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## Appendix A: Meeting 1A (Overt Recording)

(This is an academic staff meeting that took place at Institute A.)

S1A	:	Okay, all in? ((chuckles)) – Let’s start. Uhm – before that, <i>sini</i> (here) she ((pointing to the researcher)) want to record meeting =  [	
S2A	:	{but}	
S1A	:	= yes, it’s okay – we help her. Be normal ((chuckles)). What we want to discuss?	
S3A	:	The play. What should we do?	
S1A	:	You see – we’ve good play I think we should just go to other states. What the point of only being here? It can teach a lot to the students what? They need it for their exam. S3, look into that matter – ah? Good right?	<i>Maxim of Quality (Maxim of Manner – vague answer)</i> <i>R: respect superior</i>
S3A	:	(( 9 secs )) Uhm - Hmm.	
S1A	:	That’s settled. Ah, what’s happening? – huh?  [	
S4A	:	((talking to another friend))	
S1A	:	S4A, any problem with your staff? Any complaint?	<i>Maxim of Quality</i>
S4A	:	(( 3 secs )) (( looking at the researcher)) Not really – no.	<i>R: Avoid being recorded</i>
S1A	:	Now – uhm. Let’s discuss the vetting. S5A, anything to sa:y?	<i>Maxim of Quantity</i>
S5A	:	Not much, Prof. Err – we’ve done the first vetting. Papers are in.	<i>R: Avoid being recorded, don’t want to talk bad about colleagues</i>
S1A	:	No problem?	
S5A	:	((laughing nervously while glancing at the researcher)) Some, but manageable I should say.	
S1A	:	((laughs)) Good then. Well, we need a break. Go have drinks or something.	
S3A	:	Err – this – uhm – I think I should say it before S1A comes back. Does he know the play isn’t used in every state? I mean – what’s the point in going to Perak if they don’t even use the book in syllabus?	<i>Maxim of Quality (the honest opinion)</i> <i>R: Respect superior</i>

S6A		Try explaining to him before he really make you do something = [	<i>Maxim of Quality (the honest opinion) {cont. from previous page}</i>
S7A		Yup	
S6A	:	= about it.	
S5A	:	I should but who's gonna talk to him? Aiyo (( 30 secs )) can you imagine going to other schools with students there ((chuckle)) and then – the school says we don't use this play and students won't learn anything. That'd be sight to see, I tell you.	
S1A	:	Last week – err – yeah, last week I attend meeting with HR. They want <i>itu</i> (that) analysis thingy.	
S8A	:	The one for marks, Prof?	
S1A	:	Yes. Who's in charge?	
S9A	:	(( 5 seconds )) //ME//.	
S1A	:	Do we need to wait for a long time for the marks analysis, S9A?	<i>Maxim of Quality R: Avoid being recorded - embarrassing</i>
S9A	:	No, Prof. Sorry.	
S1A	:	(( looking at S9A )). Okay. Anyway – the café is closed I see = [	
S10A	:	Yes, Prof.	
S1A	:	= pity the students. (( laughs )) No food.	
S8A	:	Not really, Prof. They can buy from outside. Shops are still open.	
S1A	:	Moving on to S2A, any problem? Students = [	<i>Maxim of Quality (by flouting Maxim of Manner) R: Confidentiality</i>
S2A	:	{The thing is} ((looks at the researcher))	
S1A	:	= settled in? Yes? (( 1 sec )) Anything?	
S2A	:	Uhm – yeah – maybe. (( 2 secs )) I'll check and get	

		back to you, Prof.	
S5A	:	Excuse me, Prof, I = [	
S1A	:	<i>Ya, saya</i> (Yes, it's me)	
S5A	:	Uhm, to S11A actually.	
S1A	:	Sure, go ahead.	
S5A	:	S11A, student called me about marks – uhm – that ((looking at the researcher)) – yeah – {we}	<i>Maxim of Manner</i> <i>R: Avoid being recorded.</i>
S11A	:	Which student, S5A?	
S5A	:	There's problem with marks but it's okay. Nothing serious. Let's continue.	
S1A	:	(( laughs)) {this is} (( 4 secs )) So, what's the deal with the camping thing? Anybody to go for meeting?	
S9A	:	I did, Prof – nothing to say. They'll decide everything by next week – till then nothing to report.	
S2A	:	Right – S7A, (course name) is fine right?	<i>Maxim of Relevance</i> <i>R: Avoid being recorded.</i>
S7A	:	So far so good.	
S2A	:	Any problem with supervisors? Our staff? Problem like last time?	
S7A	:	Er – I have to say something about our students, Dr.	
S1A	:	Okay, anything else to discuss?	
S10A	:	I think all covered, Prof.	
S1A	:	Okay, thank you for coming then.	

## Appendix B: Meeting 2A (Covert Recording)

(This meeting was held a week after Meeting 1A at Institute A. The staff present in this meeting were the same staff who attended Meeting 1A previously.)

S1A	:	We are late right? (( chuckles )) <i>Kita mula dulu</i> (we start first).	
S2A	:	Some reports from clubs first.	
S1A	:	Okay. How – how about ah the foreign club? Is there = [	<i>Maxim of Relevance</i> <i>R: Avoid being recorded</i>
S3A	:	Club?	
S1A	:	= any development? We've been WAITing long ((laughs))	
S3A	:	Err – {There are} – um – I received some COMPLAINTS about staff ah being late.	
S1A	:	Aik, really? Which staff? Give me the list later okay? This is wrong. <i>Masuk kelas lambat tak halal ini</i> (Entering the class late makes the staff look like taking the salary without the work). Don't forget.	
S3A	:	Will do definitely.	
S4A	:	Can I ask something?	
S1A	:	Uhm – yah.	
S4A	:	Group 1 students – uhm – {they} – Group 1 students want to joint the (type of event). Err – (name of the event)?	<i>Maxim of Relevance</i> <i>(Question – Counter Question)</i>
S2A	:	S5A, don't we eh (( 2 sec )) what – yeah. Too many from Group 2 right? It's okay. I know.	<i>R: Superior doesn't want to be direct</i>
S5A	:	Huh? Aahh - // <sup>YES</sup> //	
S3A	:	That's not a problem, S1A. Important ones first okay? (name of organisation) ! We need to be ready for them.	
S2A	:	(name of an organization) is coming next week right? S6A, are the files in?	<i>Maxim of Manner</i> <i>(Ambiguous Responses)</i>
S6A	:	S2A, all cooperate = [	<i>R: Respect for colleagues, also as reminder</i>
S2A	:	That's good.	

S6A	:	= well. They know – uhm – they know about the files.	
S2A	:	Good then.	
S5A	:	Prof, anything you want to ask bout that?	
S1A	:	No – I trust people in charge do a good job. Ah?	
S7A	:	We hope we pass this time. = [	
S1A	:	Yes, me too.	
S7A	:	= we pray hard ((chuckles))	
S2A	:	S8, what happened to your marketing strategy?	<i>Maxim of Quantity (Too little information)</i>  <i>R: Doesn't want to appear proud</i>
S8A	:	Marketing? ((laughing nervously)) hmm (( 8 secs)). All good.	
S2A	:	How good? We've TWO THOUSAND students?	
S8A	:	(( laughing )) (( 11 secs)) Very good.	
S1A	:	Good if all good. Something not good – err – the library – what happened?	
S2A	:	Yes, S9A, how could we stock the books?	<i>Maxim of Quantity (Detailed Element)</i>  <i>R: Avoid any misunderstanding</i>
S9A	:	(( 1 sec)) Well – er – our library only has – uhm – limited collections – if we can call it a co:llection. It was found 3 years ago and until now we never did anything to get more books = [	
S2A	:	{That's why we }	
S9A	:	= and now we suddenly need the books. I talked to students – and – uhm – they say they want books for their subjects – you know what I mean? = [	
S2A	:	Yes	
S9A	:	= so I wrote a letter to the management but – don't know if I can – I don't know = [	
S2A	:	The management?	



S9A	:	= if we can send. Yes – the management.	
S2A	:	Excuse me, Prof, I = [	<i>Maxim of Quality (identified as Maxim of Manner in Meeting IA)</i>  <i>R: Confidentiality</i>
S1A	:	Yeah, S2A?	
S2A	:	= have – we’ve problems in class allocation. We = [	
S1A	:	What happened?	
S2A	:	= don’t – yeah – not enough classes. (name of a department) took all and our students have no class and – uhm – I don’t know what to do. Can Prof talk to the management? Class start next week and I’m stuck with this.	
S1A	:	Sure, sure.	
S2A	:	Thanks.	
S1A	:	S5A, vetting?	<i>Maxim of Quantity</i>  <i>R: Wants the superior to know the problem</i>
S5A	:	Yes, Prof. Uhm – I said before we did first vetting. It took three days for = [	
S1A	:	Three days ?	
S5A	:	= to finish. Yup. (name of a final paper) had a lot of mistakes. Many MCQ questions didn’t have answers. Some people didn’t turn up for vetting. No response to calls= [	
S10A	:	Classlah.	
S5A	:	= and sms. I understand about class but vetting is during lunch hour. I purposely made it lunch time for full attendance.	
S1A	:	It’s okay, S5A. We’ll look into this matter.	
S5A	:	Thanks, Prof. And some didn’t bother giving the papers on time. I = [	

S1A	:	I see.	
S5A	:	= gave them the table. Need to take action, Prof. Some hand in the papers but horrible mistakes – they assume others will correct in vetting. Too much work, Prof.	
S1A	:	Okay – S9A, no analysis right? Need = [	<i>Maxim of Quality</i>  <i>R: Avoid being recorded – embarrassment</i>
S9A	:	Yes.	
S1A	:	= more time?	
S9A	:	Yes Prof. Another (( 3 secs )) three – err – two weeks, Prof.	
S5A	:	S11A, your student called me – he said you didn't give him carry marks. What = [	<i>Maxim of Manner</i>  <i>R: Respect the colleagues</i>
S11A	:	Which student?	
S5A	:	= is the problem? ((1 sec)) I can't remember his name but you come to office later. I don't want any of this problem you see – you people have too much fun, play all the time and now this and = [	
S11A	:	{But I didn't}	
S5A	:	= create problems. You didn't? He say he scored the tests then how come no marks? Check your record people. Every sem the same thing – I'm tired settling your mess, you know that? I've work too – I can't be dealing with your students. S11A, settle this immediately. If = [	
S11A	:	Yes, S5A.	
S5A	:	= you don't then he can't get his marks you know? System closed already. Write a letter. Let him graduate. You people mess with final sem students what for? Do your work people.	
S7A	:	Dr, I need to share something with our friends.	<i>Maxim of Relevance</i>

S2A	:	Yes, yes, sure.	<i>R: Respect the colleagues</i>
S7A	:	Thanks. Okay friends. I need to tell you ah many schools called an supervisors haven't visited them. Students called me too. Of course lah I understand you all are busy but please ah, do go to your schools – if possible do it before next week. I'm =  [	
S2A	:	Who?	
S7A	:	= not pointing – oh – many Dr. Not going to say who they are. You know who you are ah friends. Students create problems THAT I can deal with but friends with problem – sorry to say Dr I'm disappointed. I didn't want to say anything last week because – you know lah. So please do what you have to do – thank you.	
S1A	:	Okay – we should look into that matter. We should stop now.	
S8A	:	Agreed, Prof.	
S1A	:	Let's go around the table. If I don't ask, <i>nanti</i> (later) I will be cursed. ((laughs)).	<i>Maxim of Quality</i> <i>R: Confidentiality</i>
S4A	:	Uhm – excuse me Prof =  [	
S1A	:	Yes, S4A.	
S4A	:	= I want to say one thing. I received a complaint a month ago from students. They say their lecturer cancel class many time – uhm – no replacement.	
S1A	:	Well, that's heavy stuff. We discuss when we're with more energy next time okay? Anyone else?	
S2A	:	Prof, will you be joining us in the marathon?	<i>Maxim of Relevance</i> <i>R: Humour</i>
S1A	:	How I wish I'm twenty again.	
S2A	:	((laughs)) Okay.	
S1A	:	Okay, meeting is adjourned.	

### Appendix C: Meeting 3B (Overt Recording)

(This meeting was recorded at Institute B. The transcription is short because most parts of the meeting were about report presentation of marketing strategies.)

S1B	:	Good evening. Shall we start then?	
S2B	:	Sure, Prof. And this meeting is recorded.	
S1B	:	Huh- oh – ((clearing throat)) it’s okay. ((looking at the researcher)) this is a brief meeting. It’s okay then.	
S3B	:	Prof, results came out already.	
S1B	:	The failures – uhm – they are taken care?	<i>Maxim of Quality (by flouting Maxim of Manner)</i>
S4B	:	Hmm (( looking at the researcher )) – Maybe.	
			<i>R: avoid being recorded</i>
S1B	:	((clearing throat)) okay then. Do something. Report once done – anything else?	
S4B	:	Yes, Prof. The marketing =  [	
S1B	:	Yes?	
S4B	:	We have to do marketing at – huh (( 1 sec )) seven schools. S5B and S6B, please be prepared ah. Next Monday.	<i>Maxim of Manner</i> <i>R: Respect the superior</i>
S5B	:	Monday, Prof? But we’ve =  [	
S6B	:	Prof, CLASS!	
S5B	:	= classes. Yeah, Exactly.	
S4B	:	Postpone them.	
S5B	:	((glancing at the researcher)) //WE COULD DO THAT//	
S4B	:	By the way, are we going for workshop?	
S1B	:	Yup - I need people.	<i>Maxim of Relevance</i> <i>R: Avoid being recorded</i>
S4B	:	Err – where could it be? ((looking at S7B))	
S7B	:	((8 secs)) ((chuckles)) We love US too much.	
S4B	:	Huh? – What?	
S7B	:	Nothing – venue later.	

S1B	:	Good – that’s settled. Shall we listen to the report then? Start.	
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## Appendix D: Meeting 4B (Covert Recording)

(This is the meeting to be held after Meeting 3B. The meeting was brief because the staff had paper presentations. It is the department's practice to encourage their staff to present papers in meetings to develop their interest in doing research.)

S1B	:	Welcome all. We begin the meeting then. First things first = [	
S2B	:	Prof, the COMPLAINT	
S1B	:	= {we} (( 4 secs )) yes I'm coming to that.	
S2B	:	Oh, okay.	
S1B	:	S3B, do you give notes online = [	<i>Maxim of Manner (Indirect Speech)</i>  <i>R: Respect the superior</i>
S3B	:	Me?	
S1B	:	= for your lessons? – Yes, you.	
S3B	:	Ummm. (( 12 secs)). I photostat most of the notes, S1B. {Online} – err – I ask the students to photostat = [	
S1B	:	no online notes?	
S3	:	= my notes. (( 3 secs)) – err – not really. But online is easier, A. Very fast. So to save time, I e-mail the notes.	
S1B	:	Don't do anything to put you in trouble okay?	
S3B	:	((6 secs)) Hmm.	
S1B	:	((chuckles)) I guess my staff love trouble SO MUCH – I got complain again.	
S4B	:	Who has no job – always complaint? ((laughs))	
S1B	:	S5B, tell me. HO:W you manage to do THA:T mistake again? Students coming to see me – parents- I don't knowlah. {Why} (( 3 sec )) uhm – you tell me.	<i>Maxim of Relevance (Using idiomatic expression)</i>
S5B	:	(( 21 sec )) Hmm (( 13 secs )). Just give a dog a bad name.	
S1B	:	((looking at S5)) (( 13 secs)) ((clearing throat)) {Just} – Just don't repeat the mistake.	
S5B	:	(( silence))	

S2B	:	Prof, coffee here already. {Can we} err – We should break.	
S1B	:	Okay.	
S1B	:	S6B, I went to (name of department) and they ((chuckles)) – they say meeting <i>sudah ditunda</i> (has been postponed). <i>Ini apa cerita?</i> (Care to explain?)	<i>Maxim of Quantity</i> <i>(Closed Answer)</i>  <i>R: Embarrassing</i>
S6B	:	((silence))	
S1B	:	They say they e-mail you last week. So? You // <sup>DIDN'T</sup> // check your MAIL?	
S6B	:	(( clearing throat)).	
S1B	:	(( looking at S6B)) Keep my schedule updated okay?	
S6B	:	(( silence))	
S1B	:	Anyway – I was meaning to ask, S4B =  [	
S4B	:	Yes, Prof?	
S1B	:	So, what happened with failures? Any =  [	<i>Maxim of Quality</i>  <i>R: Avoid being recorded</i>
S4B	:	Ah, that	
S1B	:	= news?	
S4B	:	Uhm – actually nothing could be done from the beginning. They repeat three times – still failed. Really can't help =  [	
S1B	:	Nothing?	
S4B	:	= them. Yes, they've to repeat the whole course.	
S1B	:	Well – ((clearing throat)) we've to do what we've to do, right? Just let them repeat then.	
S5B	:	Prof, about the marketing =  [	<i>Maxim of Manner</i>  <i>R: Respect the superior</i>
S4B	:	Yes?	
S5B	:	= next Saturday – uhm – Prof, we're in week 14 =  [	
S4B	:	((bc))	

S5B	:	=and next week students are sitting for exams already – time table is out =  [	
S4B	:	Yes?	
S5B	:	= we can't change. On Monday we've to have revision. How about sending the (course name) people?	
S4B	:	Okay, hand in the names. I'll look through.	
S5B	:	Thank you, Prof.	
S1B	:	Okay, that cleared, I want to know the date for (name of the event)? Who's in charge?	
S6B	:	ME, Prof.	
S1B	:	When should we organize the event?	<i>Maxim of Quantity (Detailed Element)</i>  <i>R: Respect the superior</i>
S6B	:	Exams finish Thursday – Friday meeting – err (( 2 secs)) Weekend is =  [	
S7B	:	No, no.	
S6B	:	= not good. Yah, not weekend. Next Monday marks due. Wednesday?	
S1B	:	Don't you want to share your Tuesday plans?	
S6B	:	(( laughs ))	
S1B	:	Make sure you inform EVERYONE.	
S6B	:	Will do, Prof.	
S2B	:	Aah, yes – we've to send people for workshop- (( 3 secs)) circular came last week.	
S1B	:	Who's going?	
S2B	:	Name list given and they know.	
S4B	:	Where's the venue for the workshop?	<i>Maxim of Relevance</i>
S7B	:	You know these cheapskates. What do you think?	
S4B	:	Err, (name of a resort)?	



S7B	:	You re:ally think they'll send you // <sup>OUT</sup> //?	
S4B	:	Oh no!	
S1B	:	Doesn't matter where – don't be choosy. Just go.	
S4B	:	//YES//	
S1B	:	S3B, your turn to present right?	
S3B	:	Aah – yes – now.	

## Appendix E: Meeting 5C (Overt Recording)

(In this meeting, a lot of issues discussed had to be deleted since they were related to student performance.)

S1C	:	That's decided then. How about the courses? S2C = [	
S2C	:	Yes?	
S1C	:	So, what's happening to (name of the course)? Urm – the problematic one. Many students = [	<i>Maxim of Quality</i> <i>R: Confidentiality</i>
S6C	:	Huh?	
S1C	:	= stopped after a term. Any problem now?	
S6C	:	That – hmm- (( looking at the Ipod )) nope.	
S1C	:	Good to hear that. How about the children play? (( 5 secs )) Sorry – couldn't remember who's in charge.	
S3C	:	ME. All going well. Waiting for venue confirmation.	
S1C	:	The play is at (venue for the play) – Saturday 8.30 compulsory = [	<i>Maxim of Quantity</i> <i>R: Respect the superior</i>
S4C	:	Saturday?	
S1C	:	= attendance. Yes, Saturday. Any problem, S4B?	
S4C	:	((silence)) ((looking at the Ipod))	
S1C	:	Good.	
S2C	:	Few students register today. I = [	
S1C	:	Really?	
S2C	:	= {want to} ahh – yes – good response. I want to show = [	
S1C	:	That's really good.	
S2C	:	= {rep} ah – true. Everyone's hardwork. I =	

		[	
S1C	:	Long hours paid off huh?	
S2C	:	= {want} Huh? Aaah – yes – I think so. I want to show the scores.	

## Appendix F: Meeting 6C (Covert Recording)

(This meeting was held after Meeting 5C.)

S1C	:	I'm happy to see – err – the library is finished. Thanks	
S2C	:	Welcome. S3C is in charge – uhm – easier that way.	
S1C	:	Students use the library more now. (( 1 sec )) Yes?	<i>Maxim of Manner (Vague answer)</i>  <i>R: Avoid being recorded</i>
S3C	:	Uhm – (( 8 secs)) that. //MAYBE//.	
S1C	:	((chuckles)) Okay then. Hope the library is – what you say – uh – USEFUL.	
S2C	:	Yeah, we hope so too.	
S1C	:	S6C, how many students in (name of the course)?	<i>Maxim of Quality</i>  <i>R: Confidentiality</i>
S6C	:	Yah – about that – <i>Puan</i> (Madam). (name of the course) no students now. All stopped = [	
S1C	:	Really?	
S6C	:	= after a term. Yes. Difficult to find tutor and students don't want different people teaching everytime. They stopped.	
S1C	:	Okay. We really need to search for people now.	
S4C	:	S1C, about this Saturday = [	<i>Maxim of Quantity</i>  <i>R: Respect the superior</i>
S1C	:	Yes?	
S4C	:	= play (( 1 sec )) we've problem – err – I mean we've assignments due = [	
S1C	:	Huh?	
S4C	:	= this week. Oh – uhm – it's the MUET camp. You put us on duty.	
S1C	:	Oh ((laughs)) em ((2 sec)) Yeah I forgot ((clearing throat)). Then you go to MUET. Sorry.	

S4C	:	So – uhm – we don't have to come?	
S1C	:	Yeah (( 4 secs)) just let others handle. You go to the camp.	
S4C	:	Five people involved. All five – uhm – no need right?	
S2C	:	Of course, no need. Camp is important too.	
S7C	:	Uhm – can we have a get together?	
S2C	:	With who?	
S7C	:	Everyone – err – admin and academic. (( 6 secs )) we hardly meet.	
S2C	:	S5C, what do you think?	<i>Maxim of Manner</i>
S5C	:	((silence))	<i>R: Humour</i>
S2C	:	S5C, (( 3 secs )) Your Majesty S5C, would = [	
S5C	:	Huh?	
S2C	:	= it be possible for Your Majesty to join this lowly meeting? Princess can leave your beloved subjects for a while.	
S5C	:	(( laughs))	
S1C	:	Before I forget, I need to confirm the menu = [	
S4C	:	Food?	
S2C	:	Now?	
S1C	:	= {for} uh uh – food but not for now – the event.	
S2C	:	Oh.	
S1C	:	S5C, you ordered – eh – lunch for the event right? What did you order?	<i>Maxim of Manner (Using prolixity)</i>
S5C	:	Only the dish fit for Go:ds – crispy tender chicken fried to perfection to accompany milky rice and fried peanuts. Err – eggs sunny side up to elevate our mood = [	<i>R: Humour</i>
S1C	:	((laugh)) Yeah , right!	

S5C	:	= and anchovies too.	
S2C	:	Oh my god! Are you – huh – in love with <i>Nasi Lemak</i> (a Malaysian food) something?	
S6C	:	I guess she's hungry – like all of us.	
S1C	:	Let's adjourn now. I've appointment anyway. Ahh – You - make sure you get food – don't drool over <i>Nasi Lemak</i> later.	
S5C	:	((laughs))	

## Appendix G: Transcription Notations.

Symbol	Definition
-	Noticeable short pauses
(( 2 secs ))	Timed pauses
(( laughs ))	Nonverbal actions
( bc )	Back channelling
// <sup>MAYBE</sup> //	High pitch
// <sub>MAYBE</sub> //	Low pitch
:	Stress in preceding sound
Capital letter	Strong stress
=	Indicates the point of interruption in speech
	Indicates the point of continuation after the interruption in speech.
[	Interruption in speech
{ }	Started and abandoned utterance
<i>Italicised phrase</i>	Non-English utterances