CHAPTER FOUR

ANALYSIS OF DATA AND FINDINGS

4.0   Introduction

This chapter consists of the analysis in which the results of the study are presented and discussed according to the research questions stated in Chapter One. In this chapter, nine strategies are classified into three main categories of directness according to the extent to which the illocutionary act is transparent from the locutionary act; direct, conventionally indirect and nonconventionally indirect requests. For the purpose of this study, opt out strategy was added to the existing categories as stipulated in Chapter 3.

4.1   Analysis of Data

This section looks at the statistical analysis of the data along with the variables related to the strategies used. The analysis will be dealt with in terms of the tokens in which the situations are clustered into. In addition, the analysis would also take into consideration the binary value of the social distance and dominance involved in the setting of situations presented.

4.1.1   Token 1: Low Social Distance (- SD), Equal Status (x = y)

Token 1 includes Situation 1 (S1) and Situation 3 (S3). Situation 1 depicts a scene of students sharing an apartment where the request was made for the housemate to clean the kitchen, which was in a mess. Situation 3 portrayed an interaction between students who requested for some class notes (see Chapter Three, Section 3.5). The respondents of LAW

and BAR programs are able to respond effectively to these situations because these are some of the situations that they face almost everyday. This token represents situations with equal status (x=y) where both parties; the speaker and the hearer are both students as well as friends. None of the two are empowered by each other and they are able to express themselves freely.

In reference to Table 4.1, it can be derived that the majority of respondents from the L3 LAW and L3 BAR (both groups are of intermediate level of proficiency) has chosen to use the conventionally indirect strategy, i.e. 85% and 75% respectively, when uttering their request.

Table 4.1 Percentage of Request Strategies Used in Token 1

TOKEN and SITUATIONS	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 1:-SD, x= y	opt out	0	0	0	0
S1 (clean room) and	direct	15	25	30	30
S3 (class notes)	conv. indirect	85	75	65	65
	nonconv. indirect	0	0	5	5

Respondents from both programs in L4 (advance level of proficiency) had also chosen this strategy at the percentage of 65%. The rest of the respondents had chosen the direct request strategy and a small percentage (5%) chose the nonconventionally indirect strategy.

The normal expectation of such circumstances would entail that the speaker can be very direct in uttering their request considering the situation was after all presented in a very informal surrounding and both interlocutors are very much at ease with each other.

However, the data stipulates a different version. Instead of using direct strategy, the respondents chose the conventionally indirect strategy.

It is found that the respondents would resort to the conventionally indirect strategy when faced with situations that present the scenario of which both interlocutors are peers and familiar with each other. The respondents were very much conscious of the fact that a request can be very imposing even to someone who is very close to the speaker. Thus, the need to safeguard or maintain the rapport they had with each other leads to the use of the conventionally indirect strategy when uttering their requests.

The way in which the respondents made their requests is by giving suggestions (a preparatory condition). It appears that the suggestions made by the respondents would be phrased by means of framing a routine formula, such as indicated in Example 1.

> Example 1: How about cleaning up the kitchen?
>
> How about lending me your notes?

Thus, the form of request made does not appear to be a directive but something that has always been done and is considered quite common for the hearer to achieve.

Another way of making a request using the conventionally indirect approach is by referring to a preparatory condition for the feasibility of the request (see Chapter 2, Section 2.3). The feasibility of the request involves the hearer's ability and willingness to carry out the task as requested, as in Example 2.

Example 2:   Can you clean the kitchen, please?

Can I borrow your notes?

This approach can be seen quite frequently used by the respondents. The request was posed in a manner of a question rather than a statement. This choice of request might also be related to the need of being polite. The respondents felt the need to reduce the degree of imposition upon their peers and thus, maintain camaraderie between them. Hence, the use of the 7th level of indirectness in the conventionally indirect strategy would soften the directive in order to get someone to do something.

The second strategy used by the respondents is the direct strategy of requesting. A total of 15% of the respondents from the L3 LAW and a further 25% from the L3 BAR program used this strategy.

The choice of directness level for this strategy is the want statement (scope stating). The request made by the respondent was uttered in a straightforward manner so as to ensure that the hearer understood and complied to the speaker's proposition, as indicated in Example 3.

Example 3:   I'd like you to clean the kitchen, now.

I'd like to borrow your lecture notes.

The respondents had chosen the last level of directness to utter their requests. This denotes that even though the Malay culture does not agree to the use of words or phrases that might threaten the dignity of the addressee, there seem to be some exception to the rule. Thus, in situations when both interlocutors are of the same status and none dominates another, the

there is a need to be polite even when they opted for the strategy. Lowering the degree of imposition still lurks around the utterance of their requests so as not to threaten the hearer's negative face.

A minority of the respondents had also chosen to use the nonconventionally indirect strategy. 5% of the respondents from the L4 of both BAR and LAW program had used hints to express their request. The choice of hint chosen is the strong hints such as in Example 4.

Example 4:   What happen to the kitchen?
              Do you have yesterday's lecture note?

Such query normally requires an explanation from the hearer followed by an immediate action of clearing up the mess. This type of strategy plays on the hearer's conscience and the ability to infer the speaker's intention. Consequently, the speaker would be successful in achieving the desired proposition.

This strategy is not frequently used among the respondents because a high pragmatic competence is required. As such, it is found that only respondents from the higher level of proficiency had chosen this strategy. Another reason relates to the notion that hints can also be very insulting and would jeopardize the harmonious social relation between the two interlocutors.

STRATEGIES USED IN TOKEN 1

Legend:
- ■ % LAW L3
- ■ % BAR L3
- □ % LAW L4
- □ % BAR L4

X-axis (REQUEST STRATEGIES): opt out, direct, conv. indirect, nonconv. indirect
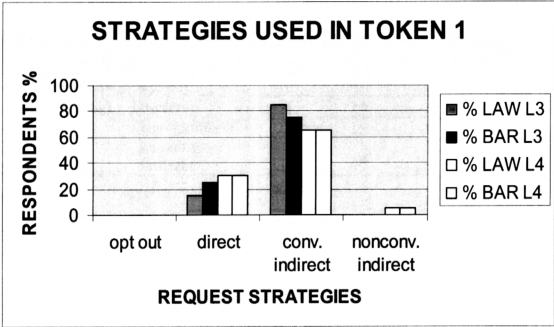
Y-axis (RESPONDENTS %): 0 to 100

Figure 4.1   Types of Strategies Used in Token 1

Another interesting observation that can be made is that none of the respondents had opted out as shown in Figure 4.1. This indicates that all of the respondents had responded. This may be due to the fact that they are very comfortable with the situations presented and see no reason why they should not respond. It shows that the conventionally indirect strategy is frequently used when faced with the situations presented in Token 1. The level of indirectness chosen was the 7th level of indirectness (preparatory condition).

4.1.2   Token 2: High Social Distance (+ SD), Equal Status (x = y)

Token 2 represents Situation 2 and Situation 11. These situations are presented among strangers with a very high social distance (+SD) but equal in status (x = y). The variable of high social distance denotes that both interlocutors are strangers, and they have never been acquainted before and have met only once. The fact that they are drivers and walk on the same street proves that they are of equal status.

Table 4.2 Percentage of Request Strategies Used in Token 2

TOKEN and SITUATIONS	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 2:+SD, x= y	opt out	10	0	10	0
S2 (stop pestering)	direct	35	25	25	5
And	conv. indirect	20	10	10	40
S11 (change for parking meter)	nonconv. indirect	35	65	55	55

In Table 4.2, the majority of respondents have chosen the nonconventionally indirect strategy. A total of 65% (65 respondents) of the respondents from the L3 BAR program, 35% (35 respondents) from the L3 LAW program and 55% (55 respondents) from both BAR and LAW programs, from the higher proficiency level, had opted to use this strategy type.

The nonconventionally indirect strategy encompassed the lowest level of directness. It involves hints of two types, which are strong hints and mild hints. The method of using strong hints entails that the hearer would have to infer as to the intention of the request made by the speaker. Example 5 indicates instances of strong hints made by the respondents. In both responses given by the respondents are actually insinuations which indirectly require the listener to respond to the indirect request.

Example 5:   a)   **I don't think we've met.**

The hearer has to provide some kind of an introduction.

b)   **I don't have any change for the meter.**

The hearer has to provide some change.

These types of utterances are frequently used by the respondents even though they are strangers. As strangers, they may not, however, necessarily cease all attempts to start a conversation. As in the first utterance (a), the stranger made an attempt to start the conversation but the response obtained from the respondent was not encouraging at all.

The second utterance (b) implies that the speaker would like to have some change from the hearer and wished for the hearer to respond accordingly (Situation 9). These utterances were found to be used quite often by the respondents. Even though the use of hints can be seen as insulting in the previous token (Token 1), the respondents, in these situations, do not have any qualms in uttering them to strangers. Especially one who was seen as a threat to the speaker and by opting for this strategy, the speaker would portray some antagonism. Thus, the speaker hopes that the response would force the stranger to cease any further reaction.

Another type of hint that was used in this token is the mild hint. It refers to the type of locution that contains no elements, which are of immediate relevance to the intended request or proposition, thus demanding a high level of context analysis and knowledge instigation on the interlocutor. Such utterances are indicated in Example 6.

Example 6:   a)   **Do I know you?**

The hearer should provide some introduction.

b)   **Do you have any change?**

The hearer should provide some change.

These are among the most frequently used utterances by the respondents. The actions desired by the speaker are very much similar to the ones used in strong hints but this is considered less obvious.

The second strategy, which is seldom used by the respondents, is the direct strategy. In reference to Figure 4.2, majority of the respondents (35%) from the L3 LAW used this strategy. Another 25% of respondents from both L3 BAR and L4 LAW also used the same strategy. However, only 5% of the respondents from the L4 BAR had opted to use the direct strategy.
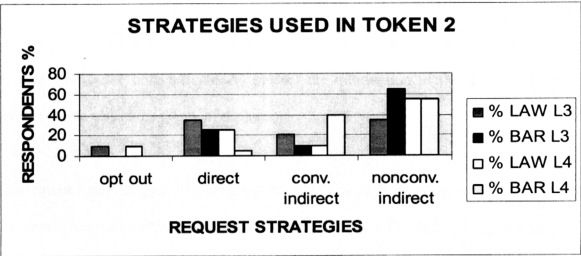

Figure 4.2   Types of Strategy Used in Token 2

As stated earlier, the direct strategy consists of five (5) levels of directness and the first level of directness, which is the mood derivable, is used frequently by the respondents from the L3 and L4 LAW program. Mood derivable is the grammatical mood of the locution which usually determines its illocutionary force as request. The most typical form used by the respondents is the imperative and this is indicated in Example 7.

Example 7:   Leave me alone.

4.1.3   Token 3: High Social Distance (+ SD), Hearer Dominant (x < y)

This token consists of Situation 4 and Situation 5. Situation 4 presents a scenario at a library where a student asks people living on the same street for a ride home while Situation 5 presents a scenario where an applicant had made a phone call requesting for some information on a job advertisement in a newspaper.

Both situations warranted a very high social distance in which both interlocutors are not acquainted with each other. The speaker is dominated by the hearer and is at an advantage because in Situation 4, the speaker needs a ride of which only the hearer can provide. Similarly, Situation 5 presents a scenario where the hearer is at an advantage as well because s/he is the only one able to present the information to the speaker. Thus, the speaker is in a way at the mercy of the hearer.

The request rendered must be phrased delicately because the speaker is actually imposing the hearer to grant him/her the favor, which entails a possibility that the hearer may not be willing to give or wanting to agree. The Malay culture also believes that one must never intentionally impose on others, for it might inevitably cause others to be burdened by one's troubles. The data retrieved has conferred with this notion.

Table 4.3 Percentage of Request Strategies Used in Token 3

TOKEN and SITUATIONS (S)	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 3:+SD, x< y	opt out	10	0	10	0
S4 (lift) and	direct	5	0	20	0
S5 (information)	conv. indirect	80	95	55	100
	nonconv. indirect	5	5	15	0

Table 4.3 shows that a majority of the respondents from the L3 LAW (80%) and L3 BAR (95%) programs employ the conventionally indirect strategy. In addition, 100% of the respondents from the L4 BAR program also used the same strategy in these situations but only 55% of the respondents from the L4 LAW program opted for this strategy.

The level of directness used in this strategy is the seventh level which corresponds to the preparatory condition. The speaker refers to the preparatory condition for the feasibility of the request which refers to the hearer's ability or willingness to respond to the needs of the speaker. Similarly, it is found that the speaker utters the request as a question rather than a statement as stated in Example 8.

Example 8:   Could you please give me a lift?

In this case, it is clear that the speaker made a polite request in order to maintain a good rapport with the hearer and simultaneously preserves the hearer's face. The use of syntactic downgraders helps to couch the impositions of the request. The distinction of use of the syntactical element of various modals such as can, could, will, would and should, would help in the uttering of request in a manner in which the hearer did not feel as if s/he was being imposed on or being made to oblige the speaker by giving him/her a ride. The speaker insinuates that the hearer would have the choice of refusing but the actual situation is that if the hearer refused, s/he would be considered as impolite.

The level of directness used in these situations is the eighth level, which is the strong hint. Strong hints, which is categorized under the nonconventionally indirect strategy, require the hearer to infer because the illocutionary intent is mildly presented. The requests made by the respondents refer to the relevant conditions of the intended illocutionary and/or

prepositional act, as indicated in Example 9. As tabulated in Table 4.3, the use of this strategy is seen quite limited. Only about 5% of respondents from both the BAR and LAW of the lower proficiency level had opted for this strategy. 15% of the higher level of proficiency of the respondents from the LAW program had also used this strategy.

Example 9:   Are you going home now?

As such, by asking whether the hearer is ready to go, the speaker hinted that s/he would like to ask the hearer for a lift. This type of utterance is frequently used by the respondents.

There are a few respondents who had used the direct strategy in this token. About 5% of the L3 LAW respondents and 20% of the L4 LAW had chosen this strategy. However, they may have chosen to be direct but the level of the directness used is of the fifth level, which corresponds to the want statement or scope stating. The utterance expresses the speaker's need to be given the ride by the hearer as stipulated in Example 10.

Example 10:   I hope you don't mind giving me a lift.

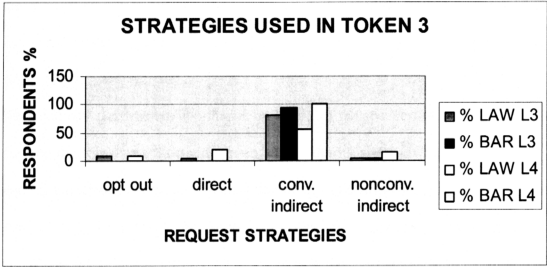I hope you could give me some information about the job

Figure 4.3   Types of Strategies Used in Token 3

In reference to Figure 4.3, there are some respondents from the LAW program of both level of proficiency who have opted out. They do not respond to the situation presented to them in the DCT. This occurrence is blatantly obvious in Situation 4. Presumably, some respondents avoid having to impose and burden others with their problems and would resort to other alternatives.

4.1.4   Token 4: High Social Distance (+SD), Speaker Dominant (x >y)

This token encompasses two situations, which are Situation 6 and Situation 9. Situation 6 presented a scenario where a policeman asks a driver to move her car and Situation 9 involves a situation where a student is playing tennis and has just hit the ball over the fence. The requests were made when the respondents ask some children in the next court to give the ball back to him.

The binary value of this situation is +SD, which means that there is a very high social distance between the interlocutors. In Situation 6, both interlocutors are strangers, in a

manner that they have never been acquainted before and they have only met during that occasion. The same applies to Situation 9.

The situations also involve dominance on behalf of the speaker. In situation 6, the speaker takes up the role of a policeman, a man with authority and a lawman. Thus, when uttering request, the territory normally entails a directive. Consequently the request can be from the highest level of directness. Situation 9, the speaker's dominancy can be seen due to the notion that age entails respect. Thus, in order to show respect, the Malay culture constitutes that the younger generation should listen and adhere to what the older generations commands. Thus, considering the situation, when the speaker uttered the request, it could be as direct as s/he wants it to be.

As postulated, in reference to Table 4.4, the data revealed an agreeable percentage of the use of direct strategy.

Table 4.4   Percentage of Request Strategies Used in Token 4.

TOKEN and SITUATIONS	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 4:+SD, x> y	opt out	0	0	0	0
S6 (move car) and	direct	75	75	55	55
S9 (tennis ball)	conv. indirect	20	20	35	45
	nonconv. indirect	5	5	10	0

A majority of the respondents from all four groups conceded that they should use this strategy, when faced with such situations. A total of 75% of respondents from both programs of LAW and BAR of the L3 had chosen this strategy. However, only about 55% of the respondents from the L4 of both programs had opted for this strategy.

The level of directness chosen by the respondents for this token (Token 4) is the first level, which is the mood derivable. Mood derivable refers to the grammatical mood of the locution of which deals with the imperative. The utterances used by the respondents are as indicated in Example 11.

Example 11:   Please move your car.

Please toss that ball back to me.

These utterances are quite often used by the respondents from the lower level of proficiency from both programs.

The second choice of request strategies used by the respondents was the conventionally indirect strategy. A total of 45% of the respondents from the L4 BAR program had chosen this strategy. Another 35% of the respondents from the L4 LAW and about 20% of the respondents from the L3 of both programs had used this strategy.

The level of directness favored by the respondents for this strategy is the seventh level of directness, which is the preparatory condition. This level of directness actually deals with the hearer's ability or willingness to concede with speaker's intention. Example 12 stipulates the utterances used by the respondents.

Example 12:   Could you possibly move your car to the parking space?

Could you please pass me my ball?

The last strategy used in this token is the nonconventionally indirect strategy. However, there aren't many of the respondents who opted for this strategy. A small percentage (5%) of the respondents from the L3 of both programs had opted this strategy. Lastly, about 10% of the respondents from the L4 LAW had used this strategy.

The choice of level of directness used in this strategy is the strong hints. This level requires the hearer to infer the speaker's intention and eventually, respond to it. The choices of utterances that are frequently used by the respondents are as specified in Example 13.

Example 13:   This is not a parking lot.

That ball is mine.

The illustration featured in Figure 4.4, concluded that the use of direct strategy is the most appropriate strategy to be used in this token.
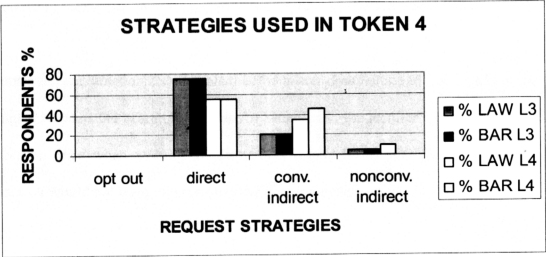

Figure 4.4   Types of Strategies Used in Token 4

A majority has conceded that the direct strategy is the most frequently used strategy in the situations with regards to the social distance and the dominance between the interlocutors. This is probably due to the status of the speaker. The second strategy that was chosen by the respondents is the conventionally indirect strategy, followed by the nonconventionally indirect strategy.

4.1.5   Token 5 : Low Social Distance (-SD), Hearer Dominant (x < y)

Token 5 comprises of Situation 7 and Situation 12. Situation 7 presents a scenario where a student asks his/her lecturer for an extension on a project paper. Situation 12 presents a scene between a grandson/daughter with his/her grandfather. The request was made when the grandson/daughter asks the grandfather to stop smoking in the train.

The situations are presented with a very low social distance (-SD). As such, the interlocutors are familiar with each other. The student and the lecturer, in Situation 7, are acquainted with each other during their classes. In Situation 12, since both interlocutors are related to each other, their relationship is considered to be very close.

However, the situation also reveals that the hearer dominates and it shows how the speaker highly respects the hearer. In the case of Situation 7, the lecturer's position demands social respect. Thus when uttering the request, it should be as subtle as possible because the speaker would not want to jeopardize the hearer's negative face.

In Situation 12, the notion of respect, where age is concerned, is also another factor of which the speaker has to bear in mind when uttering request. As stated earlier, age entitles a person some respect and the Malay culture believes that the younger generation should

respect their elders. Thus, when uttering request the speaker must be careful in phrasing his/her request so as not to hurt their feelings. The best choice of request that befits such notion would normally be the kind that is less direct. However, the data retrieved had presented a mixture of choices.

Table 4.5   Percentage of Request Strategies Used in Token 5

TOKEN and SITUATIONS	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 5:-SD, x< y	opt out	0	0	5	0
S7 (extension of paper)	direct	40	55	15	15
and	conv. indirect	5	20	55	40
S12 (stop smoking)	nonconv. indirect	55	25	65	55

Table 4.5, illustrates the choices of request strategies used by the respondents. Surprisingly, there is a certain percentage of respondents who has chosen to use the direct strategy for both situations. About 40% of the respondents from the lower level of proficiency from the LAW program had used this strategy and 55% from the BAR program as well. The L4 however, only about 15% of the respondents for each program have chosen to use this strategy.

The level of directness used for these situations was of the fifth level, which is the want statement. This level of directness expresses the speaker's desire that the event implied is in the proposition that has come about as indicated in Example 14.

Example 14:   I'd like to have an extension for my project paper.

I'd like you to stop smoking.

Even though the respondents had chosen to be direct, they would still uphold the notion that there is some need to be polite. The idea of imposing upon the hearer is still minimized by the choice of their words that they had used when uttering their request. In other words, they had chosen to be direct but at the same time they realized that there is a need not to be too demanding.

The most popular request strategies used in this token is the nonconventionally indirect strategy. About 65% of the respondents from the L4 LAW had chosen this strategy. 55% of respondents from the L3 LAW and L4 BAR program opted for this strategy as well. Last but not least about 25% of the respondents from the L3 BAR program used this strategy too.

The nonconventionally indirect strategy involves two types of hints. The one used by the respondents in this token is the mild hint. This level of directness is considered as the least direct compared to other levels. It demands a great amount of inference skill on behalf of the hearer as shown in Example 15.

> Example 15:   This is a non-smoking area, grandfather.
>
> I haven't managed to complete my assignment.

These examples are among the most used utterances by the respondents of which can be seen from the collected data. It approves the impression that when faced with such situations, respondents complied with the belief that in order to minimize imposition the request made must be as subtle and as polite as possible and they may achieve their desired proposition without insulting and endangering the hearer's negative face.

The other choice of request strategy that has been used by the respondents is the conventionally indirect strategy. 40% of respondents from the higher level of proficiency and 20% of the respondents from the L3 BAR program had used this strategy as well. 55% of respondents from the L4 and 5% of respondents from the L3 LAW program opted for it too.

The level of directness used is the preparatory condition of which refers to the probability of the request. The speaker is willing and able to react upon the request made. As in this situation, the request was made in a form of a question rather than of a statement as indicated in Example 16

Example 16:   Could I possibly submit my assignment next week?

Could you please stop smoking?

Overall observation, in reference to Figure 4.5, shows that, even though there are some respondents who had chosen to be direct, the notion of being as less imposing as possible is seen applicable throughout the token. Whatever choice of strategies made by the respondents was based on the impression that there is some degree within the requirement to be the least imposing as possible.
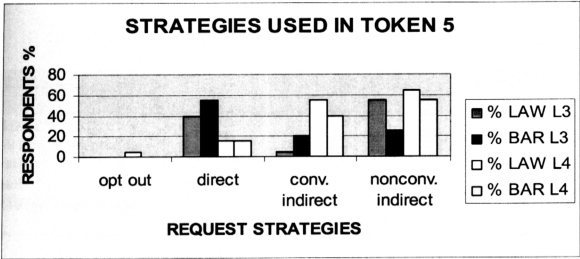
STRATEGIES USED IN TOKEN 5

Figure 4.5   Types of Strategies Used in Token 5

4.1.6   Token 6: Low Social Distance (-SD), Speaker Dominant (x>y)

Token 6 consist of Situation 8 and Situation 10. Situation 8 presents a setting between two interlocutors; the speaker is a lecturer and the hearer is a student. The request made was for the student to complete a presentation that she has been committed to do earlier than the expected date. Situation 10 looks at a scenario which was set between two siblings; an elder brother talking to a younger brother. The binary value for this token is –SD, which means that there is a very low social distance between the two interlocutors in both situations.

The dominating factor of x>y lies in the position of the speaker. The speaker dominates the hearer in Situation 8 because the social hierarchy of a lecturer is higher compared to a student. The same applies to Situation 10, whereby the speaker is older than the speaker and as established earlier in Token 5 (see Section 4.1.5), age entails respect and considered more dominant than the younger ones. The setting for this situation took place in one of the most famous fast food restaurant, McDonalds, of which many of the respondents are familiar with.

Table 4.6   Percentage of Request Strategies Used in Token 6

TOKENS and SITUATIONS	STRATEGY TYPES	% LAW L3	% BAR L3	% LAW L4	% BAR L4
TOKEN 6:-SD, x > y	opt out	0	0	5	0
S8 (give presentation earlier)	direct	95	80	55	40
and	conv. indirect	0	15	20	55
S10 (get some drinks)	nonconv. indirect	5	5	20	5

In reference to Table 4.6, the data retrieved had revealed that the most popular type of strategy used is the direct strategy. 95% of the respondents from the L3 LAW had opted to use this strategy. About 80% of the respondents from the L3 BAR used it as well. The higher proficiency level of LAW has about 55% of respondents who had used this strategy and about 40% of the respondents from the BAR program opted for it too.

The level of directness chosen for this strategy is yet again the fifth level for Situation 8 and the first level for Situation 10. The first level of directness concerns the mood derivable. The use of imperative can be seen commonly adopted by the respondents especially in Situation 10. Such example can be seen in Example 17.

Example 17:   Please buy me something to drink.

The fifth level of directness chosen for Situation 8 is concerned with the use of the utterances which outlined a want statement. This level directly expresses the speaker's desire of the proposition (see Example 18).

Example 18:   I'd like you to present your paper earlier.

The second type of request strategy employed by the respondents is the conventionally indirect strategy. About 55% of the respondents from the L4 BAR program responded using this strategy. 20% of the respondents from the L4 LAW and 15% of respondents from the L3 BAR used this strategy also.

The level of directness used in this strategy is of the preparatory condition and the feasibility of such request has to be acknowledged. Example 19 shows the response given in a form of a question rather than a statement. Utterances such as this can be seen commonly used by the respondents

Example 19:   Are you able to present your assignment this week?

The third choice of strategy used by the respondents is the nonconventionally indirect strategy. About 20% of the respondents in the L4 LAW had opted for this strategy and 5% of the respondents from the other three groups had opted to use this strategy.

Among the level of directness used in this strategy, the eighth level of directness has been chosen. This level deals with hints, of which relates to preconditions of the feasibility of the request. It also requires a certain inference activity on behalf of the speaker. Such instances can be seen quite commonly used in Situation 8. A sample of such utterances is indicated in Example 20.

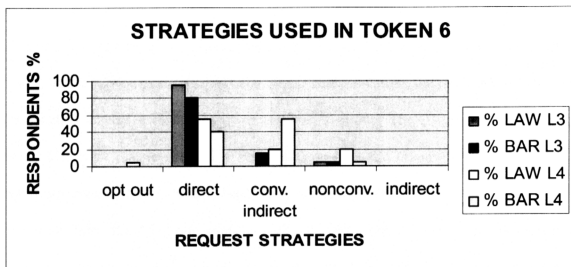Example 20:   Are you almost done with your assignment?

Figure 4.6   Types of Strategies Used in Token 6

In Figure 4.6, it can be noted that a certain percentage of the students' response was attributed to the use of opt out strategy. This is particularly seen used in Situation 10. In response to this data, it could be observed that there are some respondents within the L4 LAW program, who has no inclination to bother others with their desire. Despite asking other interlocutor to do his/her bidding, it would seem that they would rather do it themselves and avoid any confrontation.

4.2   The Statistical Analysis

In order to determine whether the differences are significant or of nominal value, a statistical analysis using the ANOVA program has been implemented. To facilitate the result of the analysis, all of the groups are used as a factor in which it is categorized under the fixed variable.

4.2.1 Direct Strategy

Since the study involves looking at differences of choice between the BAR and LAW programs, it is essential to compare the choices made by the respondents, which means subjects are being compared against each other. Thus, as can be seen in Table 4.7, there are two columns labeled with the (I) group and the (J) group. The (I) group represented one particular subject that is used as a benchmark against the (J) group, which consists of several different subjects. The differences are, therefore, indicated at the mean difference of the figures from the (I) group minus (-) the figures from the (J) group. Hence, if the difference between the two groups exceeds the .05 level then the differences would be considered as significant and is represented with a symbol which is an asterisk (*). In other words, the differences between the choices of direct strategy type among the group observed can be considered quite obvious.

There are two types of tests used in this analysis and they are the Tukey HSD and Dunnet C tests. These two tests help to verify the results obtained. Therefore, as illustrated in Table 4.10, the result shows that the differences can be significantly seen between the L4 LAW, L3 BAR and L3 LAW. For instance, the mean difference between the L4 LAW and L3 BAR is at .5893, which is significant at the .05 level. Thus, the deduction that can be made here is that there is a significant difference in the use of the direct strategy in the request made by the respondents from the BAR and LAW program.

Table 4.7   A Multiple Comparison of Statistical Analysis (ANOVA) of the Use of
Direct Strategy by Students of LAW and BAR Program of MCIIUM

Tests	(I) group	(J) group	Mean Difference (I-J)	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Tukey HSD	Level 4LAW	Level 3BAR	-.5893*	.001	-.9970	-.1816
		Level 3LAW	-.6006*	.001	-1.0036	-.1976
Dunnett C	Level 4LAW	Level 3BAR	-.3500*		-1.0064	-.1722
		Level 3LAW	-.4500*		-1.0043	-.1996

Dependent Variable: Strategy
Based on observed means the difference is significant at the .05 level.

4.2.2 Conventionally Indirect Strategy

Blum-Kulka et al. (1989) discovered that conventionally indirect strategies constitute the most frequently used main strategy types in all language studies, so far. Similarly, the strategy type appears to be most frequently used by students of both programs in this study. The responses obtained from respondents of both programs indicate that in situations where there is a social distance among strangers and of which the speaker is more dominant than the hearer, the best strategy to be employed is the conventionally indirect type. The findings of this strategy will be discussed in the following analysis.

As was conducted for the direct strategy, this strategy requires the same statistical analysis. The research demands a nominal value to affirm that there is a difference in the choice of

strategy opted between the BAR and the LAW program. The ANOVA was once more used to analyze the differences between the groups and the result can be observed in Table 4.8.

Table 4.8   A Multiple Comparisons of the Statistical Analysis (ANOVA) of the Use of Conventionally Indirect Strategy by Students of LAW and BAR Program of MCIIUM

Tests	(I) group	(J) group	Mean Difference (I-J)	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Tukey HSD	Level 3LAW	Level 3BAR	-.3500*	.000	-5435	-.1565
		Level 4BAR	-.4500*	.000	-.6435	-.2565
		Level 4LAW	-.3250*	.000	-.5185	-.1315
Dunnett C	Level 3LAW	Level 3BAR	-.3500*		-.5390	-.1610
		Level 4BAR	-.4500*		-.6225	-.2775
		Level 4LAW	-.3250*		-.5448	-.1052

Dependent Variable: Strategy
Based on observed means the difference is significant at the .05 level.

The chosen (I) group this time is the L3 LAW and (J) group consists of three groups that are L3 BAR, L4 BAR and L4 LAW. It is interpreted that the mean difference between the L3 LAW with L3 BAR is at -.3500, which is significant as the cut off point is at level 0.05. It is also positive at the level of confidence, which is at 95% with the value of -.5435 at the lower bound of the scale and -.1565 at the upper bound. It can be inferred that respondents

from the L3 LAWs' choice of request has significant differences between the L4 BAR, L4 LAW and L3 BAR. Thus, it has proven once more that there is a difference in choice of the use of conventionally indirect strategy between respondents from the BAR and the LAW program.

4.2.3 Nonconventionally Indirect Strategy

Nonconventionally indirect strategy encompassed two sub-strategies which are strong hints and mild hints. According to Gunarwan (2000), mild hints convey a low scale of politeness because it is seen as an insinuation or "sindiran" in Malay. Mild hints are also considered as a threat to the positive face of the hearer. Thus, it could also be inferred in this analysis that not many of the respondents opted for this strategy because they believe that it is seen as a threat to the addressee. This explains why the respondents rated low in the choice of use of the nonconventionally indirect strategy compared to the previous two strategies. However, there are certain exceptions to the belief with regards to the situations presented, which can be seen in the analysis. Thus, a detailed elaboration of the analysis will be discussed below.

The difference of choice for the preference of this strategy was also statistically analysed in order to find any significance differences between the two programs. As done in the previous strategies, the ANOVA was used again in order to look for a significant nominal value. The two tests of Tukey HSD and Dunnett C were also used to affirm the statistical analysis. The (I) group used is L4 BAR against the (J) group, which consists of L3 BAR, L3 LAW and L4 LAW.

In reference to Table 4.9, the result of the analysis, referring to column with mean difference of (I-J), the difference is significant for the L4 BAR with L4 LAW which, is at the point of .8043.

Observing the 95% confidence interval scale, the lower bound is at the .4756 and the upper bound is at 1.1329, which is considered quite high in the difference measured. In other words, the difference is quite evident and the same applies with the other two groups.

Table 4.9   A Multiple Comparisons of the Statistical Analysis (ANOVA)
             of the Use of Nonconventionally Indirect Strategy Amongst Students
             of LAW and BAR Program of MCIIUM

| Tests | (I) group | (J) group | Mean Difference (I-J) | Sig. | 95% Confidence Interval | |
					Lower Bound	Upper Bound
Tukey HSD	Level 4BAR	Level 3BAR	.8043*	.000	.4756	1.1329
		Level 3LAW	1.1248*	.000	.7909	1.4588
		Level 4LAW	.4247*	.007	-.7633	.7633
Dunnett C	Level 4BAR	Level 3BAR	.8043*		.4834	1.1251
		Level 3LAW	1.1248*		.8181	1.4315
		Level 4LAW	-.4247*		-.7539	.8031

Dependent Variable: strategy
Based on the observed means, the difference is significant at the .05 level

4.3   Summary of the Results

The overall observation shows that the most significant descriptive facts, in all the situations and for the BAR and LAW programs in both L3 and L4, student groups is that, the most frequently used strategy types are the direct and conventionally indirect strategies.

It is interesting to note, the respondents from the L3 BAR chose direct strategy, 43% of the overall situations featured in the Tokens available in the DCT. In addition, the L3 LAW opted for the same strategy, and as such tabulated about the same percentage (43%) as well. Nevertheless, the conventionally indirect strategy placed second and was quite frequently used among the respondents from both levels.

As stated earlier in this study, the percentages of students from BAR programs seemed to be producing more options for the conventionally indirect strategy, compared to the respondents from the LAW program. For instance, the L3 BAR generated 39.5% and L4 BAR, 55.9%. Whereas, L3 LAW, used 34.5% of the strategy and L4 LAW, 39.86% as depicted in Table 4.10.

Table 4.10   Representation of Choices of Requests Strategies Amongst Students of LAW and BAR Programs of MCIIUM

STRATEGY	LEVEL 3		LEVEL 4	
	% BAR	% LAW	% BAR	% LAW
OPT OUT	0	5	0	3.3
DIRECT	43.0	43.0	24.10	32.67
CON. INDIRECT	39.5	34.5	55.9	39.86
NONCON. INDIRECT	17.5	17.5	20.0	24.17

It is also found that the choice of level of directness did not follow a consistent pattern. The first strategy type is opt out strategy. It was discovered that only the respondents from the Level 4 LAW program were in favor of the option. On the contrary, none of the respondents from the BAR program either the higher level nor the lower level chose to use the strategy.

As can be seen in Table 4.10, about 5% from the L3 LAW and about 3.3% for the L4 LAW chose to use the strategy for all situations rendered in the Discourse Completion Text (DCT). The second strategy, is the direct strategy and the percentage of usage for all situations presented in the DCT, indicates that the lower levels of both programs seemed to score equally (43%).

On the other hand, the higher proficiency level of both BAR and LAW programs varies in percentage where the L4 LAW used the direct strategy at 32.67% for all situations available in the DCT. The respondents from the L4 BAR program chose this strategy at about 24.10% for the whole of the situations presented. Third strategy is the conventionally indirect strategy. Referring to Table 4.10, the highest percentage was obtained by L4 BAR program, which is, 55.9% and L4 LAW at 39.86%. This concludes that the respondents from the higher level of the BAR program seemed to use more of the strategy throughout the situations presented in the DCT.

The last strategy is the nonconventionally indirect strategy. In Table 4.10, it can be identified that the highest percentage of use of this strategy is the higher level of the LAW program (24.17%).

Furthermore, both the BAR and LAW programs vary in their directness levels according to the situation sets. This could be seen clearly in the graph featured in Figure 4.7. It shows that the L4 BAR selected the conventionally indirect strategy more often throughout the situation sets compared to the rest of the groups. For instance, the tendency to use the conventionally indirect strategy in situations with $x < y$ (hearer is more dominant than the speaker), where the percentage of respondents using this strategy is 100%.
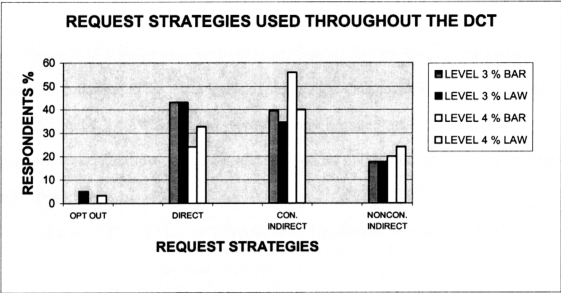
Figure 4.7   The Choices of Request Strategies Amongst Students of LAW and BAR
               Program of MCIIUM

A multiple comparison analysis, using the statistical analysis program (SPSS, particularly ANOVA) has been carried out to identify the statistical value of the differences in the selection of strategy types from the program of both levels. The Tukey HSD test has shown a significant mean difference between the groups.   For example, between L3 BAR, L3 LAW and L4 BAR, the mean difference is significant at the .05 level at the 95% confidence interval. This is confirmed by a second analysis series using the Dunnett C test.

In addition, the realization that L3 LAW held a significant difference between L3 BAR, L4 BAR and L4 LAW with the same significant mean value of level 0.05 at 95% confidence interval, again established by the Dunnett C test (see Table 4.11). Hence, it can be formulated that there is a substantial difference in the selection of request strategies for not only between the BAR and LAW program but also between the L3 and L4 as well. Apart from that, what can be interpreted as respondents from the higher levels of proficiency have

the tendency to produce more conventionally indirect and the nonconventionally indirect strategies compared to the lower levels of proficiency. One possible rationale would be; the L3 BAR and L3 LAW have not yet sufficiently acquired adequate sociopragmatic and pragmalinguistic abilities to use the higher levels of indirectness available in the request strategies.

Table 4.11   A Multiple Comparisons of the Statistical Analysis (ANOVA) of the Choices of Request Strategies Amongst Students of LAW and BAR Program of MCIIUM

Tests	(I) group	(J) group	Mean Difference (I-J)	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
Tukey HSD	Level 3LAW	Level 3BAR	-.1833*	.000	-.2974	.2557
		Level 4BAR	-.3250*	.000	-.4391	-.2109
		Level 4LAW	-.2333*	.000	-.3474	-.1193
Dunnett C	Level 3LAW	Level 3BAR	-.1833*		-.2965	.2483
		Level 4BAR	-.3250*		-.4286	-.2214
		Level 4LAW	-.2333*		-.3544	-.1123

Dependent Variable: strategy
Based on the observed means, the difference is significant at the .05 level

When making their requests, the respondents of the higher levels of BAR and LAW programs have used the conventionally indirect strategy and the nonconventionally indirect strategy. They intend to achieve their requestive goals with both effectiveness and

politeness. An effective request is one which the hearer recognizes the speaker's intent and the hearer believes that the speaker has given the impression that there exists the option for the hearer to either comply, or not to comply to the request made, which is a face saving effort by the speaker; for instance politeness in uttering the request.

In order to achieve politeness in uttering requests with maximum results, speakers must match verbal knowledge of their available pragmalinguistic repertoire with an awareness of the most relevant situational factors. If, however, the level of linguistic and pragmalinguistic proficiency in the target language is restricted, as in the case of the L3 BAR and LAW students, the respondents resorted to a more familiar and easier form, such as the direct strategies, even if it is not the most effective strategy to use in that particular situation.

Thus, in this study, the students of both programs with higher proficiency levels have a comfortable control over the pragmatic use in speech acts. These somehow proved to be applicable to other exhaustive research, conducted by many pragmaticians.

An additional view that can be made from the retrieved data is that the choices made upon requests strategies used by all groups varied according to their individual variability (refer to Chapter One, section 1.1). General examinations show that between the two programs, both levels of LAW students seemed to be comfortable to opt out in cases which they deemed unnecessary or unwelcome such as in a situation where the speaker is harassed by a stranger. This can be seen in Token 2 and 3 as well as Token 5 and 6.

However, none of the BAR students of both levels chose to use this opt out strategy for any of the Tokens presented in the DCT. Therefore, one can conclude that students from the LAW of both levels are considerably more dominant and confident compared to the students from the BAR program. The dominance and the confidence may be derived from the fact that they are from a program, which demands such attributes. Furthermore, the Law profession is vested with these attributes that signify the idea of trust and confidence.

Consequently, one can ascertain that none of the students from the BAR programs selected this strategy simply because they felt obligated to respond to the situation regardless of whether they understood the conditions or otherwise. This perception may stem from the profession that they have chosen which shaped them to be responsive and helpful to people around them. However, their response may be of a rather direct reproach or hints as can be observed in Table 4.5.

As for the more direct strategy, the higher level of respondents from the LAW program tend to be more comfortable in using this strategy compared to the other group (L4 BAR). The same reason, as discussed earlier, may be applicable in these situations as well. In contrast, the L4 BAR students were more at ease with the use of the conventionally indirect strategy in most of the situations presented in the DCT compared to the L4 LAW and the remaining lower levels of respondents.

As a conclusion, choices of use in request strategies may not only be influenced by the control over the pragmatic use in speech acts but also the individual variability (gender, sex and level of education) of the respondents which has been verified in this study (see Chapter 1, Section 1.1).