

APOLOGY STRATEGIES OF IRANIAN ESL STUDENTS

HALEH PARSA

**FACULTY OF LANGUAGES AND LINGUISTICS
UNIVERSITY OF MALAYA
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HALEH PARSA

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UNIVERSITY OF MALAYA

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I.C/Passport No: **K13661036**

Registration/Matric No: **TGB080008**

Name of Degree: **Master of English as a Second Language**

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ABSTRACT

The present study investigates native Persian-speaking ESL university students' apology strategies based on Cohen and Olshtain's (1981) frame work, including those which don't imply an apology to find out differences attributed to gender. The researcher has used an open questionnaire (Discourse Completion Test) as a controlled data elicitation technique to gather data. The sample of the study consists of one selected group of 40 Iranian postgraduate ESL students (20 males, 20 females) ranging between 24-35 from the Faculty of Languages and Linguistics and the Faculty of Education at University of Malaya. The findings indicate that Iranian male and female respondents used different percentages of apology and non-apology strategies. Unlike their male counterparts, Iranian females used more IFID and apology strategies to keep their successful relationships with the victim. Although both groups used non-apology strategies in their responses, male respondents applied different types of non-apology strategies to get rid of hard situation of apologizing. Considering significance levels, there were significantly more IFID strategies used by female respondents. While, in general, except for a few strategies, there is no statistically significant difference between the groups considering the number and type of apology and non-apology strategies used, which means, on the whole, gender does not play a significant role in the use of apology or non-apology strategies between male and female respondents.

ABSTRAK

Kajian ini mengkaji strategi meminta maaf di kalangan pelajar universiti berbangsa Parsi yang berkomunikasi dalam Bahasa Inggeris sebagai Bahasa Kedua (ESL) berdasarkan rangkakerja Cohen dan Olshtain (1981). Termasuklah strategi yang tidak menggunakan cara meminta maaf. Kajian ini juga mengkaji perbezaan penggunaan strategi yang berasaskan jantina. Pengkaji telah menggunakan satu set soalan kaji selidik terbuka (Discourse Completion Test) sebagai teknik elicitation data terkawal untuk mengumpul data. Sampel kajian terdiri daripada sekumpulan 40 orang pelajar pascasiswazah bidang Bahasa Inggeris sebagai Bahasa Kedua (20 lelaki dan 20 perempuan) berumur di antara 24-35 tahun daripada Fakulti Bahasa dan Linguistik dan Fakulti Pendidikan di Universiti Malaya. Hasil kajian menunjukkan bahawa responden lelaki dan perempuan Iran menggunakan peratusan berbeza dalam strategi memohon maaf dan meminta maaf. Tidak seperti kaum lelaki, perempuan Iran menggunakan strategi yang lebih IFID dan memohon maaf untuk menjaga hubungan yang baik dengan pihak lawannya. Walaupun kedua-dua kumpulan menggunakan strategi bukan memohon maaf dalam jawapan mereka, responden lelaki yang menggunakan jenis strategi bukan memohon maaf untuk mengawal diri daripada keadaan tegang semasa meminta maaf. Memandangkan tahap penting, strategi IFID yang digunakan oleh responden perempuan adalah lebih banyak. Walau bagaimanapun, secara umum, kecuali untuk beberapa strategi, ada perbezaan statistic yang signifikan di antara kumpulan-kumpulan yang mengambil kira bilangan dan jenis strategi permohonan maaf dan bukan permohonan maaf yang digunakan, yang bermaksud secara keseluruhan, gender tidak memainkan peranan penting dalam penggunaan strategi permohonan maaf atau bukan permohonan maaf di antara responden lelaki dan perempuan.

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LIST OF ABBREVIATIONS

AS	Apology Strategy
DCT	Discourse Completion Test
EFL	English as a Foreign Language
ESL	English as a Second Language
IELTS	International English Language Testing System
IFID	Illocutionary Force Indicative Device
IPS	Institute of Postgraduate Studies
N	Number
NAS	Non-apology Strategy
SPSS	Statistical Package for the Social Sciences
TOEFL	Test of English as a Foreign Language
TESOL	Teaching of English as a Second Language
UM	University of Malaya