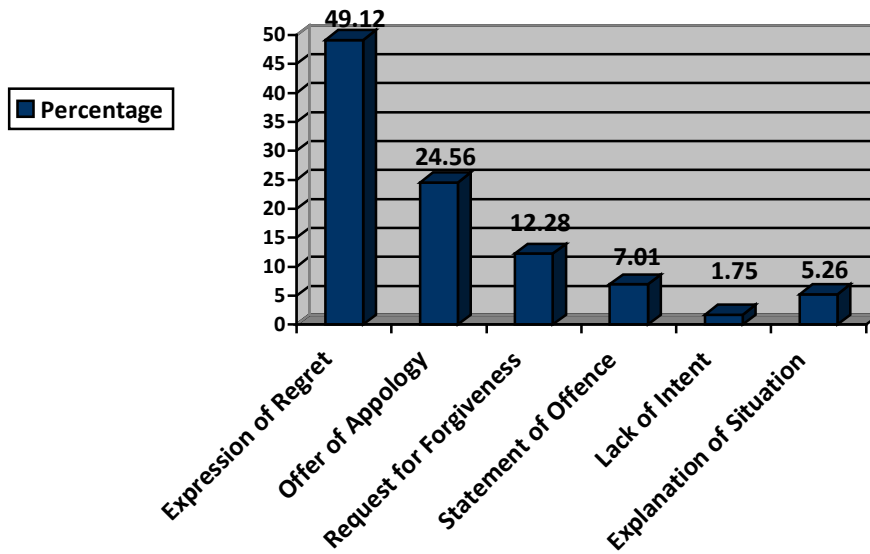


Figure 5.9 Percentages of Apology Strategies in A1

Explanation of Situation includes such instances as ‘*Man ye moshkeli daashtam ke baa?es shod faraamush konam ketaabetun ro biaaram,...*’ (I had a problem which caused me to forget to bring your book, ...) in example (11).

(11) *Man ye moshkeli daashtam ke baa?es-shod faraamush-*
 I a problem had which caused forget

konam ketaabetun ro biaaram, xeili ?ozr mixaam
 book bring a lot apologize

(I had a problem which caused me to forget to bring your book, I apologize a lot.)

Table 5.12 Percentages of Internal Intensifiers in A1

Strategy	Percentage
No internal Intensifier	91.8
Intensifying Adverbial	6.6
Emotions	1.6
Total	100

Table 5.12 shows that A1 (Book Return) registered 6.6 percent of Intensifying Adverbials as ‘...*xeili*’ (...a lot) in example (11) to intensify the apology strategies

internally. Moreover, a total of 1.6 percent of internal intensifiers was through Emotion strategy.

The apology strategies in A1 (Book Return) were also intensified through supportive intensifiers, as Table 5.13 indicates. The most frequent supportive intensifier is Statement of Offence, registering 52.5 percent of supportive intensifiers.

Table 5.13 Percentages of Supportive Intensifiers in A1

Strategy	Percentage
NO Supportive Intensifier	8.2
Expression of Regret	1.6
Offer of Apology	1.6
Request for Forgiveness	6.6
Expression of Self Deficiency	1.6
Statement of Offence	52.5
Lack of Intent	1.6
Explanation Of Situation	11.5
Offer of Repair	13.1
Promise Of Forbearance	1.6
Total	100

An instance of Statement of Offence in A1 (Book Return) is ‘...*ketaabetun ro to xune jaa gozaashtam*’ (...I left your book at home...) in example (12).

(12) ...*man ketaabetun ro to xune jaa-gozaashtam. Age ketaab ru*

I book at home left. If book

emrooz niaz-daarid miram xune va taa yek saate dige
today need go home and in an hour

baraatun miaremsh.

for fetch

(...I left your book at home. If you need the book today I will fetch the book for you in an hour.)

The second most frequent supportive intensifier in A1 (Book Return) is Offer of Repair as ‘...*Age ketaab ru emrooz niaz, daarid miram xune va taa yek saate dige baraatun miaremsh*’ (...If you need the book today I will fetch the book for you in an hour) which accounts for 13.1 percent of the supportive intensifiers. The frequency of use for the other supportive intensifiers in A1 (Book Return) include Explanation of Situation (11.5%) and Request for Forgiveness (6.6%), while Expression of Regret, Offer of Apology, Expression of Self Deficiency, Lack of Intent, and Promise of Forbearance constitute 1.6 percent each respectively.

The strategy Explanation of Situation was employed in situations including severe offences as well. For example, in A6 (Car Accident) the speaker is dominated by hearer (S<H) who is the speaker’s manager even though they know one another very well (-SD). The speaker is expected to apologize to his manager for a high severe offence due to the accident which resulted in a broken headlight and a bent bumper belonging to the hearer’s car. Participants of the study realized most of the apologies in A6 (Car Accident) through the strategy Explanation of Situation which accounts for 35.84 percent, as shown in Figure 5.10.

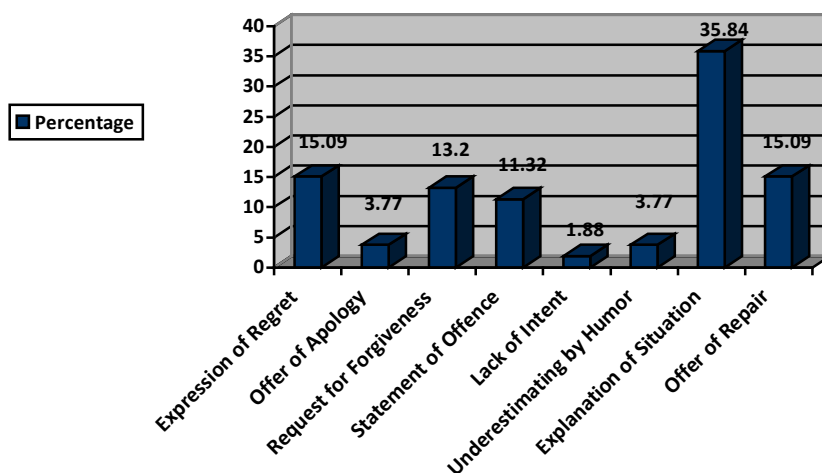


Figure 5.10 Percentages of Apology Strategies in A6

Example (13) depicts an instance of the Explanation of Situation strategy in A6 (Car Accident).

(13) *salam, to raahe bazghasht ye tasaadof kochik rox daad, ejaze-*
 Hi come back an accident small had, let

bedid taa mashin ro bebaram tamirgaah dorosesh-konam
 it have workshop repair

ghabl-az-in-ke beheton pas-bedam.
 before you return

(Hi, coming back from the airport I had a small accident. Let me have it repaired in the workshop before I return it.)

The data indicated that the Expression of Regret recorded the highest (15.09%) percentage among IFID strategies used in A6 (Car Accident) followed by Request for forgiveness (13.2%), Offer of Apology (3.77%). However, the Offer of Repair strategy registers 15.09 percent.

Table 5.14 Percentages of Supportive Intensifiers in A6

Strategy	Percentage
No Supportive Intensifier	19.7
Expression of Regret	1.6
Offer of Apology	9.8
Justifying the Hearer	1.6
Expression of Self Deficiency	1.6
Statement of Offence	6.6
Explanation Of Situation	23.0
Offer of Repair	36.1
Total	100

As for supportive intensifiers, however, more than 80 percent of apologies were supported through the realization of an intensifier in A6 (Car Accident), as shown in Table 5.14. The most frequent supportive intensifier is Offer of Repair (36.1%) as ‘...ejaze bedid taa mashin ro bebaram tamirgaah dorosesh konam ghab az in ke

beheton pas bedam’ (...Let me have it repaired in the workshop before I return it) in example (13).

This is followed by Explanation of Situation strategy which accounts for 23 percent, Offer of Apology (9.8%) and Statement of Offence (6.6%), while Expression of Regret, Justifying the Hearer and Expression of Self Deficiency constitute for 1.6 percent respectively in A6 (Car Accident).

Another high severe offence situation in which Explanation of Situation was realized as the main apology strategy is R7 (Project Stop). The speaker in R7 (Project Stop) is dominating the hearer in terms of social power (S>H). Although they know one another well (-SD), the offence committed due to the speaker mismanagement is evaluated as severe in R7 (Project Stop).

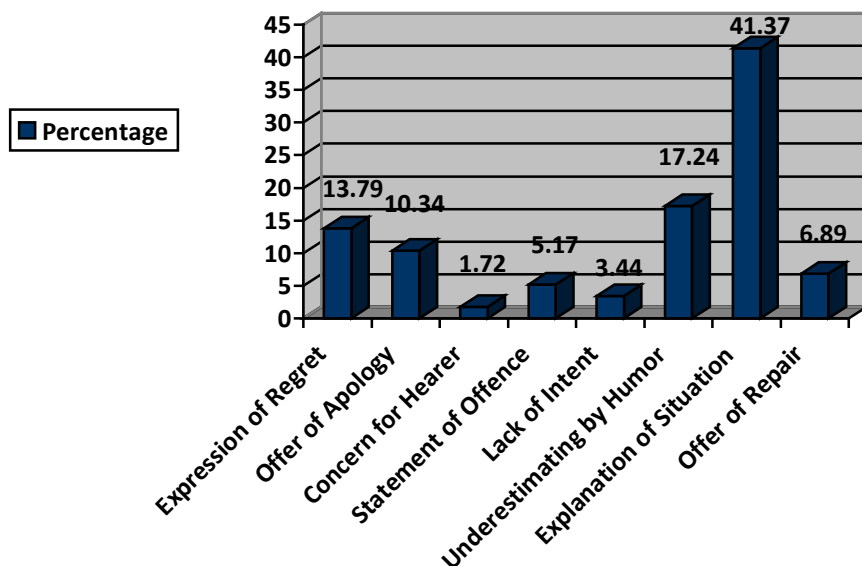


Figure 5.11 Percentages of Apology Strategies in A7

As Figure 5.11 illustrates, the most frequent apology strategy is realized through the strategy Explanation of Situation (41.37%) as ‘...*ma majbur shodim ye ghesmat az*

porozhe ru baraa tamine etebaar motovaghef konim... (...we had to stop a part of project to provide fund...) in example (14).

(14) *miduni ma majbur-shodim ye ghesmat az porozhe ru baraa*
 know we had to a part of project to
tamine etebaar motovaghef-konim. Vaaghean motasefim
 provide fund stop. Really sorry
bexater in.
 for this.

(You know we had to stop a part of the project to provide fund. We are really sorry for this.)

Table 5.15 Percentages of Internal Intensifiers in A7

Strategy	Percentage
No Internal Intensifier	88.5
Intensifying Adverbial	11.5
Total	100

As shown in Table 5.15, the only internal intensifier used in this situation is Intensifying Adverbial (11.5%) as ‘...*vaaghean* ...’ (...really...). The rest of the apology strategies (88.5%) in R7 (Project Stop) were not intensified internally.

Table 5.16 Percentages of Supportive Intensifiers in A7

Strategy	Percentage
No Supportive Intensifier	39.3
Expression of Regret	8.2
Offer of Apology	6.6
Concern For the Hearer	1.6
Statement of the Offence	8.2
Lack of Intent	4.9
Underestimating the Offence by Humor	1.6
Explanation Of Situation	21.3
Offer of Repair	6.6
Total	100

Regarding supportive intensifiers, the most frequent supportive intensifier is Explanation of Situation (21.3%) in R7 (Project Stop), as indicated in Table 5.16. With regard to the high percentage of Explanation of Situation both as a main apology strategy (41.37%) and as a supportive intensifier (21.3%), the Persian male participants' linguistic behavior shows that the strategy Explanation of Situation both as an apology strategy and as a supportive intensifier can convince the hearer to accept the apology performed by the speaker much better compared to other strategies in R7 (Project Stop).

The second frequently used supportive intensifier is Expression of Regret constituting 8.2 percent of supportive intensifiers. Like Offer of Apology, the strategy Offer of Repair makes up 6.6 percent of supportive intensifiers in R7 (Project Stop) as *'...sherkat bejaye in ye belit har moghe ke dosst dashte bashid baratun reserve mikone...'* (...the company instead will reserve a ticket for you whenever you like...).

A11 (Late Money Return) also registered instances of the strategy Explanation of Situation, as Figure 5.12 shows.

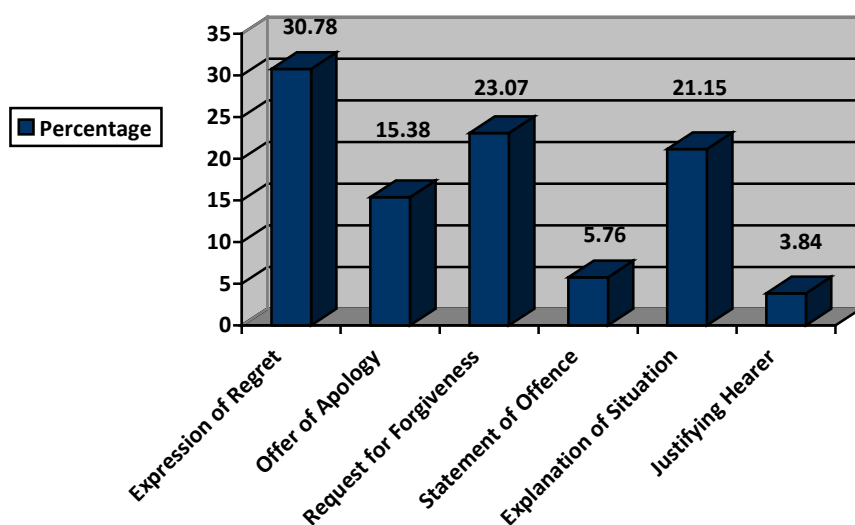


Figure 5.12 Percentages of Apology Strategies in A11

In A11 (Late Money Return) the speaker is dominated by the hearer (S<H), there is social distance between them (+SD), and the offence committed is evaluated as high. Although IFID strategies, namely Expression of Regret (30.78%) as ‘...*Sharmandeam...*’ (...I’m embarrassed...), Request for Forgiveness (23.07%) as ‘*bebaxshid*’ (...forgive me...), and Offer of Apology (15.38%) as ‘*ma?zerat mixaam*’ (I apologize) register the most frequent apology strategies respectively in A11 (Late Money Return); however, the social and power relations between the speaker and hearer in A11 (Late Money Return) as well as the speaker’s unpunctuality, which is evaluated as a severe offence, motivates the participants of the study to use the strategy Explanation of Situation (21.15%) as well.

The strategy Explanation of Situation includes such instances as ‘*xeili sa?i kardam pool ro sare vaght biaaram vali nashod...*’ (I did my best to return the money on time but I could not manage to...) in example (15).

(15) *xeili sa?i-kardam pool ro sare vaght biaaram vali nashod.*
 A lot try money on time return but not.

Vaghean baayad bebaxshid
 Really should forgive

(I did my best to return the money on time but I could not manage to. You should really forgive me)

Table 5.17 Percentages of Supportive Intensifiers in A11

Strategy	Percentage
No Supportive Intensifier	26.2
Expression of Regret	1.6
Offer of Apology	3.3
Request for Forgiveness	4.9
Lack of Intent	3.3
Expression of Self Deficiency	4.9
Statement of the Offence	23
Explanation Of Situation	23
Offer of Repair	9.8
Total	100

As Table 5.17 indicates, Explanation of Situation (23%) and Statement of Offence (23%) were used as the most frequent supportive intensifiers in A11 (Late Money Return). This is followed by Offer of Repair (9.8%) and Expression of Self Deficiency (4.9%) used to intensify the main apology. Moreover, Request for Forgiveness registers 4.9 percent in A11 (Late Money Return) as ‘...*Vaaghean baayad bebaxshid*’ (...you should really forgive me) in example (15).

5.5 Offer of Repair Strategy

Offer of Repair is one of the apology strategies used by the participants of this study especially when the speaker is responsible for the damage made to the hearer’s Property. It is one of the frequently used strategies in A6 (Car Accident), A9 (Damage Carpet), and A12 (Smash Computer) where damages to the hearer’s property are the offence committed.

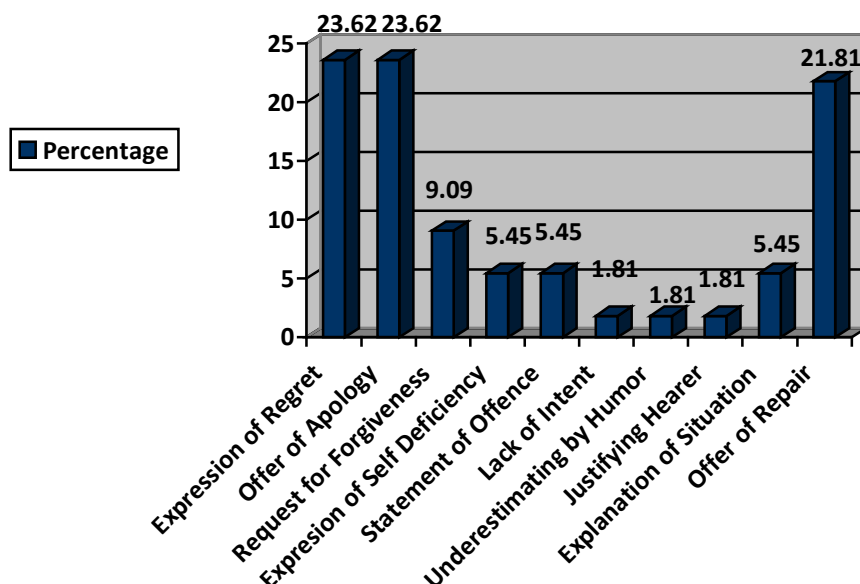


Figure 5.13 Percentages of Apology Strategies in A12

In A12 (Smash Computer), where there is social distance between the speaker and hearer (+SD) and the offence committed here is highly severe, the speaker who is

dominating the hearer (S>H) has to apologize for a damage made to the hearer's laptop. As Figure 5.13 shows, Offer of Repair is the second frequent strategy which makes up 21.81 percent of apology strategies realized in A12 (Smash Computer). The strategy Offer of Repair included such instances as '*Aghaa man ye laptop no az in model baraat mixaram*' (Sir, I'll buy a brand new laptop like this model for you).

Several other instances of the strategy Offer of Repair were also realized in A5 (Damage Car with Oil). In this situation, the speaker and hearer do not know one another well (+SD). They are neighbors who are equal in terms of social dominance (S=H), and the speaker is expected to apologize for a high severe damage made to the hearer's car. The high severity of the offence in A5 (Damage Car with Oil) seems to have motivated the participants to choose the Offer of Repair strategy as 5.39 percent of apology strategies, as shown in Figure 5.14.

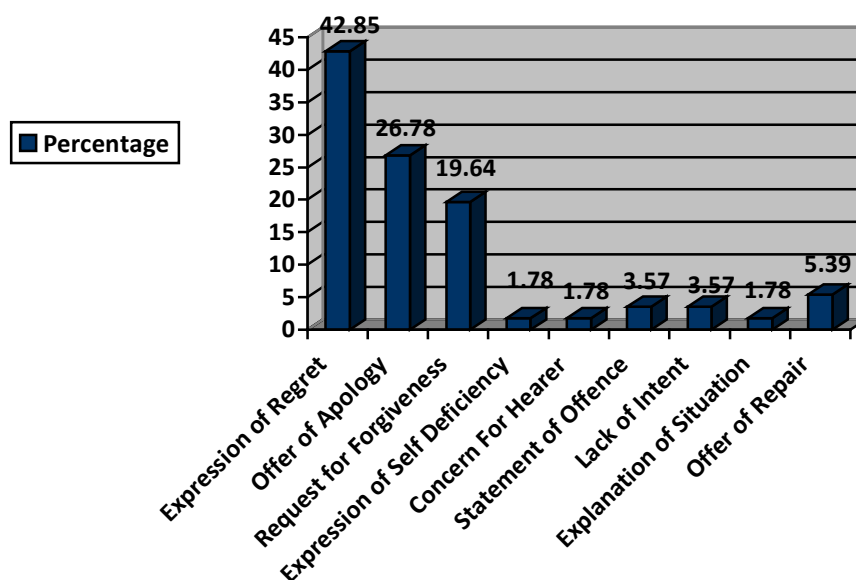


Figure 5.14 Percentages of Apology Strategies in A5

The Offer of Repair strategy in A5 (Damage Car with Oil) included such instances as '*...man xudam tamizesh-mikonam*' (... I'll myself wash it up) in example (14).

(14) *Man xudam tamizesh-mikonam. Vaaghean xeili baaese*
 I myself wash up. Really very made
sharmandegi-shod.
 ashamed

(I'll myself wash it up. It made me **really very** ashamed.)

As Figure 5.14 indicates, the strategies Statement of Offence and Lack of Intent constitute 3.75 percent of apology strategies respectively in A5 (Damage Car with Oil). The least frequent strategies are Expression of Self Deficiency (1.78%), Concern for Hearer (1.78%), and Explanation of Situation (1.78%). The low frequency of Expression of Self Deficiency could be due to fact that the speaker did not have any control on the damage made to the hearer's car. Concern for Hearer has been least realized because the damage did not affect the hearer directly but his car. Furthermore, the low frequency of the strategy Explanation of Situation could be because of the presence of hearer at the time of offence. In other words, since the hearer could see what gave rise to the offence, the speaker did not provide any explanation of the situation.

Table 5.18 Percentages of Internal Intensifiers in A5

Strategy	Percentage
No data	60.7
Intensifying Adverbial	27.9
Emotions	8.2
Double Intensifiers	3.3
Total	100

Most of the apologies (60.7%) in A5 (Damage Car with Oil) were not intensified internally, as Table 5.18 shows. Intensifying Adverbial makes up 27.9 percent of internal intensifiers followed by Emotion (8.2%). Double Intensifier (3.3%) as

‘...*vaaghean xeili...*’ (...really very...) in example (14), is the least frequent internal intensifiers.

Table 5.19 Percentages of Supportive Intensifiers in A5

Strategy	Percentage
No Supportive Intensifier	16.4
Expression of Regret	9.8
Request for Forgiveness	3.3
Explicit Self Blame	1.6
Justifying the Hearer	1.6
Expression of Self Deficiency	1.6
Statement of Offence	8.2
Explanation Of Situation	1.6
Offer of Repair	55.7
Total	100

Regarding the supportive intensifiers in A5 (Damage Car with Oil), Table 5.19 indicates that the participants supported 55.7 percent of the main apology strategies through an Offer of Repair as supportive intensifier. Since the damage made to the hearer’s car is amendable, the participants supported the main apology strategies in this situation by resorting to such restititional acts as (...*Man ye rokeshe no baraa on sandali mixaram*) ‘...I’ll buy a new cover for that seat’ in example (15).

(15) *vai, bayad mano bebaxshi. Man ye rokeshe no baraa on*
 O, should me forgive. I a cover new for that
sandali mixaram.
 seat buy

(O, You should forgive me. I’ll buy a new cover for that seat.)

The second frequent supportive intensifier in A5 (Damage Car with Oil) is Expression of Regret as ‘...*motoasefam*’ (...I’m sorry) registering 9.8 percent. This is followed by Statement of Offence strategy (8.2%), Request for Forgiveness (3.3%) and Explicit Self Blame, Justifying the Hearer, Expression of Self Deficiency, and Explanation of Situation at 1.6 percent each.

In friendly relations the strategy Offer of Repair was also a choice among Persian male speakers of the study to realize an apology strategy. For example, A9 (Damage Carpet) is a scenario between two friends where there is neither social dominance (S=H) nor social distance (-SD) between the speaker and the hearer. The offence committed, however, is highly severe. The participants of this study performed 14.81 percent of apology strategies through the strategy Offer of Repair in A9 (Damage Carpet).

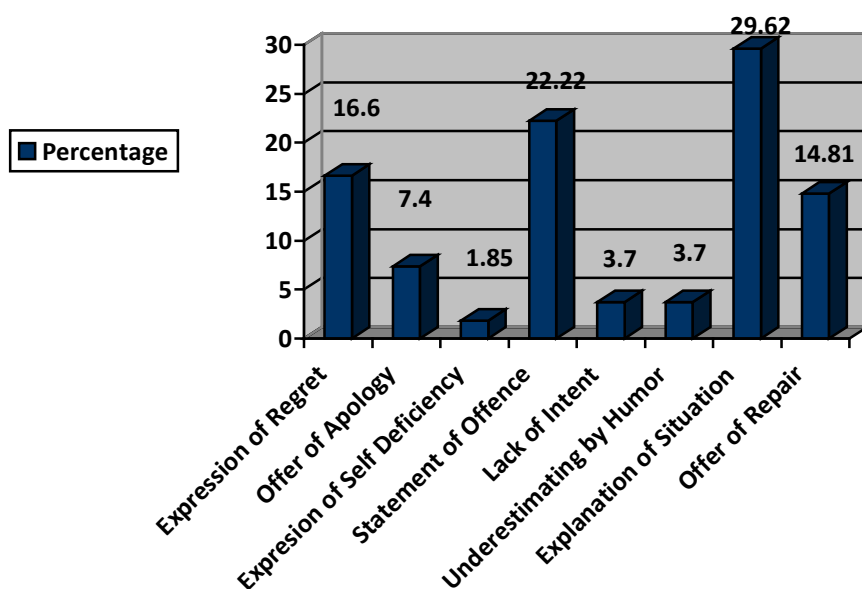


Figure 5.15 Percentages of Apology Strategies in A9

Offer of Repair strategy in A9 (Damage Carpet) includes such instances as ‘*maa har joor shoma befarmain jobraan farshetun ro ke ye kami xaraab-shod ro mikonim...*’ (We’d like to compensate for the carpet spoiled a little as you say...) in example (16).

(16) *Maa har joor shomaa befarmaain jobraan farshetun ro ke ye*
 We as you say compensate carpet that a

kami xaraab-shod ro mikonim. In bacheye sheitone maa
 little spoiled. This kid naughty my

vaghti daasht-baazi-mikard johar ro rixt.
 while Playing ink spilt

(We'd like to compensate for the carpet spoiled a little as you say. My naughty kid spilt the ink while he was playing.)

Table 5.20 Percentages of Supportive Intensifiers in A9

Strategy	Percentage
No Supportive Intensifier	24.6
Expression of Regret	4.9
Offer of Apology	4.9
Request for Forgiveness	1.6
Lack of Intent	1.6
Justifying the Hearer	1.6
Statement of the Offence	16.4
Explanation Of Situation	11.5
Offer of Repair	32.8
Total	100

The data showed that the most frequent supportive intensifier in A9 (Damage Carpet) is Offer of Repair (32.8%), as Table 5.20 indicates. Accordingly, it seems when the offence will result in damage to the hearer's property, the participants prefer to support the apology realized through an Offer of Repair as well.

The second and third frequent supportive intensifiers are Statement of Offence and Explanation of Situation registering respectively 16.4 and 11.5 percent. The strategies Expression of Regret and Offer of Apology each one constitutes 4.9 percent. The least frequent supportive intensifiers employed in A9 (Damage Carpet) are Request for Forgiveness, Lack of Intent, and Justifying Hearer each one making up 1.6 percent.

5.6 Underestimating the Offence by Humor Strategy

As a result of the analysis of the data beyond the classic coding schemes, the study could come up with a new strategy that Persian male participants used in this study. The strategy is believed to be new, because it did not match any strategies reported in the classic framework developed by Blum-Kulka et al. (1989), and because the researcher did not find any instance of this strategy reported in apology speech acts studies previously conducted in Persian, e.g., Eslami-Rasekh (2004) and Afghari (2007). Through this new strategy the speaker underestimates the offence committed through humor. In other words, through adding humor to the situation, the speaker tries to make his fault not that important. The strategy was termed by the researcher as the strategy *Underestimating the Offence by Humor* as ‘...*xodaa ro shokr shalvaaret ro xis nakard...*’ (...thanks God it did not wet your trousers ...) in example (17).

(17) **Ox**, *xodaa ro shokr shalvaaret ro xis-nakard, huh. Etefaaghe*
 Ops, God thanks trousers wet not, huh. event

dige pish-miaad.
 Happen.

(Ops, thanks God it did not wet your trousers, huh. It is event and happens.)

The above strategy was realized in A2 (Ruin Trousers), where the speaker is expected to apologize to the hearer for spilling the coffee on the hearers’ trousers.

Table 5.21 Percentages of Internal Intensifiers in A2

Strategy	Percentage
No Internal Intensifier	54.1
Intensifying Adverbial	26.2
Emotions	16.4
Double Intensifiers	3.3
Total	100

As shown in Table 5.21, the internal intensifiers were also used to support the apology strategies in A2 (Ruin Trousers). Although more than half of the apology strategies (54.1%) realized in A2 (Ruin Trousers) did not have any internal intensifiers, however, 26.2 percent of the internal intensifiers consisted of Intensifying Adverbial including ‘...jedan...’ (...indeed...). While 16.4 percent of the internal intensifiers consisted of Emotion as ‘Ox...’(Ops...) in example (17), Double Intensifiers made up 3.3 percent of the internal intensifiers in A2 (Ruin Trousers).

Table 5.22 Percentages of Supportive Intensifiers in A2

Strategy	Percentage
No Supportive Intensifier	19.7
Expression of Regret	16.4
Offer of Apology	9.8
Request for Forgiveness	4.9
Lack of Intent	21.3
Expression of Self Deficiency	6.6
Concern For the Hearer	6.6
Underestimating the Offence by Humor	4.9
Offer of Repair	9.8
Total	100

Regarding the supportive intensifiers employed in A2 (Ruin Trousers), Table 5.22 indicates that the most frequent supportive intensifier is Lack of Intent (21.3%) as ‘...*aslan ghasdi nadaashtam*’ (...I did not do it on purpose at all). While the strategies Offer of Apology and Offer of Repair account for 9.8 percent of the supportive intensifiers respectively, Expression of Self Deficiency and Concern for Hearer constitutes respectively 6.6 percent of strategies. Moreover, the strategy Request for Forgiveness and *Underestimating the Offence by Humor* register respectively 4.9 percent of supportive intensifiers in A2 (Ruin Trousers).

Several other realizations of the strategy *Underestimating the Offence by Humor* were identified as well in other situations as in A4 (Forget Map). The speaker in A4 (Forget Map) is expected to apologize to his friend because the speaker requests his friend to ask for direction while there was a map in the speakers' pocket. Consequently, 16.4 percent (see Appendix F, A4) of the participants pretended the offence committed in A4 (Forget Map) as unimportant through the use of the strategy *Underestimating the offence by Humor*. The *Underestimating the offence by Humor* strategy in A4 (Forget Map) included such instances as example (18).

(18) *Man ke ye naghshhe to jiabam daashtam Bara-chi Aadreso*

I a map in pocket had. Why address

porsidi?!

ask

(Why did you ask for the address, I have a map in my pocket?!)

The presentation and discussion of the apology strategies identified in the data along with the internal and supportive intensifiers performed with apology main strategies wraps up section 5.6 and prepares the ground for the discussion about the interactions between contextual variables and apology strategies as well as apology intensifiers in the following section.

5.7 Social Variables Discussion

In keeping with the organization of request speech act results presented in Chapter 4 previously, the apology speech act results will be discussed in terms of the interaction of social variables –namely, social power and social distance as context-external variables and severity of offence as context-internal variables– with apology main strategies as well as apology intensifies. The discussions in the following sections aim at highlighting the use of apology strategies across situations with regard to the

influence of the variation of context-internal and context-external variables. The discussions further cover the use of internal and supportive intensifiers employed by participants of the study with regard to the statuses of context-internal and context-external variables across situations.

5.7.1 Apology Strategies

The data elicited from among the participants of the study through the administration of DCT and audio-recorded Role-Play was analyzed based on the data analysis framework illustrated previously in Chapter 3. According to the analysis of results, Illocutionary Force Indicating Devices (IFID) were found to be the most frequent explicit strategy for apologizing in Persian.

Table 5.23 Frequency and Percent Distribution of the Six Main Apology Strategies

IFID	TOR	AES	AOR	POF	UOH	Total
386	123	88	35	0	29	661
58.39%	18.60%	13.31%	5.29%	0%	4.38%	100%

As can be seen in Table 5.23, 58.39% of the strategies performed by the Persian speakers to apologize explicitly were through the realization of performative verbs, namely IFIDs. From among 386 IFIDs 42.22 % were Expressions of Regret, Offer of Apology made up 30 percent, and Request for forgiveness constituted 26.94 percent.

Among Persian male participants, Taking on Responsibility was the second frequent category of apology strategies. As displayed in Table 5.23, a total of 18.60% out of total strategies identified in the data were instances of Taking on Responsibility for the offence committed.

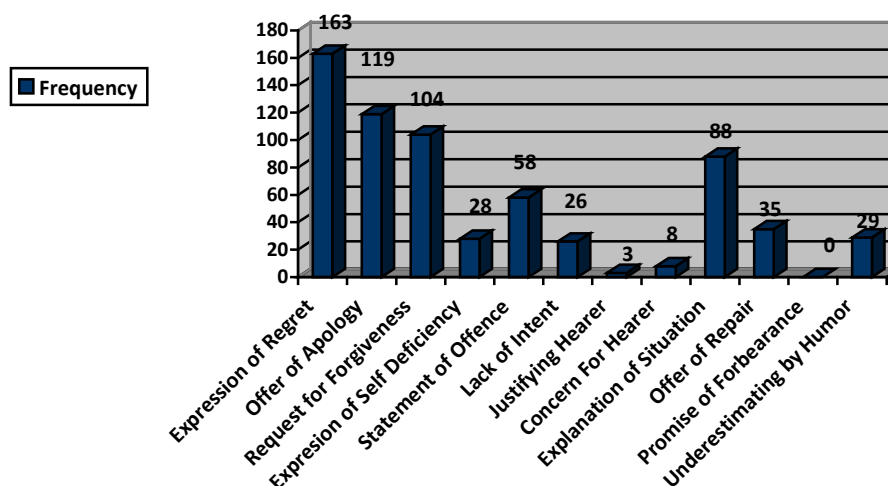


Figure 5.16 Total Frequencies of Apology Strategies

The strategy Statement of Offence constituted 58 apology strategies, registering the most frequent strategy (8.77%) from among Taking on Responsibility category, as illustrated in Figure 5.16. From this category, the strategies Expression of Self Deficiency and Lack of Intent make up 28 and 26 apology strategies respectively. The least frequent apology strategy in this category is Justifying Hearer (3 apology strategies).

Figure 5.16 also shows that the third and fourth strategies are Explanation of Situation (13.31%) and Offer of Repair (5.29%) respectively as far as frequency distributions are concerned. Moreover, no instance of Promise of Forbearance was identified in the data.

As for the *Underestimating the Offence by Humor* strategy, a total of 29 instances of this strategy were employed by the Persian speakers of the study to downplay the offence committed. Although the strategy was not among the top strategies in terms of frequency, but the strategy distribution was significant enough to be hypothesized

by the researcher as a prevalent culture-specific strategy among Persian male speakers of the study.

In view of context-external variables, namely social distance and social dominance, and regarding context-internal variable, that is severity of offence, the speakers opted for humor to down play the offence resulted from their fault in situations where there was most often no social distance (-SD) between the interlocutors. In other words, the familiarity of the interlocutors prepares the ground for the apologizer to use humor to play down the offence addressed to the addressee.

Table 5.24 Frequency and Percentage of Apology Strategies across Situations

Situation	Strategy	Illocutionary Force Indicating Device (IFID)			Taking On Responsibility (TOR)					Other Apology Strategies			Total	
		EOR	AOA	RFF	ESD	LOI	JTH	CFH	STO	UOH	AES	AOR		POF
A1	No %	28 49.12	14 24.56	7 12.28	0 0	1 1.75	0 0	0 0	4 7.01	0 0	3 5.26	0 0	0 0	57
A2	No %	14 22.95	22 36.06	18 29.5	1 1.6	1 1.6	0 0	2 3.3	1 1.6	1 1.6	1 1.6	0 0	0 0	61
A3	No %	16 27.58	12 20.68	18 31.03	0 0	0 0	0 0	0 0	4 6.89	2 3.44	6 10.34	0 0	0 0	58
A4	No %	3 6	1 2	1 2	8 16	11 22	0 0	0 0	15 30	10 20	1 2	0 0	0 0	50
A5	No %	24 42.85	15 26.78	7 12.5	1 1.78	2 3.57	0 0	1 1.78	2 3.57	0 0	1 1.78	3 5.39	0 0	56
A6	No %	8 15.09	2 3.77	7 13.2	0 0	1 1.88	0 0	0 0	6 11.32	2 3.77	19 35.84	8 15.09	0 0	53
A7	No %	8 13.79	6 10.34	0 0	0 0	2 3.44	0 0	1 1.72	3 5.17	10 17.24	24 41.37	4 6.89	0 0	58
A8	No %	10 20.4	4 8.16	7 14.28	14 28.57	5 10.2	0 0	0 0	5 10.2	1 2.04	3 6.12	0 0	0 0	49
A9	No %	9 16.6	4 7.4	0 0	1 1.85	2 3.70	0 0	0 0	12 22.22	2 3.70	16 29.62	8 14.81	0 0	54
A10	No %	14 24.13	18 31.03	22 36.1	0 0	0 0	0 0	4 6.89	0 0	0 0	0 0	0 0	0 0	58
A11	No %	16 30.78	8 15.38	12 23.07	0 0	0 0	2 3.84	0 0	3 5.76	0 0	11 21.15	0 0	0 0	52
A12	No %	13 23.62	13 23.62	5 9.09	3 5.45	1 1.81	1 1.81	0 0	3 5.45	1 1.81	3 5.45	12 21.81	0 0	55

EOR: Expression of Regret; AOA: An Offer of Apology; RFF: Request for Forgiveness; ESD: Expression of Self Deficiency; LOI: Lack of Intent; JTH: Justifying the Hearer; CFH: Concern for Hearer; STO: Statement of Offence; UOH: Underestimating Offence by Humor; AES: An Explanation of Situation; AOR: An Offer of Repair; POF: Promise of Forbearance

As explained earlier, since the situations in data collection instruments were different in terms of severity of offence as context-internal variable and in terms of social distance and social dominance as context-external variables, the frequency distributions of each situation was reported in Table 5.24 along with percentages. The frequencies and percentages marked in bold indicate the most frequent strategy in a situation, while the frequencies and percentages highlighted in gray indicate the highest frequency of a given strategy across all situations.

As illustrated in the following example, Expression of Regret was identified as the most frequent apology strategy from among all apology strategies in A1 (Book Return), A5 (Damage Car with Oil), A11 (Late Money Return) and A12 (Smash Computer). The most frequent realization of Expression of Regret across situations, registers in A1 (Book Return) where the speaker is dominated by the hearer (S<H), there is social distance between them (+SD) and the offence committed is low in severity.

(19) *Motoasefam dir shod. Kasi zang-zad vaghti*
 Sorry late being. Anybody call while

man bitun budam?
 I out was

(I'm sorry for being late. Did anybody call while I was Out?)

The other IFID strategy, that is Offer of Apology, has been used in all situations, registering the most frequent realization in A2 (Ruin Trousers) where the speaker is dominated by the hearer (S<H), there is no social distance between them (-SD), and the offence is not severe.

The strategy Request for Forgiveness is also realized in all situations, registering the most frequent realization in A10 (Tread Toe) where the interlocutors are equal in

terms of dominance ($S=H$) and the severity of offence is high, however, there is social distance between the interlocutors (+SD).

The strategies classified as IFID, namely Expression of Regret, Offer of Apology, and Request for Forgiveness all together make up the most frequent apology strategies in situations A1 (Book Return), A2 (Ruin Trousers), A3 (Being Late), A5 (Damage Car with Oil), A8 (Retype Letters), A10 (Tread Toe), A11 (Late Money Return), and A12 (Smash Computer). Since all possible statuses of context-internal and context-external variables are available in these situations, the IFID strategies seem to be context-independent. That is to say, the dominance and social relation between the interlocutors as well as the severity of offence do not seem to play any significant role in Persian male participants' linguistic choice as far as IFID apology strategies are concerned.

As regards the category of Taking on Responsibility, Explanation of Self Deficiency is realized most frequently in A8 (Retype Letters) where due to the speaker's negligence, the hearer has wasted his time typing the wrong letters. In A8 (Retype Letters) the speaker dominates the hearer ($S>H$), they know one another well (+SD), and the severity of offence is low. Realizing an apology through the strategy Expression of Self Deficiency in A8 (Retype Letters) can redress, to some extent, the offence committed, meanwhile the speaker's dominating relation with the hearer does not threaten the speaker's face seriously as he apologizes, as depicted in the following example.

(20) *Gij-shodam naamehaa ru esthebah behet daadam.*
Mixed-up letters wrong you gave.

(I mixed-up and gave you the wrong letters.)

Lack of Intent is used most frequently in situation 4 where there is neither social dominance (S=H) nor social distance between the interlocutors (-SD) and the severity of offence is low. In other words, the lack of social distance and social dominance as well as the low severity of offence in A4 (Forget Map) nominates it as the most suitable situation for the realization of Lack of Intent strategy. Example (21) includes an instance of Lack of Intent strategy in A4 (Forget Map).

21) *Nemixaastam baa aadres porsidan be zahmat bendaazamet.*
 Not mean by address ask trouble put.

(I didn't mean to put you in trouble by asking for the address.)

Example (22) includes the strategy Justifying the Hearer. It is realized only in A11 (Late Money Return) and A12 (Smash Computer). The offence committed in A11 (Late Money Return) and A12 (Smash Computer) is low in severity and there is social distance (+SD) between the speaker and the hearer in both situations. As such, social distance and high severity of the offence could be among common contributive variables of situations where Justifying the Hearer is used as an apology strategy.

(22) ...*Hagh-daarin age bexaain extraaja-konin. Vali natunestam*
 Right if want fire. But couldn't

pool ru tahiaye-konam ta sare moghe pas-bedam.
 money provide to on time return

(...**You are right** if you want to fire me. But I could not provide the money to return it on time.)

Although the strategy Concern for Hearer is not used in most of the situations, however, it is realized in A2 (Ruin Trousers), A5 (Damage Car with Oil), A7 (Project Stop), and A10 (Tread Toe). The most frequent realization of the strategy Concern for Hearer registers for A10 (Tread Toe) where the speaker steps on the hearer's toe in the bus while changing seats.

The last strategy in the category Taking on Responsibility is Statement of Offence which was realized in all situations except for A10 (Tread Toe). The most frequent realization of Statement of Offence strategy makes up 24.6 percent of apology strategies in A4 (Forget Map). Hence, the most suitable situation for the realization of Statement of Offence, according to Persian males' linguistic choice is where neither social dominance (S=H) nor social distance (-SD) exists between the interlocutors and the severity of offence is low, as depicted in example (23).

(23) *Naghsh-e tu jibam bud laazem nabud aadres ru beporisi.*
Map in pocket was need not address ask.

(The map was in my pocket we didn't need to ask for the address.)

As regards the last section of Table 5.24, Explanation of Situation was identified most frequently in A7 (Project Stop), A6 (Car Accident), and A9 (Damage Carpet) respectively. With regard to the variable social distance in A7 (Project Stop), A6 (Car Accident), and A9 (Damage Carpet), the strategy Explanation of Situation seems to be the most appropriate one in situations where interlocutors know one another very well (-SD). The strategy Explanation of Situation is not dependent on the variable social dominance. Concerning all possible social dominance statuses (S<H, S>H, S=H) in A7 (Project Stop), A6 (Car Accident), and A9 (Damage Carpet), one can conclude that Explanation of Situation is an apology strategy among Persian males regardless of their social dominance. However, the high severity of the offence committed in A7 (Project Stop), A6 (Car Accident), and A9 (Damage Carpet), as a common variable, reflects the idea that an explanation is a favorable apology strategy among Persian males especially when the offence committed is considered as high in severity.

Offer of Repair is most probably provided by Persian male speakers when the offence involves a financial damage to the hearer's property. The highest frequencies of the strategy Offer of Repair were identified respectively in A12 (Smash Computer), A9 (Damage Carpet), and A6 (Car Accident), as indicated in Table 5.24. The idea that Persian male speakers favor an offer of repair to compensate for the financial damage made to the addresses' properties is supported, considering A12 (Smash Computer), A9 (Damage Carpet), and A6 (Car Accident) in which the addresses' laptop, carpet, and car respectively, were damaged due to the speakers' carelessness and the highest frequencies of Offer of Repair strategy were realized, as depicted in example (24).

(24) *Natars man bejaash ye laptop no baraat mixaram.*
No-panic I instead a laptop new you buy.

(Don't panic I'll buy a new laptop for you instead.)

The data collected through the research instruments did not elicit any instance of the strategy 'Promise of Forbearance' from among Persian males of the study. Accordingly, Persian males would rather not use this strategy, because of the responsibility this promise brought up. Moreover, it would not be taken for granted that an offence would not happen in future for sure. Therefore, their face would not be threatened in case the offence happens again in future.

This study identified a new strategy, namely *Underestimating the Offence by Humor* realized among Persian male speakers. Regarding the social distance of the interlocutors, the familiarity between the participants (-SD) gave rise to the most frequent realization of *Underestimating the Offence by Humor* respectively in A4 (Forget Map) registering 20 percent and in A7 (Project Stop) registering 17.24 percent. Moreover, the social dominant status of the speakers (S>H) in A3 (Being Late), A7 (Project Stop), A8 (Retype Letters), and A12 (Smash Computer) lead us to

think that the tendency increases among Persian male speakers to use humor as an apology strategy in situations where the speakers are socially dominant (S>H). Although the distributions of *Underestimating the Offence by Humor* strategy are not remarkable in A2 (Ruin Trousers) and A6 (Car Accident), however, traces of this strategy can be found even in situations where the hearer is socially dominant.

Considering the use of *Underestimating the Offence by Humor* strategy in the above-mentioned situations, it is reflected that *Underestimating the Offence by Humor* strategy is situation dependent. In other words, the lack of social distance between the interlocutors provides the best situation, where Persian males prefer to use *Underestimating the Offence by Humor* strategy. Furthermore, there is a tendency among Persian males to use *Underestimating the Offence by Humor* strategy where they have a dominant relation with the addressee.

The situation dependency of *Underestimating the Offence by Humor* strategy is further supported in A1 (Book Return), A5 (Damage Car with Oil), A10 (Tread Toe), and A11 (Late Money Return) where no instances of *Underestimating the Offence by Humor* strategy were registered. These situations share a social variable in common, namely the social distance between the interlocutors (+SD). Therefore, Persian speakers seem to avoid employing *Underestimating the Offence by Humor* strategy where they do not know the addressee well and a friendly relation is hardly assumable.

5.7.2 Internal Intensifiers

The results of data analysis revealed that Intensifying Adverbial, Emotion, and Double Intensifier were employed by the participants of the study as strategies to upgrade the force of the main apology strategy.

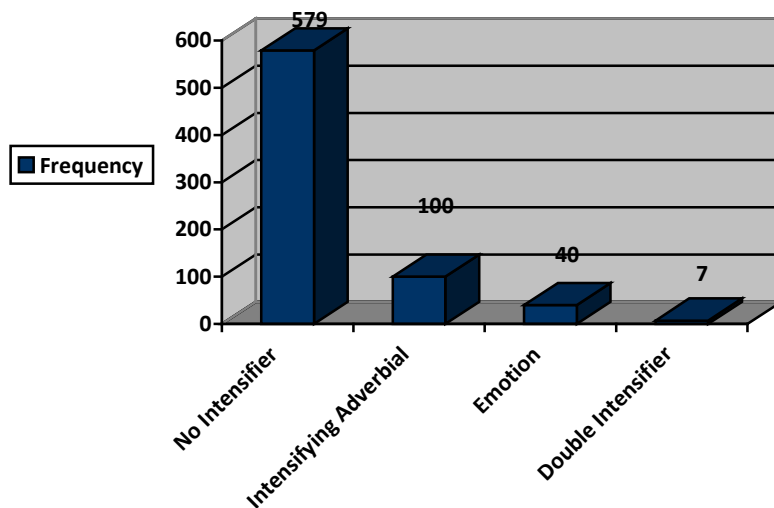


Figure 5.17 Total Frequencies of Internal Intensifier

Figure 5.17 shows that from among all apology strategies intensified internally by the participants, 100 realizations were intensified internally through Intensifying Adverbial. A total of 40 realizations of the internal intensifiers were Emotions as the second most frequent internal intensifier and the third frequent internal modification is Double Intensifier, registering 7 realizations of the internal intensifiers.

Table 5.25 reports the use of internal intensifiers in different situations. The frequencies and percentages marked in bold indicate the most frequent strategy in a situation, while the frequencies and percentages highlighted in gray indicate the highest frequency of a given strategy across all situations.

Table 5.25 Frequency and Percentage of Internal Intensifiers across Situations

Strategy Situation	No Intns	IA	Emo	DBI	Total Intns
A1	56 91.8%	4 6.6%	1 1.6%	0 0%	5
A2	33 54.1%	16 26.2%	10 16.4%	2 3.3%	28
A3	50 82%	9 14.8%	1 1.6%	1 1.6%	11
A4	52 85.2%	2 3.3%	7 11.5%	0 0%	9
A5	37 60.7%	17 27.9%	5 8.2%	2 3.3%	24
A6	57 93.4%	4 6.6%	0 0%	0 0%	4
A7	54 65.6%	7 11.5%	0 0%	0 0%	7
A8	54 88.5%	3 4.9%	4 6.6%	0 0%	7
A9	53 86.9%	8 13.1%	0 0%	0 0%	8
A10	42 68.9%	11 18%	8 13.1%	0 0%	19
A11	51 83.6%	9 14.8%	0 0%	1 1.6%	10
A12	44 72.1%	12 19.7%	4 6.6%	1 1.6%	17

No Intns: No Intensifier; IA: Intensifying Adverbial; Emo: Emotions;
DBI: Double Intensifier; Total Intns: Total Intensifier Frequency

Intensifying Adverbial, as the most frequent internal intensifier (68.2%) among the other Internal Intensifiers, is also the most frequent internal intensifier in all situations except A4 (Forget Map) and A8 (Retype Letters) as Table 5.25 indicates.

The use of Intensifying Adverbial across situations with different varieties of social dominance, social distance and severity of offence reflects the idea that this strategy is employed regardless of the distance and dominance relations between the interlocutors; and the severity of the offence does not play a significant role when Intensifying Adverbials are the choice for intensifying the apologies internally.

(25) *Vaghen motoasefam anghoshtetun ru leh kardam...*

Really sorry leg pinch

(I'm really sorry I pinched your toe.)

As instantiated in example (26), Emotion as the second frequent internal intensifier is used most frequently (16.4%) in A2 (Ruin Trousers). The hearer's domination over the speaker and the lack of social distance between the interlocutors, as well as the low severity of the offence makes this situation the most suitable situation for the use of Emotion as internal intensifier among Persian male native speakers of the study.

(26) *Vai xodaa, ona naamehai nabud ke baayad taip-mishud.*

O God, they letter were not type

(O' God, they were not the right letters to be typed.)

Double Intensifier is used in A2 (Ruin Trousers), A3 (Being Late), A5 (Damage Car with Oil), A11 (Late Money Return), and A12 (Smash Computer). Few realizations of Double Intensifier in the above-mentioned situations and no use of this intensifier in other situations indicate that Double Intensifier is not a favorable linguistic choice among Persian male speakers. Example (27) includes an instance of the strategy Double Intensifier.

(27) *man xeili xeili sharmandeam shalvaaratun ru kasif kardam.*

I very very ashamed trousers dirty made

(I am very very ashamed I made your trousers dirty.)

5.7.3 Supportive Intensifiers

The analysis of the data revealed that from among 516 realizations of supportive intensifiers identified in the data, the first two frequent supportive intensifiers among Persian male speakers are respectively Offer of Repair and Statement of Offence.

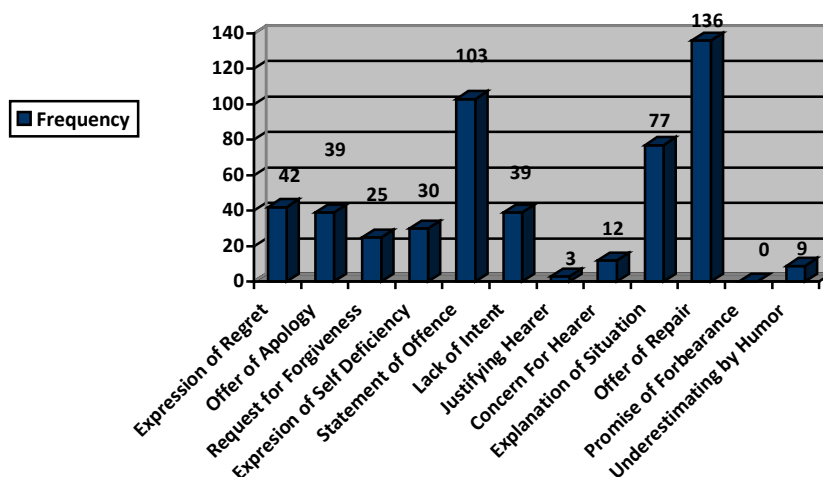


Figure 5.18 Total Frequencies of Supportive Intensifiers

Offer of Repair and Statement of Offence strategies are from among Taking on Responsibility category, registering respectively 136 and 103 realizations of all supportive intensifiers used by the participants, as displayed in Figure 5.18.

In addition to Offer of Repair and Statement of Offence strategies, Lack of Intent (7.55%), Expression of Self Deficiency (5.81%), Concern for Hearer (2.32%), and Justifying the Hearer (0.5%) are from the category Taking on Responsibility, as Table 5.26 shows. As such, the first linguistic choice of Persian male participants is to take on the responsibility of the offence committed to support the apology strategy they realize to redress the offence.

Table 5.26 Percentages of Supportive Intensifiers

Strategies	Illocutionary Force Indicating Device (IFID)			Taking On Responsibility (TOR)					Other Apology Strategies			
	EOR	AOA	RFF	ESD	LOI	JTH	CFH	STO	UOH	AES	AOR	POF
%	8.1	7.54	4.8	5.81	7.55	0.5	2.23	19.96	1.74	14.9	26.35	0
	20.5			36.05								

EOR: Expression of Regret; AOA: An Offer of Apology; RFF: Request for Forgiveness; ESD: Expression of Self Deficiency; LOI: Lack of Intent; JTH: Justifying the Hearer; CFH: Concern for Hearer; STO: Statement of Offence; UOH: Underestimating Offence by humor; AES: An Explanation of Situation; AOR: An Offer of Repair; POF: Promise of Forbearance

Following Taking on Responsibility category, Explanation of Situation is used in 14.9 percent of apology strategies as supportive intensifiers.

As displayed in Table 5.26, IFID strategies are together employed in 20.5 percent of apology strategies as supportive intensifiers including Expression of Regret (8.1%), Offer of Apology (7.54%), and Request for Forgiveness (4.8%).

The strategy *Underestimating the Offence by Humor* is used only in 1.7 percent of apology strategies as supportive intensifier, indicating that it is not a favorable strategy as supportive intensifier among the participants of the study.

Moreover, the participants of the study did not use the strategy Promise of Forbearance as supportive intensifier in any situation. Promise of Forbearance is, therefore, not only an unfavorable apology strategy but also an unfavorable supportive intensifier among Persian male participants of this study.

As for variety of supportive intensifiers across situations, Table 5.27 reports the percentages and frequencies of the supportive intensifiers realized in different situations. The frequencies and percentages marked in bold indicate the most frequent strategy in a situation, while the frequencies and percentages highlighted in gray indicate the highest frequency of a given strategy across all situations.

Table 5.27 Frequency and Percentages of Supportive Intensifiers across Situations

Situation	Strategy	Illocutionary Force Indicating Device (IFID)			Taking On Responsibility (TOR)					Other Apology Strategies				Total
		EOR	AOA	RFF	ESD	LOI	JTH	CFH	STO	UOH	AES	AOR	POF	
A1	No	1	1	4	1	1	0	0	32	0	7	8	1	56
	%	1.6	1.6	6.6	1.6	1.6	0	0	52.5	0	11.5	13.1	1.6	
A2	No	10	6	3	4	13	0	4	0	3	0	6	0	49
	%	16.4	9.8	4.9	6.6	21.3	0	6.6	0	4.9	0	9.8	0	
A3	No	2	5	3	0	3	0	3	15	0	16	6	0	53
	%	3.3	8.2	4.9	0	4.9	0	4.9	24.6	0	26.2	9.8	0	
A4	No	1	0	0	2	4	0	0	10	4	2	0	0	23
	%	1.6	0	0	3.3	6.5	0	0	16.4	6.5	3.3	0	0	
A5	No	6	0	2	2	0	1	0	5	0	1	34	0	51
	%	9.8	0	3.3	3.3	0	1.6	0	8.2	0	1.6	55.7	0	
A6	No	1	6	0	1	0	1	0	4	0	14	22	0	49
	%	1.6	9.8	0	1.6	0	1.6	0	6.5	0	23	36.1	0	
A7	No	5	4	0	0	3	0	1	5	1	13	4	0	36
	%	8.2	6.6	0	0	4.9	0	1.6	8.2	1.6	21.3	6.6	0	
A8	No	4	0	1	12	0	0	1	5	0	2	0	0	25
	%	6.6	0	1.6	19.7	0	0	1.6	8.2	0	3.3	0	0	
A9	No	3	3	1	0	1	1	0	10	0	7	20	0	46
	%	3.3	3.3	1.6	0	1.6	1.6	0	16.4	0	11.5	32.8	0	
A10	No	6	10	6	3	7	0	3	1	1	1	1	0	39
	%	9.8	16.4	9.8	4.9	11.5	0	4.9	1.6	1.6	1.6	1.6	0	
A11	No	1	2	3	3	2	0	0	14	0	14	6	0	45
	%	1.6	3.3	4.9	4.9	3.3	0	0	23	0	23	9.8	0	
A12	No	2	2	2	2	5	0	0	2	0	0	29	0	44
	%	3.3	3.3	3.3	3.3	8.2	0	0	3.3	0	0	47.5	0	

EOR: Expression of Regret; AOA: An Offer of Apology; RFF: Request for Forgiveness; ESD: Expression of Self Deficiency; LOI: Lack of Intent; JTH: Justifying the Hearer; CFH: Concern for Hearer; STO: Statement of Offence; UOH: Underestimating Offence by Humor; AES: An Explanation of Situation; AOR: An Offer of Repair; POF: Promise of Forbearance

As indicated in Table 5.27, Expression of Regret registers the most frequent realization (16.4%) in A2 (Ruin Trousers). The most frequent realizations of the strategies Offer of Apology (16.4%) and Request for Forgiveness (9.8%) is reported for A10 (Tread Toe). The context-external variables, namely social distance and

social dominance in A2 (Ruin Trousers) and A10 (Tread Toe) are different; that is to say, the speaker is dominated by the hearer (S<H) and there is no social distance (-SD) between the interlocutors in A2 (Ruin Trousers) and in A10 (Tread Toe) the speaker and the hearer are not dominating one another (S=H), and there is social distance (+SD) between the interlocutors. However, the offence committed is evaluated as low in both A2 (Ruin Trousers) and A10 (Tread Toe). As such, the most frequent realization of IFID strategies as supportive intensifier across situations is reported where the severity of offence is low, as in the following example.

(28) *Shalvaretunu xis kardam. vaghean motoasefam.*
Trousers wet made. really sorry.

(I made your trousers wet. I'm really **sorry**.)

The use of strategies in Taking on Responsibility category as supportive intensifier among Persian male speakers does not follow a consistent pattern. For instance, A1 (Book Return), where the speaker is dominated by the Hearer (S<H) while the interlocutors do not know one another well (+SD) and severity of the offence is low, includes the most frequent realization of Statement of Offence (52.5%) as supportive intensifier. Contrary to A1(Book Return), in A2 (Ruin Trousers), the most frequent realizations of the strategies Lack of Intent (21.3%) and Concern for Hearer (6.6%) as supportive intensifier are reported. As illustrated in the following example, the strategy Expression of Self Deficiency is registered most frequently (19.7%) in A8 (Retype Letters) where the speaker has a dominating (S>H) and close (-SD) relation with the hearer and the offence committed is low in severity.

(29) *Namehaa ru dorost behet-nadaadam. Dobaare xarab-kari kardam.*
Letters right gave not. Again goof up

(I did not give you the right letters. **Again I goofed up**.)

As such, the statuses of power and distance relations of the interlocutors across the situations in which Taking on Responsibility category functions as a supportive intensifier, do not follow a consistent pattern, which shows the situation-independent nature of Taking on Responsibility category as a supportive intensifier. However, Except for Justifying Hearer, most of the strategies from the category Taking on Responsibility, namely Statement of Offence, Lack of Intent, Concern for Hearer, and Expression of Self Deficiency register the most frequent realizations in situations where severity of the offence committed is low as in A1 (Book Return), A2 (Ruin Trousers), and A8 (Retype Letters).

The use of *Underestimating Offence by Humor* by Persian males as a supportive intensifier is most frequently (6.5%) realized in A4 (Forget Map). The equal status of interlocutors (S=H), the lack social distance (-SD) between the interlocutors, and the low severity of the offence in A4 (Forget Map), nominates it as the most suitable situation where an apology strategy can be supported by *Underestimating Offence by Humor* as supportive intensifier, as indicated in the following example.

(30) *Bebaxshid age mozaahemetun-shodam.*

Forgive if bother

Vali nemidonam ki be tu goft beri aadr beposi!

But wonder who told address ask

(Forgive me if I bothered you. **But I wonder who told you to ask for the address!**)

In A3 (Being Late), where the speaker is expected to apologize for the delay while his colleague has been covering for him, the most frequent realization of Explanation of Situation is reported (26.2%). Explaining the reason which could have given rise to the delay can be a suitable supportive intensifier for the apology strategies, as Persian males' linguistic choice reveals. Moreover, the use of Explanation of Situation in

different situations shows it can function as an appropriate supportive intensifier regardless of context-internal and context-external variables, especially where there is social distance between the speaker and the hearer who is dominated by the speaker as in A3 (Being Late). Example (31) includes an instance of the strategy Explanation of Situation as a supportive intensifier.

(31) *motoasefam dir-shod. Rastesh emruz aaxarin*
 Sorry late . Actually today dead-line

forsat anjame in kar bud.
 do that job was

(Sorry I'm late. **Actually, today was the dead-line to do that job.**)

As reported previously in Table 5.27, the strategy Offer of Repair has been used as the most frequent supportive intensifiers in A5 (Damage Car with Oil) (55.7%), A6 (Car Accident) (36.1%), A9 (Damage Carpet) (32.8%), and A12 (Smash Computer) (47.5%). Regarding the context-internal and context-external variables in A5 (Damage Car with Oil), A6 (Car Accident), A9 (Damage Carpet), and A12 (Smash Computer), all the possible statuses of context-internal variable, namely (S=H) in A5 (Damage Car with Oil) and A9 (Damage Carpet), (S>H) in A12 (Smash Computer), (S<H) in A6 (Car Accident), (-SD) in A5 (Damage Car with Oil), A6 (Car Accident), and A9 (Damage Carpet), and (+SD) in A12 (Smash Computer), can be observed, as indicated in example (32).

(32) *Bayad be xaatere tasadof tu rahe bargasht ozrxaahi-konam.*
 Have to for accident way back apologize.

Gghabl azinke maashin ru pas-bedam midam dorostesh-konan.
 Before car return have fixed

(I have to apologize for the accident I had on the way back to home. **Before I return the car I will have it fixed.**)

However, the high severity of the offence committed is the only common variable in situations where Offer of Repair has been employed by the participants of the study as the most frequent supportive intensifier.

5.8 Summary

The analysis of apology speech acts elicited from among Persian male speakers through the data collection instruments resulted in the identification and classification of various strategies Persian male speakers of the study used to realize an apology; the results also included the taxonomy of both internal intensifiers and supportive intensifiers employed to intensify apology strategies by the participants of the study. Moreover, the results and discussions elaborated the relation between apology strategies and context-internal and context-external variables as well. Finally, the explanation and discussion of the relation between context-internal and context-external variables and apology intensifiers were provided.

The findings and discussions presented above bring an end to this chapter and pave the way for the presentation of conclusions drawn from the analysis of request speech act in Chapter 4 and apology speech act strategy in this chapter. Accordingly, Chapter 6 deals with conclusions of the study on Persian male speakers' realization of Request and Apology speech acts as well as recommendations for further research in this area.