Doctoral Dissertation

A Study of Refusal Expressions
in Asian Languages:

A Comparison of Occurrences
in Semantic Formulas and Levels of Closeness

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Candy

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ABSTRACT

Keywords: refusal expression, semantic formula, occurrence order, Asian language, levels of closeness, head-initial language, head-final language

This study investigated refusal expressions in six Asian languages—Japanese, Indonesian, Korean, Vietnamese, Filipino, and Chinese—as an expansion and development of the work by Candy (2015). The purpose of this study was to examine whether there is a relationship between language category (head-initial/final language) and the occurrence of semantic formula function groups (SFFGs) in refusal expressions. For this purpose, a survey called Discourse Completion Test (DCT) was conducted with native speakers of the six languages between 2014 and 2016. The test was set with four levels of closeness—stranger, acquaintance, friend, and best friend—and consisted of two sections—writing and ordering options. The respondents were asked to refuse a request of volunteer work for a charity event.

The refusal expressions were analyzed by their semantic formula. A semantic formula is an analyzing unit for speech acts, such as a refusal or apology, that allows us to compare these expressions among languages. In a previous study, Whorf (1956) stated that linguistic categories influence human thought and behavior. Yamanashi (1986) also mentioned that there is a close relationship between grammar and pragmatics in order to define a discourse accomplishment. Furthermore, Sakuma, Kato, and Machida (2004) confirmed that discourse has structure, similar to a sentence. Considering this, language structure is assumed to have a relationship with the construction of an expression or discourse.

In the author's previous studies, Candy (2015, 2017a) focus on the comparison between INS and JNS refusal expressions, clarifying the typical pattern of SFFGs used in the refusal data and the difference in the usage of direct refusals between levels of closeness. Further, Candy (2016, 2017a) confirm a functional factor that is more prone to the pragmatic view, the "effective sentence," and suggest the relationships

between language category and the occurrence of SFFGs in refusal expressions, which have lead to the present study.

The result of analyses on refusal expressions of the six languages showed that head-initial languages have a strong tendency to use "Refusal" before another semantic formula, and head-final languages have a tendency to use "Refusal" after other SFFGs. Meanwhile, results of the chi-squared tests on the levels of closeness of each language showed that respondents change their ways of refusals depending on their closeness to the requester. Data on all the languages showed a tendency to use the refusal-first type toward strangers.

This study also proposed a factor-based model of refusal expression types that consists of two factors, grammatical and functional, that affect one's way of refusing. If more than one refusal type exists, which is grammatically possible in a language, functional factors such as the levels of closeness determine which type is commonly used in a society based on their social values and cultural views.

In conclusion, this study clarified the relationship between language category and the occurrence of SFFGs in refusal expressions. Further, the study examined the effect of levels of closeness on the refusal type in each language. The results might support the Whorf hypothesis, although this needs to be proved further, for example, in European languages and other settings such as an apology.

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Chapter 1   INTRODUCTION

1.1 Research Background

This subsection briefly explains the author's previous studies (Candy 2015 and 2017a), which are laid out as the background of this study. For more detailed explanations about the objectives, the results and the target of the expansion which led to this study, refer to 1.2.7 Author's Previous Studies.

Candy (2015) dealt with the refusal expressions of Japanese native speakers (JNS) and Indonesian native speakers (INS), observing direct refusals and levels of closeness. In the earlier study, a survey was conducted with 87 JNS and 100 INS between March and August 2014. The survey contained four levels of closeness—stranger, acquaintance, friend, and best friend—and two levels of request burdens—one- and three-day volunteer work for a charity event.[1] Some examples of the questions are shown in (1) and (2) below:

(1)
A <u>stranger</u> is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨
Not hurt at all   Extremely hurt

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[1] See Appendix 2: Questionnaire about Refusal Expression (Candy 2015).

1

(2)

Picture your <u>best friend</u>.

This friend is asking for your help to participate as a <u>three-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> your friend's request? Please write down your response/answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Not hurt at all   Extremely hurt

The refusal expressions were analyzed with their semantic formulas (SFs). An SF is an analyzing unit for speech acts, such as refusal or apology, that allows us to compare these expressions among languages. For example, refusal expressions have elements such as "reason," "apology," "suggestion," and "refusal." For more details, refer to section 2.1 Semantic Formula and appendix 1 Semantic Formulas in Refusal Expression. In brief, there are two strategies, direct and indirect, used in refusal expressions that consist of 21 types of SFs. The data in Candy (2015) were originally analyzed using these 21 types of SFs. To maintain brevity in the analysis, as can be seen in Candy (2017a), the data were re-analyzed using SF function groups (SFFGs), a group that consists of five categories based on SF function (A=Apology, B=Justification, C=Refusal, D=Maintaining Relationships, and E=Buying Time; see Table 8).

One of the results in Candy (2017a) which can be considered as one of the main backgrounds of this study can be seen in Table 1 and Table 2. Table 1 displays the occurrence of SFFGs in JNS and INS refusal expression data. Each cell shows which SFFGs are used most often in a particular part (place) in a sentence and setting (levels of closeness and levels of request burden). Explanation regarding the "part" is as follows. An example such as "Sorry, I cannot help because I have plans on that day" has "Apology" (A) in the first part, "Refusal" (C) in the second part, and "Justification" (B) in the third part of the sentence (refer to 2.1 Semantic Formula for examples of analyses with SFFGs). SFFGs which appeared in each part (first, second or third) were counted, and the most frequently used ones are shown in Table 1 with percentages based on the number of respondents. SFFGs that appeared after the third part of a sentence were excluded from the Table 1, with consideration from the average length of how many SFFGs occurred in one set of refusal expression data (JNS 3.55 SFFGs, INS 3.2 SFFGs, refer to 1.2.7 Author's Previous Studies for details). Table 1 showed the tendency of JNS to use the order of "Apology," "Justification" (reason) and "Refusal," as well as that of INS to use the order of "Apology," "Refusal," and "Justification" (reason) as the common or typical SFFG pattern in each set of language data. Similar patterns can be noticed from JNS and INS in Table 2, which shows the three most used patterns of SFFGs in a particular setting.

Table 1: Occurrences of the SFFG in JNS and INS Refusal Expression Data (Candy 2017a)

Setting	JNS (87 respondents)			INS (100 respondents)		
	1st Part (%)	2nd Part (%)	3rd Part (%)	1st Part (%)	2nd Part (%)	3rd Part (%)
Stranger – 1-day work	A (56.32)	B (50.57)	C (36.78)	A (86)	C (43)	B (24)
Acquaintance – 1-day work	A (63.22)	B (59.77)	C (40.23)	A (72)	C (46)	B (23)
Friend – 1-day work	A (60.92)	B (60.92)	C (37.93)	A (68)	C (43)	B (35)
Best Friend – 1-day work	A (54.02)	B (52.87)	C (37.93)	A (59)	C (40)	B (38)
Stranger – 3-day work	A (52.87)	B (56.32)	C (39.08)	A (87)	C (44)	B (29)
Acquaintance – 3-day work	A (57.47)	B (55.17)	C (44.83)	A (76)	C (52)	B (39)
Friend – 3-day work	A (51.72)	B (47.13)	C (36.78)	A (74)	C (47)	B (30)
Best Friend – 3-day work	A (52.87)	B (49.43)	C (39.08)	A (65)	C (49)	B (34)

Table 2 displays the occurrence pattern of SFFGs in each setting. Each cell shows SFFG patterns following the corresponding ranks of frequency in particular settings. Refusal expressions can be regarded as an amalgamation of many factors maintaining everyday human communication in every language. "Refusal" can be assumed to function as the strongest confrontation strategy in human communication, along with other milder communicative strategies such as "Apology," "Justification," "Maintaining Relationships," and "Buying Time" to make them realized as such. This is the main reason why the present study will exclusively confine itself to the analyses of "Refusal" in refusal expressions. In this study, therefore, "Refusal" (C) is considered as the main SFFG and the other groups ("Apology" (A), "Justification" (B), "Maintaining Relationships" (D), and Buying Time (E)) are the dependents or supporting explanations in refusal expressions. In the Table 2, one pattern might consists of one to five SFFGs. A comma (,) between the SFFG patterns, for example, "'AC, AB' in INS 1st rank with stranger –

1-day work setting," means that the given patterns (in this case the "AC" and "AB" patterns) have the same frequency of usage (expressed as a percentage based on the number of respondents). As an example, for JNS in the case of stranger – 1-day work setting, the ABC pattern is most frequently used, the AB pattern is the second most frequently used, and the AC pattern is the third most frequently used pattern.

As seen in the Table 2, in JNS data, "Refusal" (C) mostly occurs after "Justification" (B); meanwhile, in INS data, "Refusal" (C) mostly precedes "Justification" (B) or "Maintaining Relationships" (D). Table 1 and Table 2 show the tendency of JNS to use "Apology," "Justification" (reason) and "Refusal," as well as that of INS to use "Apology," "Refusal," and "Justification" (reason) as the common or typical SFFG pattern in each set of language data. In other words, JNS tend to give explanations first and state refusals afterwards, while INS tend to state refusals first and give explanations afterwards. This obvious pattern in refusal expressions might be affected by an inflexible or predictable factor such as grammatical structure in a language.

Thus, this study is intended to examine whether the clear pattern of SFFGs in refusal expressions has any relationships with the grammatical structure of a language (refer to 1.3 Purpose and Significance of the Study). As seen in JNS and INS cases here, Japanese is known as a head-final language, a language where the head or main part of a sentence, clause, or phrase appears after the dependent. In typical refusal expressions of JNS, "Refusal" (C) which is considered as the main SFFG in their expressions, occurs after other SFFGs which stand as the dependent of the expressions in this study. Meanwhile, Indonesian is

known as a head-initial language, a language in which the head or the main part of a sentence, clause, or phrase appears before the dependent. INS tend to state the "Refusal" (C) before other SFFGs in their refusal expressions. A more detailed concept of the "head" in a language will be explained in 1.2.2 Speech Act Performance and Syntactic Phenomenon and 1.2.3 Tsunoda's (2009) Classification.

Table 2: Occurrence Pattern of SFFG (Candy 2017a)

Setting *(Number of Patterns)*	*Rank of the SFFG Patterns of JNS and INS (%)*					
	JNS 1st	*JNS 2nd*	*JNS 3rd*	*INS 1st*	*INS 2nd*	*INS 3rd*
Stranger – 1-day work *(JNS 37, INS 36)*	ABC (21.84)	AB (8.05)	AC (6.9)	AC, AB (19)	ACB (9)	A, ACD, ACBD (4)
Acquaintance – 1-day work *(JNS 43, INS 48)*	ABC (17.24)	ABCD (10.34)	AB (6.9)	AC (14)	AB (12)	ACD, ACB (9)
Friend – 1-day work *(JNS 40, INS 48)*	ABC (13.79)	ABCD (10.34)	AB (9.2)	ACB, AC (10)	AB (8)	ACBD, ACD (6)
Best Friend – 1-day work *(JNS 52, INS 65)*	ABC (13.79)	AB (5.75)	ABC, DBCA, BA, ABCDD (4.6)	AB (9)	AC (7)	ACD, ACB (6)
Stranger – 3-day work *(JNS 44, INS 39)*	ABC (18.39)	ABCA, AB (5.75)	ABCD, C, BC, BCA (4.6)	AC (22)	AB (15)	ACB (9)
Acquaintance – 3-day work *(JNS 50, INS 46)*	ABC (13.79)	ABCD (8.05)	BCA, AC, DBCA, ABCA (4.6)	ACB (13)	ACD (11)	AB, AC (9)
Friend – 3-day work *(JNS 49, INS 50)*	ABC (10.34)	ABCD, AC (6.90)	BCA, ABD, ABCA (4.6)	ACD (12)	ACB (10)	AB (7)
Best Friend – 3-day work *(JNS 51, INS 57)*	ABC (9.20)	ABCD (8.05)	AC (6.9)	ACD (11)	ACB (9)	AB (7)

1.2 Previous Studies

This section will discuss seven major topics or studies that support the present study, including the author's previous studies. First, the relationship between language and human thought or behavior is explained further in section 1.2.1 Sapir–Whorf Hypothesis. It is theorized that language category, such as

grammatical system, affects one's way of thinking or perceptions. If this assumption also works in the production of expressions, it means that language category might determine one's way of refusing as well.

Second, 1.2.2 Speech Act Performance and Syntactic Phenomenon discusses the relationship between discourse construction and grammatical structure. It is believed that discourse also has structure. The position of the "head" in a sentence, clause, or phrase determines the category of language that affects the speaker's way of thinking in constructing an expression. Note that the term "head" used in this study is different from traditional linguistic terminology. The "head" in this study refers to the main part of a sentence (in a simple sentence), clause (in a complex sentence), or a phrase (Tsunoda 2009).

Third, in 1.2.3 Tsunoda's Classification, categories of six major Asian languages such as Japanese, Indonesian, Korean, Vietnamese, Filipino, and Chinese are clarified based on the similarity of their clause behavior with Japanese as a definite head-final language. The category determines the language data to which they belong.

Fourth, 1.2.4 Politeness Theory discusses the theory of politeness, face-threatening acts (FTAs), and the importance of refusal studies. The act of refusal threatens the addressee's face, and thus, face-saving strategies are required for stating refusals.

Fifth, a parameter that is considered important in this study, closeness, is discussed in 1.2.5 Levels of Closeness. This subsection explains the definition of closeness and the development stages of relationship.

Sixth, 1.2.6 Studies of Refusal Expressions describes previous studies on refusal expressions in specific

languages. The studies cover comparisons of refusal expressions between Indonesians and Japanese as well as between Japanese, and Korean, Vietnamese, and English, with a description of the characteristics of Chinese refusal expressions included.

Finally, 1.2.7 Author's Previous Studies explains the development of refusal studies which was done by the author in the past years, the objectives and results of these studies, and the target of the expansion which led to this study. Some of the explanation has been already introduced in 1.1 Research Background, while in this subsection, more details are explained.

1.2.1 Sapir–Whorf Hypothesis

Whorf (1956) explored the relationship between language and human thought or behavior. Benjamin Whorf, through the influence of his mentor, Edward Sapir, formulated a coherent treatise on the effects of linguistic differences on human thought. Furthermore, the term is often shortened as the "Whorf Hypothesis" (Everett 2013) or "linguistic relativity," as Sapir was the first to use the term "relativity" for linguistic purposes (Sapir 1949; Everett 2013). Since then, this has been a topic of debate for many linguists (Penn 1972; Brown and Levinson 2009; Deutscher 2011; Everett 2013).

It is generally thought that there are two assumptions, strong and weak, in the Sapir–Whorf hypothesis. The strong assumption maintains that language determines thought; that is, one's thoughts are completely governed by one's native language. The weak assumption suggests that linguistic categories influence

human thought and behavior. In this assumption, Whorf suggests that the perception of some very fundamental concepts, such as space and time, may be influenced by language (Brown and Levinson 2009; Everett 2013). Linguists accept this weak assumption more commonly than the strong assumption, since the former can be shown to be true to some extent (Penn 1972).

One example from the spatial concept is that if a language provides no output for right/left thoughts, the speaker will have to remember spatial arrays, for example, in east/west terms, which do permit linguistic expressions. Brown and Levinson (2009) called this "bottle-neck Whorfianism." An existing concept in a language spoken by a speaker allows the speaker to both think of and express that concept. Thus, at times, a bilingual or multilingual speaker finds it difficult to express a concept that exists in one language but not in another language.

Boroditsky (2011) describes the concept of time with two supporting studies from Miles, Nind, and Macrae (2010), as well as Núñez and Sweetser (2006). English speakers consider the future to be "ahead" and the past "behind." Miles, Nind, and Macrae (2010) discovered that English speakers unconsciously sway their bodies forward when thinking about the future and back when thinking about the past. However, in Aymara, a language spoken in the Andes, the past is said to be in the front and the future behind. Núñez and Sweetser (2006) found that Aymara speakers gesture to their front when talking about the past and behind when discussing the future. These examples show that language categories have influence over human behavior.

As an expansion of further studies along with this approach, the cross-cultural interrelationship between language and culture might be included, which was comprehensively dealt with by Hayakawa and Hayakawa (1990) and others, for example. This study, however, restricts its scope of study to the analyses of the relationships between recognition as categorization and language as a manifestation of recognition, where the Sapir-Whorf Hypothesis is assumed to be the starting point of discussion in this field.

1.2.2 Speech Act Performance and the Syntactic Phenomenon

Yamanashi (1986) mentioned that there is a close relationship between grammar and pragmatics in order to define a discourse accomplishment. He emphasized that to understand the relationship between grammatical structure and practical knowledge of language use, it is important to clarify the performance of the speech act in an appropriate context. Sakuma, Kato, and Machida (2004) confirmed that discourse, which comprises connected sentences that have coherence in content or meaning, also has structure. Considering this, language structure is thought to have a relationship with the construction of expressions or discourse.

In considering the classification of languages according to language structure, the key concept of the "head," which is the main part of a sentence, clause, or phrase (Tsunoda 2009), should be taken into consideration, and the position of the "head" must also be considered. Tanaka (2013) stated that English is a "head-initial" language; that is, in English, the head is generally positioned before the dependent. Japanese, on the other hand, is a "head-final" language, in which the head is positioned after the dependent (Tanaka

2013; Tsunoda 2009). Meanwhile, in constructing a paragraph or text, the inductive style ("head-heavy"),

in which the main idea is located in the first part, is preferred in English, whereas the deductive style, in

which the main idea is located in the last part, is preferred in Japanese (Hinds 1983; Connor 1996;

Yamanaka 1998). Thus, it can be considered that the position of the "head" affects one's way of thinking.

Figure 1 below shows the position of the head in an example phrase (marked by a circle).
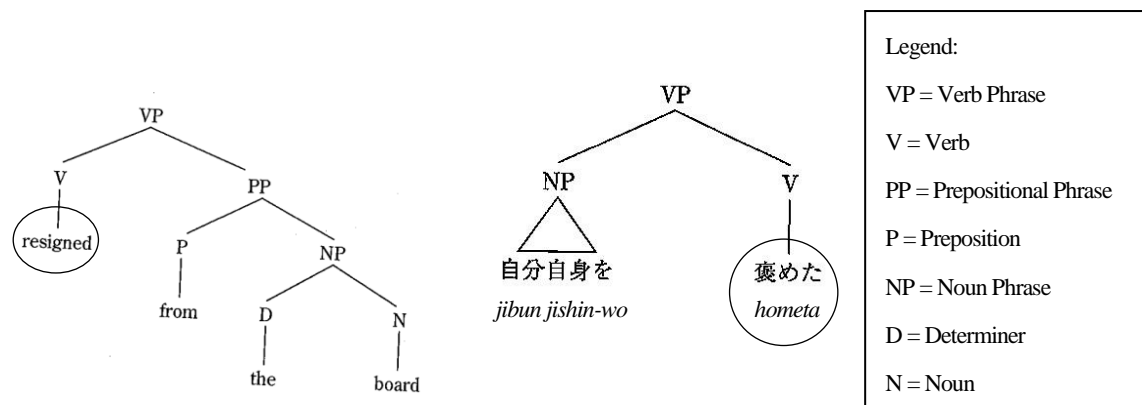
Figure 1: Position of the Head (left: English, right: Japanese)

Source: Tanaka (2013)

1.2.3 Tsunoda's (2009) Classification

Tsunoda (2009) classified language category based on the position of the "head" in a sentence, clause

or phrase. He compared the position of the "head" in each language with that in Japanese, which is known

as a definite head-final language, wherein the "head" is mostly positioned at the end of a sentence, clause, or

phrase. In Table 3 below, the positive sign (+) indicates similarities of the languages compared with Japanese.

Based on the classification, the "head" of a sentence, clause, or phrase in Korean behaves similarly to

that in Japanese, which can be seen from the positive signs in all items of the classification and identical descriptions in the other fields with the exception of item number 17 (Negation Mark). The dependent in these two languages mostly precedes the "head." Meanwhile, the "head" in Indonesian behaves differently from that in Japanese, which can be seen from the negative signs in all items except item number 5 (Numeral and Noun) as well as from different descriptions in the other fields except items numbers 14 and 16. The dependent in Indonesian mostly follows the "head." Filipino (Tagalog) is similar to Indonesian. The "head" behaves differently from that in Japanese, which can be seen from the existence of negative signs in all items except for in numbers 5 and 12 and different descriptions in the other fields except items number 14 and 16.

On the other hand, although Chinese has positive marks on most of the items, one significant item, number 1 (S, O, and V) is negative. Some of the descriptions in the other fields are also different from those in Japanese such as items number 9, 11, 17, and 19, although there are some items that are the same such as numbers 13, 14, 15, and 16. Thus, it is unclear which category Chinese falls under. The same is true for Vietnamese; although it has negative marks on all the items, some of the descriptions in some fields are the same as those in Japanese such as items number 13, 14, 15, and 16. Thus, Vietnamese cannot be easily categorized.

For further detailed analyses, in addition to Japanese and Indonesian data from Candy (2015), data on the refusal expressions for Korean, Chinese, Vietnamese, and Filipino (Tagalog) were added in this study. It is significant to note that Japanese and Korean represent head-final languages, while Indonesian and Filipino

(Tagalog) represent head-initial languages, and Chinese and Vietnamese are categorized as in an ambiguous group (see Table 4).

There may arise some questions concerning the languages which were chosen as the target of this study. As written in the title, "Asian Languages" can be seen as a vast frame for these six languages. In addition to the consideration of the possibility for data extraction (distribution of the questionnaire), the languages which were chosen are representatives of each language category. The number of languages for each category were also made even. Further, these languages, which belong to different language families, may be safely presented here as Asian languages in a larger frame. The use of "Asian Languages" in this study merely shows the language group where these languages are categorized. Thus, this study could not cover all characteristics of general Asian languages, but include many (but not all) aspects of them even if it might be confined to these six languages.

Table 3: Tsunoda's Classification (2009)

No	Item	Japanese	Korean	Chinese	Indonesian	Tagalog	Vietnamese
1	S, O, and V	+	+	-	SVO	VSO, VOS	SVO
2	Noun and Side Position	+	+	+	-	-	-
3	Possessive Case and Noun	+	+	+	-	-, +	-
4	Demonstrative Pronoun and Noun	+	+	+	-	+, -, insert noun	-
5	Numeral and Noun	+	+	+	+	+	+, -
6	Adjective and Noun	+	+	+	-	+, -	-
7	Relational Clause and Noun	+	+	+	-	-, +	-
8	Proper Noun and Ordinary Noun	+	+	+	-	-	-
9	Comparative Expression	+	+	others	-	-	-
10	Main Verb and Auxiliary Verb	+	+	-, +	-	unclear	-, +
11	Adverb and Verb	before V	before V	various	various	various	various (?)
12	Adverb and Adjective	+	+	+	-, +	+	+, -
13	Question Mark	end of sentence	end of sentence	end of sentence	beginning of sentence, second	second (?)	end of sentence
14	S, V, and Inversion in General Interrogative Sentence	None	none	none	none	none	none
15	Interrogative	declarative sentence type	declarative sentence type	declarative sentence type	declarative sentence type, beginning of sentence	beginning of sentence	declarative sentence type
16	S, V, and Inversion in Particular Interrogative Sentence	None	none	none	none	none	none
17	Negation Mark	end of verb	before V or auxiliary V: negative auxiliary verb	between S and V	before V	beginning of sentence	before V
18	Conditional Clause and Main Clause	+	+	+	+, -	+, -	+, -
19	Final Clause and Main Clause	+	+	unclear	-	+, -	+, -

Table 4: Language Category

Head-initial Language	Head-final Language	Ambiguous Group
Indonesian	Japanese	Chinese
Filipino (Tagalog)	Korean	Vietnamese

1.2.4 Politeness Theory

Politeness is an expression of the speaker's intention to mitigate face threats carried by certain FTAs toward the listener (Mills 2003). The face-saving view by Brown and Levinson (1987) is still one of the most influential works of politeness. "Face" (as in "lose face") refers to a speaker's sense of social identity—a public self-image that every member of society tries to protect or claim. Brown and Levinson (1987) defined negative and positive faces. A negative face designates rights to basic claims of territories, freedom of action, and freedom from imposition. A positive face designates the consistent self-image and desire to be appreciated and approved by another member of society.

Any speech act that imposes on one's face is defined as a face-threatening act or FTA (Brown and Levinson 1987). When the need to produce an utterance that threatens the addressee's face is in conflict with the desire not to impose on one's face, it leads to a polite utterance, mitigating the force of the FTA (Locher 2004). Yoshii (2009) mentioned that the act of refusal threatens the addressee's face; thus, it is important to express the refusal in a proper way. Ito (2009) and Yang (2008) similarly stated that by giving a refusal, a speaker might cause the addressee to lose his/her face, and thus other strategies are needed for accompanying

the direct refusal or stating the refusal. Strategies that are used in a society vary depending on their

politeness view. Hence, the study of refusal expressions in various languages as the subject contributes to

providing knowledge of the refusal strategies in a society which is advantageous for maintaining social

relationships. The politeness theory given here is merely to explain the importance of having knowledge of

refusal strategies. There might be other studies carried out which would examine how much politeness

impacts refusal strategies. However, this study focuses on the relationships between language category and

the occurrence of the SFFGs in refusal expressions. Thus, there is no further discussion regarding

politeness from the results of this study.

1.2.5 Levels of Closeness

Daibo and Okuda (1996) explained "closeness" as a relationship process through which we deeply

understand the other person's subjective side. They also identified four development stages of friendship

building: not knowing each other (stranger); shallow relationship and mere exchange of greetings

(acquaintance); friendship with someone with similar interests as yours and with whom you carry out

reciprocal contact (friend); and relationship with someone with whom you have a special, non-romantic

relationship that is different from other friendships (best friend).

In addition, Knapp (1978) described a relationship model for the escalation phase in five stages:

initiating, experimenting, intensifying, integrating, and bonding. The levels of closeness applied in this study

are based on Knapp (1978) and Daibo and Okuda (1996), but the bonding stage is excluded and instead the

study focuses on more neutral, non-romantic relationships.

1.2.6 Studies of Refusal Expressions

Several previous studies have examined refusal expressions. Fujiwara (2004) compared refusal

expressions between Indonesians and Japanese and found that both have similarities: they use an apology

to begin their refusal and add an explanation of the reasons; however, some differences also exist, such as

directness of the refusal (Indonesians use more direct refusals than Japanese) and details of the reason

(Indonesians provide more details regarding their reasons). Yoshida (2010) also confirmed that

Indonesians use direct refusals to show their intention, while Japanese merely use reasons. Yoshida (2010)

found that Japanese requesters generally accept the refusal with only reasons, while Indonesian requesters

will likely repeat their request.

Yoshii (2009) compared Japanese and American refusal expressions by focusing on the levels of

closeness. Yoshii (2009) concluded that both use more SFs when the requester has a closer relationship

with the speaker. Japanese use reasons and Americans use conclusions (direct refusal) most frequently for

refusing. Regarding the content of the reason, Japanese use an unclear reason or a lie when dealing with

not-close requesters.

Kwon (2005) investigated Korean and American refusal expressions. Similar to the Japanese in Yoshii

(2009), Korean speakers use direct refusals much less frequently than English speakers; they typically use reasons and frequently apologize before refusing. Meanwhile, English speakers often state positive opinions and express gratitude for the proposed action.

Nguyen (2010) compared the refusal expressions of Vietnamese with those of Americans. When refusing an invitation, both tend to be more indirect regardless of whether the inviter has higher, lower, or equal status. Americans make more expressions of regret and provide more reasons to refuse invitations. Meanwhile, Vietnamese make profuse statements of gratitude and sympathy, address the inviter with terms such as "dear," and tend to offer alternatives or promises of acceptance in the future.

Several previous studies have examined Chinese refusal expressions (Yang 2008; Chen, Ye, and Zhang 1995; Kasper and Zhang 1995). These studies focused on the Chinese "ritual refusal." Kasper and Zhang (1995) mentioned that it is almost obligatory for the Chinese to refuse several times before accepting an offer or invitation. Ritual refusal is a polite refusal strategy to indicate the refuser's consideration toward the interlocutor (Chen, Ye, and Zhang 1995), which shows modesty and avoids indications of personal greed (Yang 2008). Thus, a long negotiation process is generally involved in real refusals of offers or invitations. Yang (2008) observed that when refusing an invitation, the Chinese use reasons as the main refusal strategy and add various adjuncts such as gratitude or regret.

Refusal studies of the Filipino/Tagalog were not found in English or Japanese research, although they may be found in Tagalog research. The review of the previous studies shows that refusal studies typically

compare two languages or merely focus on the characteristics of one language. Candy (2016) found that preliminary results of 32 Korean and 43 Vietnamese data support the hypothesis that language structure is considered to affect one's way of thinking in constructing the refusal expression. This study was followed by Candy (2017b) that confirmed the relationship between the language category and the occurrence order of SFFGs. Thus, the present study can be characterized as significant for finding the relationship between language category and typical patterns of refusal expressions. It can make an important contribution to the literature as it might induce other studies to investigate unexplored topics such as Filipino/Tagalog refusal expressions.

1.2.7 Author's Previous Studies

As explained briefly in 1.1 Research Background, there are some previous studies of refusal expressions which were conducted previously by the author. Details of the objectives, the results and the development of these studies will be explained further in this subsection. The studies include Candy (2015, 2016, 2017a, 2017b).

Candy (2015) focuses on the comparison between INS and JNS refusal expressions, the difference in the usage of direct refusals between levels of closeness, the length of how many SFs were used on average and measures the effect of levels of request burden and how strongly the respondents think that they hurt the other party with their refusals.

Candy (2016) is a preliminary study of the present study. It shows the results of 32 KNS and 43 VNS, in addition to 87 JNS and 100 INS, which were analyzed previously in Candy (2015). A functional factor such as an "effective sentence," which is more prone to the pragmatic view, is introduced to be considered here, as opposed to the grammatical view.

Candy (2017a) is a re-analysis of Candy (2015), in which the data of 87 JNS and 100 INS is re-calculated with SFFGs instead of SFs. Re-grouping the SFs based on their function (SFFGs) helped the analysis produce clearer results of what kind of pattern of SFFGs is used in the refusal data. This study also focuses on the usage of direct refusals in JNS and INS, and examines what SFFGs occurred in the last part of the refusal data.

Candy (2017b) is an expanded study of Candy (2016), which has also led to the present study. In the analysis, KNS and VNS data were added to be 55 KNS and 72 VNS, and 69 Filipino native speakers (FNS) and 83 Chinese native speakers (CNS) were additionally included. It shows the relationships between language category and the occurrence of SFFGs in refusal expressions, examining the refusal types from the levels of closeness in each language.

1.2.7.1 Candy (2015, 2017a)

Two studies of Candy (2015, 2017a) focus on the JNS and INS refusal expressions; thus, these two studies will be explained further in this subsection. For Candy (2015), the explanations here do not cover

the entire work, but the major findings which lead to Candy (2017) will be described here. Basically, Candy (2015) found the typical patterns of SFs in JNS and INS refusal expressions. In the study, the JNS data show the order of "apology," "reason," and "refusal," and the INS data show the order of "apology," "refusal" and "reason/showing intentions" as the common SFs patterns in each set of language data. In JNS data, the direct strategy of SFs in refusal expressions, "Refusal" (B), occurs after "Reason" (C1, C2); meanwhile, in the INS data, "Refusal" (B) occurs before "Reason" (C1, C2) or "Show of Postponed Intentions" (R). The similarity in the SFs patterns of JNS and INS is that "Apology" (E) occurs first in both their refusal expressions in all settings (refer to Appendix 1 Semantic Formulas in Refusal Expression).

Table 5: Occurrence Pattern of SFs (Candy 2015)

Setting	JNS 1st Pattern	(%)	INS 1st Pattern	(%)	JNS 2nd Pattern	(%)	INS 2nd Pattern	(%)
Stranger – 1-day work	EC2B	13.79	EB	19	EC2A	6.90	EC2	17
Acquaintance – 1-day work	EC2B	11.49	EB	14	EC2	5.75	EBR	7
Friend – 1-day work	EC2B	10.34	EB	10	EC2	9.20	EC1, EBC2, EBR	5
Best Friend – 1-day work	EC2B	6.90	EB, EC2	7	EC2	4.60	EBR	5
Stranger – 3-day work	EC2B	11.49	EB	22	EC2, EC2A, C2BE	4.60	EC2	10
Acquaintance – 3-day work	EC2B	9.20	EBR	10	EC2BE	4.60	EB	9
Friend – 3-day work	EC2B	5.48	EBR	9	EB, EC2BE, EA, EC2A	4.11	EB, EC2	6
Best Friend – 3-day work	EA	4.60	EBR	6	EC2, EC2B, EC1B	3.45	EBC1	5

As briefly explained in 1.1 Research Background, the average length of how many SFFGs in one refusal

expression data occur is around three SFFGs in one expression. The overall average length for JNS is 3.55

SFFGs, and in the case of INS, the average length is 3.2 SFFGs. Details for each request burden and levels

of closeness are shown in Figure 2. From the error bars of the standard error of the mean, significance

between JNS and INS can be seen in all levels of closeness except best friend in 1-day work data. JNS use

more numbers of SFs than INS in stating their refusals regardless of the closeness to the requester.
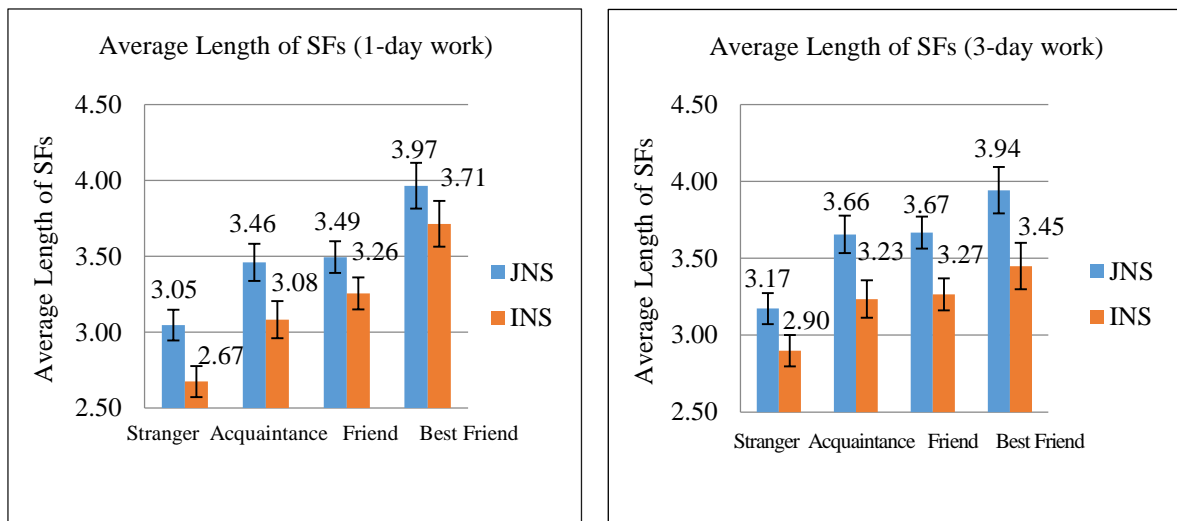
Figure 2: Average Length of SFs (left: one-day work, right: three-day work)

Other results that can be highlighted here are the usage of direct refusals. Direct refusals refer to the

direct strategies by SFs for refusal expressions, which are "Performative Statement" (A) and "Non-

performative Statement (B). Figure 3 shows the ratio of how many respondents use direct refusals in their

expressions. From the error bars, significance found between JNS and INS in the case of strangers can be

obtained regardless of the levels of request burden. JNS use more direct refusals than INS toward strangers.

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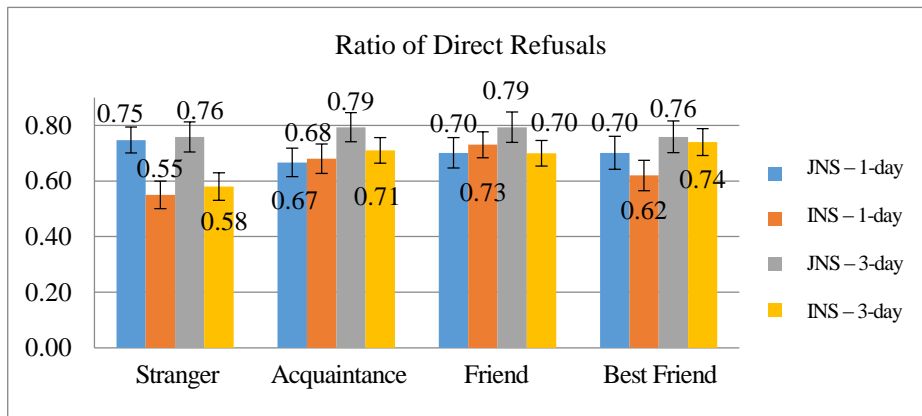
Figure 3: Ratio of Direct Refusals (Candy 2015)

Some of the results in Candy (2017a) were explained in 1.1 Research Background. The results

confirm the findings in Candy (2015) that JNS follows the order of "Apology," "Justification," "Refusal"

as typical patterns of their refusal expressions, and INS follows the order of "Apology," "Refusal,"

"Justification" as their typical patterns. This study also shows that JNS use direct refusals more frequently

than INS toward strangers. On the other hand, INS use more direct refusals once they become acquainted

with the requester. Details of the analysis are explained below.

A chi-squared test was conducted to examine if there was any significant difference in the usage of

"Refusal" (C) between JNS and INS (respondents with "Refusal" or not) in a particular level of closeness.

Table 6 displays the p-value of the chi-squared tests and the number of respondents with "Refusal" in each

language data. The result, as shown in Table 6, displays significance in the case of conversations with strangers.

From the numbers of the data, it can be seen that JNS use "Refusal" more commonly than INS do toward

strangers. This result complements those obtained by previous studies conducted by Fujiwara (2004) and

Yoshida (2010), both of which showed that JNS have a tendency to avoid using refusals toward superiors,

peers, inferiors (Fujiwara 2004), and also friends (Yoshida 2010).

Table 6: Results of Chi-squared Test of JNS and INS "Refusal" Usage
(Candy 2017a with some modification)

	Stranger – 1-day work	Acquaintance – 1-day work	Friend – 1-day work	Best Friend – 1-day work	Stranger – 3-day work	Acquaintance – 3-day work	Friend – 3-day work	Best Friend – 3-day work
p value	0.005	0.811	0.533	0.279	0.039	0.454	0.473	0.911
JNS (n=87)	65	58	59	58	63	66	65	62
INS (n=100)	55	65	72	59	58	71	70	72

1.2.7.2 Candy (2016, 2017b)

Candy (2016) is a preliminary study in investigating the relationship between the occurring order of SFFGs and language category. Other than 87 JNS and 100 INS, 32 KNS and 43 VNS data were added in this study. For KNS and VNS, the data presented in the study are only of one-day work data with 4 levels of closeness. The analyses are focused on the BC Type and CB Type of refusals. BC Type is a type of "Justification" (B) followed by "Refusal" (C). Meanwhile, CB Type is a type of "Refusal" (C) followed by "Justification" (B).

Table 7 shows the percentage of "Justification" (B) and "Refusal" (C) usage. The total number of the refusal expressions data column displays the total number of respondents multiplied by the levels of closeness, and in the cases of JNS and INS, the levels of closeness were added by levels of request burden. The "B and C Usage" column shows what percentage can be obtained from total refusal expressions data using both SFFGs. The "BC Type Usage" and "CB Type Usage" columns display the percentages of each refusal type from the refusals data with both SFFGs (B and C Usage). It shows that KNS have a strong tendency to use BC Type similar to JNS, while VNS also seems have a tendency to use BC Type although it is not strong as KNS.

The study clarified that based on the data of Vietnamese native speakers, VNS actually use both BC and CB Type in the same way without any changes in the meaning or context. Meanwhile, in Indonesian, there is a strong tendency to use CB Type, although both types present themselves as grammatically acceptable. In Indonesian, it is more natural to use "Refusal" first, followed by the reason or "Justification" (CB Type) in this case, since the main idea should be put in the first part of the sentence (Suyanto 2015). This is one condition of an "effective sentence," a sentence that expresses the idea of the speaker and is able to be understood correctly by the listener (Putrayasa 2010). The "effective sentence" gives views not merely from a grammatical standpoint, but also from a pragmatical perspective where the target is to overcome ambiguity through meaning and context. Functional factors were first introduced for consideration in this study.

Candy (2016) led to Candy (2017b) where the data of KNS and VNS were added to be 55 KNS and 72 VNS; and 69 FNS and 83 CNS data were furthermore included in this study. Most of the results will be explained in Chapter 3 Analyses and Results. The difference is that in the language category, Candy (2017b) categorized Vietnamese as a head-initial language, while Chinese as a head-final language. After reinvestigating through Tsunoda's (2009) Classification, Vietnamese and Chinese were classified in the ambiguous group, which means that these two languages are not categorized as either a head-initial language or a head-final language (refer to 1.2.3 Tsunoda's (2009) Classification). Another development from Candy (2017b) to the present study is the introduction of a factor-based model of refusal expression types (refer to 4.3).

Table 7: "Justification" and "Refusal" Usage (Candy 2016)

	Total number of Refusal Expression Data (Respondents x (Levels of Closeness + Request Burden)	*B and C Usage (%)**	*BC Type Usage (%)***	*CB Type Usage (%)***
JNS	696 (87 x (4+4))	57.3	99.0	1
INS	800 (100 x (4+4))	32.4	20.8	79.2
KNS	128 (32 x (4+0))	26.6	91.2	8.8
VNS	172 (43 x (4+0))	14.5	64	36

*B and C Usage percentage represents the total data.

**BC and CB Type Usage percentage represents B and C Usage

1.3 Purpose and Significance of the Study

From the previous studies, it can be assumed that linguistic categories (in this case, the position of the head in a language) might affect human thought or behavior such as the way of refusing. It is predicted that a head-initial language, wherein the head is positioned in front of the dependent, will likely have the "Refusal" (C) before the other SFFG. Meanwhile, a head-final language, wherein the head is positioned after the dependent, will tend to have the refusal after another SFFG. Since this issue has not been clarified yet, it is significant to aim to resolve it in this study. In short, the purposes of this study are listed as follows:

(a) Clarifying the relationship between language categories and the SFFGs occurrence order of refusal expressions

Language categories include a head-initial language, a head-final language, and an ambiguous group as explained in 1.2.3 Tsunoda's (2009) Classification. A head-initial language is represented by Indonesian and Filipino (Tagalog), in which the head or main part of a sentence, clause, or phrase precedes the dependent. Meanwhile, a head-final language is represented by Japanese and Korean, in which the head or main part is positioned at the end of a sentence, clause, or phrase. An ambiguous group is represented by Vietnamese and Chinese, where the head of these languages is not simply determined by a position. These languages cannot be easily categorized and are thus grouped separately.

If there is a relationship between language category and the occurrence order of SFFGs in refusal expressions, it is predicted that refusal expressions in head-initial languages have "Refusal" (C) followed by the other SFFGs ("Refusal" is considered as the "head" or main part in refusal expressions, while the other SFFGs are considered as the dependents) as a typical refusal pattern. Meanwhile, the refusal expressions in head-final languages will have the "Refusal" (C) after other SFFGs as a typical pattern. Refusal patterns in an ambiguous group will be made unpredictable or unclear as the "Refusal" does not tend to occur in a particular position in the refusal expressions.

(b) Examining the effect of levels of closeness on refusal types in each language

Levels of closeness are considered as one important variable that affects one's way of stating their refusals. As explained in 1.2.7.1 Candy (2015, 2017a), these studies found that there is significance in the usage of "Refusals" (C) among levels of closeness, especially with strangers in JNS and INS refusal expression data. JNS use "Refusal" (C) more than INS toward strangers, and INS use more "Refusal" (C) if they become acquainted with the requester. Thus, this study takes levels of closeness into consideration and examines particular refusal patterns in each language data. Since the results might be different for each language, there is no prediction of what kind of refusal patterns will occur for certain levels of closeness.

Benjamins (2010) explained that refusal is a type of speech act in which the speaker cannot be engaged in the action proposed by the other party. Moreover, Yoshii (2009) stated that expressing refusal in an appropriate way is very important to maintain the relationship with the other party and avoid misunderstanding. As explained in 1.2.4 Politeness Theory, by giving a refusal, a speaker might cause the addressee to lose his/her face (Ito 2009, Yang 2008), and this gives the refusal a relatively high possibility of affecting one's relationships due to the inability to fulfill the other party's expectations (Benjamins 2010). Thus, the possibility of misunderstanding also becomes higher when dealing with people from different cultures. This matter leads to the necessity of using certain strategies for accompanying the direct refusal (Ito 2009, Yang 2008). Knowing the other party's way of refusing is very important for maintaining positive relationships with people with different backgrounds. Hence, the study of refusal expressions in various languages will provide us with necessary and sufficient knowledge of how the refusal strategies work in a particular society which seeks for a socially harmonious relationship with each member.

Chapter 2   RESEARCH METHOD

2.1 Semantic Formula (SF)

As explained in the research background, an SF is an analyzing unit for speech acts, such as refusal or

apology, that allows us to compare these expressions among languages. For example, refusal expressions

have elements such as "reason," "apology," and "refusal." The types of SFs used to analyze the refusal

expression data are referred to by Beebe, Takahashi, and Uliss-Weltz (1990) and Fujiwara (2004).[2] The

SFs can be classified based on strategy: direct and indirect. Direct SFs are explicitly stated refusals, and

consist of performative statements and non-performative statements. Indirect SFs are implicit refusals that

include reason, apology, gratitude, and so on. In total, there are 21 types of SFs. This study uses SFs as a

tool to analyze refusal expressions. Fujiwara (2004) explains two advantages of using SFs as an analyzing

tool: first, in comparing the format/style of language communication between cultures, using SFs as the

common standard enables us to conduct a quantitative analysis with an aim of generalization; second, SFs

ensure that the findings in the previous studies are comparable with the results of this study (Fujiwara,

2004).

To ensure brevity in the analysis, the types of SFs are grouped based on their functions (SF Function

Groups or SFFGs, see Table 8). In this study, these SFFGs are used to analyze the refusal expression data

from the respondents. The "Apology" was grouped in a separate group (A) and not under "Maintaining

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[2] See Appendix 1: Semantic Formulas in Refusal Expression.

Relationships" (D), considering a situation wherein we also apologize to strangers and use it as a way to show politeness (refer to 2.1.1 "Apology" (A) for a detailed explanation of the reason why this group is left out from the analysis of this study). Group B "Justification" accommodates reasons or explanations of why the speaker is not able to engage with the request. "Refusal" (C) includes direct statements that confirm one's inability to fulfill the request. "Maintaining Relationships" (D) functions to maintain a good relationship with the requester. "Buying Time" (E) is intended to avoid immediate refusals. "Buying Time/Avoiding Immediate Refusal" (E) was excluded from the options in Section 2 of the questionnaire (refer to 2.2 Discourse Completion Test for explanations of the questionnaire); from the analysis in this study, since this group was not reflected well in the data obtained with DCT (Beebe and Cummings 1996). Thus, it is not recommended to use a questionnaire for observing this type of SFFG. Rather, researchers should use natural data collection such as role plays.

Table 9 presents the analysis using SFFGs. Two examples are displayed with the analysis that uses the SFFGs in Table 8. Sentence (1) is an example in Japanese, and Sentence (2) is an example in Indonesian. These examples are taken from data written by the respondents and are typical answers/patterns for each language data (Candy 2015). The second line is the translation in English, and the third line indicates their SFFGs. Both examples consist of three SFFGs.

Table 8: Type of SF Based on Function (SFFGs)

No	Group	SF Functions	Type of SFs (Appendix 1)
1	A	Apology	Apology
2	B	Justification	Reason (explicit and non-explicit), Set Conditions, Persuasion and Criticism, and Principle
3	C	Refusal	Performative Statement and Non-performative Statement
4	D	Maintaining Relationships	Expression of Regret, Wish, Contact in the Future, Gratitude, Affirmative Expression, Calling (with name or nickname), Offer of Alternatives, Sympathy, and Show of Postponed Intentions
5	E	Buying Time/ Avoiding Immediate Refusal	Filler, Repetition, Exclamation, Postponement, and Avoidance

Table 9: Examples of Analyzing with SFFGs

	1st Part	2nd Part	3rd Part
(1) Japanese	*Sumimasen*	*sono hi wa yotei ga haitte iru kara*	*dekimasen.*
	Sorry	because I have plans on that day	I cannot go
	A (Apology)	B (Justification)	C (Refusal)
(2) Indonesian	*Maaf,*	*saya tidak bisa bantu*	*karena ada urusan lain.*
	Sorry	I cannot help	because I have to do something else
	A (Apology)	C (Refusal)	B (Justification)

2.1.1 "Apology" (A)

Before proceeding to the main topic of this study, it would be better here to touch upon one of the

dependent elements in refusal expressions, "Apology," to maintain why this element should be left out in the

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present study. Originally, the "Apology" (A) was grouped under "Maintaining Relationships" (D), and then it was grouped separately, considering a situation wherein we also apologize to strangers. In such a case, "Apology" is not used for maintaining relationships, but to show politeness (refer to 1.2.4 Politeness Theory for explanation of face-threatening act). Thus, this group merely consists of one SF, the "Apology" itself, unlike the other groups which consist of several SFs (see Table 8).

There are many other studies concerning apology, which aim to explain the relationships between apology and the politeness view. It can be assumed that difference in the politeness view in a certain society will likely lead to different strategies used in the apology. Considering that there might also be a difference also in the position of "Apology" in refusal expressions, analysis toward the usage of "Apology" was conducted with the original data from Section 1 (refer to 2.2 Discourse Completion Test; for JNS and INS, only one-day work data were counted, keeping in mind the similarity of the request setting with other language data).

Table 10 displays the number of respondents with "Apology," the position of the "Apology" in refusal expressions and its ratio for each language data. "Freq." columns represent the number of respondents who used "Apology" in their refusal expressions. It is assumed that different views of politeness in a particular society affect the strategy of apology and thus it might affect the position of the apology in refusal expressions. Interestingly, as seen in Table 10, all of the language data have a relatively strong tendency to use "Apology" in the first part of their refusal expressions regardless of the levels of

closeness. It needs to be stressed here that this tendency is confirmed in the case of apology used in refusal

expressions, since it might be different in other kinds of expressions or circumstances.

Table 10: "Apology" Usage and Its Position in Refusal Expressions

JNS (n=87)	Freq.	First Part	Second Part	Third Part	INS (n=100)	Freq.	First Part	Second Part	Third Part
Stranger	78	49	8	8	Stranger	91	86	5	1
Acquaintance	74	55	6	10	Acquaintance	88	71	12	3
Friend	73	53	6	7	Friend	89	67	14	2
Best Friend	78	47	6	10	Best Friend	87	59	17	5
JNS Ratio	Freq.	First Part	Second Part	Third Part	INS Ratio	Freq.	First Part	Second Part	Third Part
Stranger	0.90	0.56	0.09	0.09	Stranger	0.91	0.86	0.05	0.01
Acquaintance	0.85	0.63	0.07	0.11	Acquaintance	0.88	0.71	0.12	0.03
Friend	0.84	0.61	0.07	0.08	Friend	0.89	0.67	0.14	0.02
Best Friend	0.90	0.54	0.07	0.11	Best Friend	0.87	0.59	0.17	0.05
KNS (n=55)	Freq.	First Part	Second Part	Third Part	VNS (n=72)	Freq.	First Part	Second Part	Third Part
Stranger	39	33	2	4	Stranger	42	39	2	0
Acquaintance	45	32	7	4	Acquaintance	37	30	2	4
Friend	36	27	5	2	Friend	34	29	2	2
Best Friend	31	22	5	2	Best Friend	22	17	3	0
KNS Ratio	Freq.	First Part	Second Part	Third Part	VNS Ratio	Freq.	First Part	Second Part	Third Part
Stranger	0.71	0.60	0.04	0.07	Stranger	0.58	0.54	0.03	0.00
Acquaintance	0.82	0.58	0.13	0.07	Acquaintance	0.51	0.42	0.03	0.06
Friend	0.65	0.49	0.09	0.04	Friend	0.47	0.40	0.03	0.03
Best Friend	0.56	0.40	0.09	0.04	Best Friend	0.31	0.24	0.04	0.00
FNS (n=69)	Freq.	First Part	Second Part	Third Part	CNS (n=83)	Freq.	First Part	Second Part	Third Part
Stranger	56	50	4	1	Stranger	71	67	3	1
Acquaintance	56	51	3	0	Acquaintance	58	51	4	2
Friend	52	40	7	3	Friend	49	40	3	4
Best Friend	46	32	7	1	Best Friend	20	14	2	2
FNS Ratio	Freq.	First Part	Second Part	Third Part	CNS Ratio	Freq.	First Part	Second Part	Third Part
Stranger	0.81	0.72	0.06	0.01	Stranger	0.86	0.81	0.04	0.01
Acquaintance	0.81	0.74	0.04	0.00	Acquaintance	0.70	0.61	0.05	0.02
Friend	0.75	0.58	0.10	0.04	Friend	0.59	0.48	0.04	0.05
Best Friend	0.67	0.46	0.10	0.01	Best Friend	0.24	0.17	0.02	0.02

* The ratio represents the number of respondents in each language data.

* n = number of respondents

The analyses which are conducted in the present study are designed to assign the position of "Refusal" as the "head" of refusal expressions toward the other SFFGs, specifically in this case "Justification" and "Maintaining Relationships" (see 2.2 Discourse Completion Test for the explanation of why the "Buying Time" (E) is also left out from the analyses), as the dependents of refusal expressions between the data for these six languages. Thus, to maintain brevity in the analyses, "Apology" (A) is not included, since it might cause interference in clarifying the difference of the "Refusal" (C) position (refusal types) between the language data. In short, there are three points to explain why "Apology" (A) was not included in the analyses:

a.　"Apology" (A) is different from other SFFGs. As explained above, it merely consists of one SF, the "Apology" itself, unlike the other SFFGs which consist of several SFs.

b.　Apology is another major topic in speech acts, as with refusal, and there are many other previous studies and literature concerning apology. It is a vast topic and is more complex than the other SFFGs, especially related with a politeness view. Further studies concerning apology in refusal expressions might also be needed.

c.　As seen in Table 10, all of the language data have a relatively strong tendency to use "Apology" (A) in the first part of their refusal expressions regardless of the levels of closeness. It might cause interference in clarifying the difference of refusal types, especially in finding the position of "Refusal" (C) toward the other SFFGs between the language data.

2.2 Discourse Completion Test (DCT)

In a DCT, there are common explanations about the settings and blank spaces (or options depending

on the DCT) for respondents to write (or choose) what they will say or what type of expression they will

use in a particular setting. Beebe and Cummings (1996) stated that the DCT is an effective survey method

for identifying the main classification of the SF for particular speech acts and for finding the stereotype of

appropriate responses used in a society. They state that "Thus, the similarities between natural spoken

refusals and written questionnaire refusals are quite strong—strong enough to suggest that Discourse

Completion Tests are a good way to discover what semantic formulas are frequently used (or expected) in

performance of a speech act" (Beebe and Cummings 1996, 73).

Despite the unnaturalness of the data collected using the DCT, compared with role-play or natural

conversation, it is able to extract the main or typical SFs of an expression used in a situation. The

observation target of the current study is to identify the occurrence order of typical SFFGs in a stable set.

Thus, we can assume that a DCT is the most effective and appropriate way of collecting the data (Beebe

and Cummings 1996).

The survey conducted for this study follows the strategies of Candy (2015).[3] One example of the

questions is shown below in (3):

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[3] See Appendix 2: Questionnaire about Refusal Expression (Candy 2015).

(3)

Picture one of your <u>acquaintances</u> who has the same age as you.

This person is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/answer below.

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Not hurt at all   Extremely hurt

In this study, the DCT was set with the refusal of a request to work as a volunteer in a charity event.[4] For reference, one example from each of the questions from Sections 1 and 2 is displayed in (4) and (5):

(4)

(Example from Section One)

Best Friend = A person with whom you have a special, non-romantic relationship that is different from other friendships

Picture one of your <u>best friends</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/answer in the box below.

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[4] See Appendix 3: Questionnaire about Refusal Expression.

In mother language:
Translation in English:

(5)

(Example from Section Two)

Best Friend = A person with whom you have a special, non-romantic relationship that is different from other friendships

Picture one of your <u>best friends</u> of the same age and hierarchical level as you. This person is asking your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please <u>put ALL of the following options in order</u> from 1 to 4 based on what you consider as the best order in your mother language. You can either drag options 1 to 4 and put them inside the boxes given below or write the number of the options in the boxes.

1. Apologize	2. Provide justification (using reasons, etc.)	3. Refuse clearly	4. Say something to maintain the relationship

(a) The first thing you will say.	(b) The next thing you will say after saying (a).	(c) The next thing you will say after saying (b).	(d) The next thing you will say after saying (c).

As a consideration, refusal of volunteer work is not a major matter, compared with, for example, refusal of the request to borrow money. This setting might help the respondents use refusal expressions more easily. In addition, asking for volunteer work is not a situation limited to acquaintances; strangers may also make such requests, as opposed to asking to borrow money.

In addition, there might be a question regarding slight differences in the settings. In Candy (2015) there is explanation of the reason ("because you are otherwise engaged"), meanwhile in the questionnaire for additional data, reasons were not mentioned. To confirm any differences in the usage of the reason between different settings, a chi-squared test was conducted to examine the usage of "Justification" in the one- and three-day work data of JNS and INS. The test was conducted with the data shown in Table 11. The results show that there is no significance in the usage of "Justification" between one- and three-day work data (JNS X-squared = 0.48, p-value = 0.924, INS X-squared = 0.73, p-value = 0.866). Thus, it can be assumed that these slight differences in the explanation of the reason in the DCTs do not affect the usage of the reason.

Table 11: Respondents with "Justification" Usage

JNS	1-day work	3-day work		INS	1-day work	3-day work
Stranger	68	73		Stranger	54	59
Acquaintance	79	75		Acquaintance	61	66
Friend	77	74		Friend	64	60
Best Friend	77	71		Best Friend	70	65

The DCT was set with four levels of closeness: stranger, acquaintance, friend, and best friend. There are two sections in the DCT. Section 1 (I) involves free writing. Respondents were asked to write their refusal expressions freely. Section 2 (II) involves ordering the options. Respondents were asked to order the four main SFFGs—"Apology" (A), "Justification" (B), "Refusal" (C), and "Maintaining Relationships" (D)—based on what they consider to be the best order in their mother language (see 2.1 Semantic Formula (SF)

for the explanation of why "Buying Time/Avoiding Immediate Refusal" (E) was excluded from Section 2

options and also from the analyses.

Section 2 was intended to support the result of Section 1, in case "Refusal" appears too rarely in Section

1 data. In Candy (2015), the DCT only had the section of free writing, not that of ordering options. Thus, for

JNS and INS, the data are on free writing (Section 1) only. There are data of two levels of request burden,

one- and three-day work data. Considering the similarities of the settings used in Candy (2015) and this

study, only one-day work data were counted based on the levels of closeness.

The numbers of respondents for each language data are 87 JNS, 100 INS, 55 Korean native speakers

(KNS), 72 Vietnamese native speakers (VNS), 69 Filipino native speakers (FNS), and 83 Chinese native

speakers (CNS), respectively.[5] Except for the BC or CB Type of analysis in 3.2 Relation between Language

Data and Refusal Type, 57 respondents' data were cleared from the original data; details on the number of

respondents are as follows: 86 JNS, 98 INS, 44 KNS, 61 VNS, 57 FNS, and 63 CNS. This removal was due

to the priority of consistency of the data between Section 1 and 2; "Refusal" (C) and "Reason" (B) should

be in the same order in both sections. Meanwhile, in JNS and INS data, removal was done towards data that

can be seen in both types (BC and CB Types) in a certain levels of closeness.

Some examples of the data (KNS) are shown in Table 12. The first row of each table shows the number

of the order of appearance. For Section 1, the number of the order may vary depending on the data. The data

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[5] See Appendix 4: Refusal Expression Data.

for Section 1 and Section 2 are displayed with the letters of the SFFGs (refer to Table 8).

Table 12: Examples of the Data (KNS)

1a Stranger

	1	2	3	4
K1	D	C	A	
K2	E	A	B	
K3	A			
K4	A			

1b Acquaintance

1	2	3	4	5
A	C			
A	B	C	D	
A				
E	D			

1c Friend

1	2	3	4	5	6
A	B	C	D		
E	A	B	D		
A	C				
D	D	D			

1d Best Friend

1	2	3	4	5	6	7	8
A	C	D					
C	C						
A	C						
C	D						

2a Stranger

	1	2	3	4
K1	D	C	B	A
K2	B	A	C	D
K3	A	C	B	D
K4	C	B	D	A

2b Acquaintance

1	2	3	4
D	C	B	A
B	A	D	C
B	D	A	C
C	B	D	A

2c Friend

1	2	3	4
A	C	B	D
D	B	A	C
B	D	A	C
C	B	D	A

2d Best Friend

1	2	3	4
D	C	B	A
C	D	B	A
B	A	D	C
C	B	D	A

The data were collected during two periods: between August and September 2015 and between August and October 2016. However, JNS and INS data were collected between March and August 2014 (Candy 2015). The DCTs were distributed using two online survey websites: Lime Survey (www.limesurvey.org) for KNS, VNS, FNS, and CNS data and Qualtrics (www.qualtrics.com) for JNS and INS data.

In both survey websites, the questions were able to be randomized per section, and in the Lime Survey, there was an option to set the basic instructions in other languages. The DCTs were originally created in English and Japanese; then, two native speakers of each language translated the DCT into Korean, Vietnamese, Filipino (Tagalog), and Chinese. The translated DCTs were input in the survey platform and checked by each native speaker before distribution. All translations of Section 1 (free writing) data were

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checked by a native speaker of each language. The study used Microsoft Excel for counting the data and

calculating the chi-squared tests, and R for conducting correspondence analysis ("corresp" function with the

MASS package).

Chapter 3 ANALYSES AND RESULTS

3.1 Respondents

The average age and percentage of the gender of the respondents for each language data is presented in Table 13 (see 2.2 Discourse Completion Test for the explanation of the number of respondents with removal). As can be seen in the Table 13, the average age of the respondents varies between 25 and 35 years. The percentage shares of female and male groups in each language data are about the same (50-50) for JNS, INS, KNS and VNS, and more female than male respondents (60-40) for FNS and CNS. Some analyses concerning age and gender with refusal types will be explained in 3.1.1 Age Groups and 3.1.2 Gender Groups.

Table 13: Average Age and Gender of Respondents

	Number of Respondents (Original)	Number of Respondents (with Removal)	Average Age (years)		Gender (%)			
					Male		Female	
			Original	With Removal	Original	With Removal	Original	With Removal
JNS	87	86	35.7	35.4	48.3	48.8	51.7	51.2
INS	100	98	29.4	29.5	48	49	52	51
KNS	55	44	25.6	25.3	49	45.6	51	54.5
VNS	72	61	27.5	27.5	45.8	49.2	54.2	50.8
FNS	69	57	33.1	32.9	36.2	35.1	66.8	64.9
CNS	83	63	25.9	25.2	37.3	38.1	62.7	61.9

3.1.1 Age Groups

Table 14 shows the distribution of the number of respondents in each age group. The A group has respondents below 19 years old; the B group is between 20 and 29 years old; the C group is between 30-39 years old; and the D group is 40 years old and above. It can be seen that the respondents are concentrated between their twenties and thirties (the B and C group), except JNS which has some respondents in the D group. This unbalanced number of respondents in each group might be caused by the distribution of the DCT through online websites. Thus, it might be due to the difficulty in recruiting respondents of a higher age, since there are more people around their twenties and thirties who are more familiar with the Internet.

Table 14: Number of Respondents in Age Groups

	A (below 19)	B (20-29)	C (30-39)	D (40 above)
JNS (n=86)	0	39	13	34
INS (n=98)	0	67	20	11
KNS (n=44)	0	36	8	0
VNS (n=61)	1	45	15	0
FNS (n=57)	1	24	22	10
CNS (n=63)	0	56	7	0

Another thing which also turns out to be a matter of concern is the difference of the refusal patterns between age groups. As explained above, the unbalanced number of respondents can be found in each age group; thus, we maintain that the data used in this study are not suitable for examining the difference between age groups, due to the lack of the sufficient number of the examined data. Differences between the

age groups could be clarified by gathering more numbers of data and distributing the questionnaire with papers for a more balanced number of respondents in each age group.

3.1.2 Gender Groups

Table 15 shows the number of BC and CB refusal Types (BC Type is a type of "Justification" followed by "Refusal," while CB Type is a type of "Refusal" followed by "Justification") for gender groups in each level of closeness. Fisher's Exact Tests were conducted to examine differences between age groups. The data which were used in this test is the data with removal, and its number of respondents is written in the brackets after the language and each age group. For JNS and INS, one-day work data were counted, while for the data of the other four languages, Section 1 and 2 results are displayed in Table 15. The p-value of Fisher's Exact Tests is written in Table 16.

In Table 16, any p-value with significance is marked with yellow. For JNS and KNS Section 1 data in the case of "Strangers," female respondents use BC Type more than the male respondents. Meanwhile, the results for FNS Section 2 data regarding "Friends" might show significance, but considering the unbalanced number of female and male repondents in FNS, it can be assumed that this result is considered as unreliable for clarifying the significance between gender groups.

Table 15: Gender Groups in BC and CB Types

			Stranger		Acquaintance		Friend		Best Friend	
			BC	CB	BC	CB	BC	CB	BC	CB
JNS (n=86)	Male (n=42)	1-day work	17	0	23	0	22	0	22	2
	Female (n=44)		30	0	27	0	27	0	23	0
INS (n=98)	Male (n=48)	1-day work	4	8	2	9	5	11	3	12
	Female (n=50)		0	7	1	14	3	18	0	16
KNS (n=44)	Male (n=20)	Section 1	0	1	6	0	2	0	2	0
	Female (n=24)		5	0	4	0	2	0	7	0
	Male (n=20)	Section 2	8	12	16	4	12	8	11	9
	Female (n=24)		12	12	20	4	18	6	17	7
VNS (n=61)	Male (n=30)	Section 1	1	0	2	0	1	0	1	2
	Female (n=31)		1	1	4	0	2	1	1	1
	Male (n=30)	Section 2	10	20	22	8	21	9	12	18
	Female (n=31)		10	21	20	11	19	12	13	18
FNS (n=57)	Male (n=20)	Section 1	0	1	0	0	0	0	0	0
	Female (n=37)		0	1	0	3	0	2	1	2
	Male (n=20)	Section 2	7	13	10	10	14	6	10	10
	Female (n=37)		5	32	11	26	13	24	14	23
CNS (n=63)	Male (n=24)	Section 1	2	0	1	0	4	0	2	0
	Female (n=39)		1	0	4	0	3	1	4	5
	Male (n=24)	Section 2	7	17	16	8	18	6	11	13
	Female (n=39)		15	24	23	16	25	14	24	15

Table 16: Fisher's Exact Test p-value

Language Data	Levels of Closensess	Fisher's Exact Test p-value	
		Section 1 (1-day Work for JNS and INS)	Section 2
JNS	Stranger	0.02	-
	Acquaintance	0.66	-
	Friend	0.51	-
	Best Friend	1	-
INS	Stranger	0.78	-
	Acquaintance	0.34	-
	Friend	0.19	-
	Best Friend	0.51	-
KNS	Stranger	0.01	0.56
	Acquaintance	0.47	1
	Friend	1	0.34
	Best Friend	0.15	0.35
VNS	Stranger	1	1
	Acquaintance	0.67	0.58
	Friend	1	0.59
	Best Friend	1	1
FNS	Stranger	1	0.09
	Acquaintance	0.54	0.16
	Friend	0.54	0.02
	Best Friend	0.54	0.41
CNS	Stranger	0.55	0.59
	Acquaintance	0.64	0.60
	Friend	0.41	0.42
	Best Friend	1	0.30

3.2 Relation between Language Data and Refusal Type

First, the analysis result of the BC and CB Types can be seen in Figure 4. BC Type is a pattern of

refusal expressions with "Justification" (B) preceding the "Refusal" (C). CB Type is a pattern of refusal

expressions with "Refusal" (C) preceding "Justification" (B). In short, this analysis focused on the position

of the "Justification" (B) with respect to the "Refusal" (C). "Maintaining Relationships" (D) was also

included in the analysis, which will be explained later.

In Figure 4, two variables examined in this analysis are language data (JNS, INS, KNS, VNS, FNS,

CNS) and refusal type (BC Type and CB Type). Only the occurrence of BC and CB Type were counted in the Section 1 result; thus, although only the BC Type is shown in Figure 4 and Figure 5, it follows that the low number of BC Type data such as INS and FNS means to have higher ratio for CB Type. The error bars show 95% confidence interval value. In the analysis of Section 1 data, the JNS and INS data (one-day work data) obtained in Candy (2015) were also included. As explained above regarding the number of respondents, in this analysis, 57 respondents' data were cleared from the original data. Details on the number of respondents are shown in Table 17 (for raw data, see Appendix 4; cleared data is marked with gray). As can be seen in Figure 4, JNS and KNS tend to use BC Type; INS with FNS tend to use CB Type; meanwhile, VNS and CNS are somewhat in the middle between BC and CB Types, with a slight tendency toward the BC Type.

Table 17 displays the number of respondents for the BC–CB Type analysis, the total number of refusal expression data in the analysis multiplication between the number of respondents and 4 settings (levels of closeness), the actual number of data for the BC–CB Type, its ratio or normalized value that was obtained by dividing the actual number of BC–CB Type with the total number of the BC–CB Type, standard error of the ratio (standard deviation of ratio divided by the root of total number of BC and CB Type data; with the standard deviation of ratio as follows: the root of the ratio of BC Type data multiplied by the ratio of CB Type), and BC–CB Type confidence interval. The distribution of the data was assumed to be binomial, with possible responses being either the BC Type or CB Type. The interval value, which shows the

expected number of speakers using either the BC or CB Type refusal, is consistent among native speakers of a given language; note that the number of BC–CB Types in KNS, VNS, FNS, and CNS data is naturally low. Thus, for the data from those four languages, further observations with Section 2 data are needed, since it contains higher numbers of BC–CB Type data.
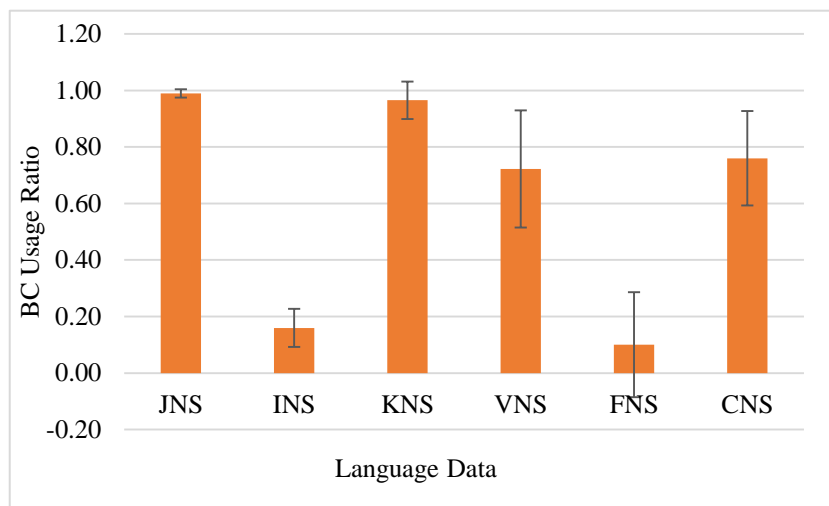
Figure 4: BC–CB Type with Language Data (Section 1)

Table 17: Number of Data and Ratio of BC–CB Type (Section 1)

| | Number of Respondents | Number of Data | | Ratio (to Total Number of Data) | | Standard Error of Ratio | Confidence Interval |
		BC Type	CB Type	BC Type	CB Type		
JNS	86	191	2	0.99	0.01	0.03	0.01
INS	98	18	95	0.16	0.84	0.12	0.07
KNS	44	28	1	0.97	0.03	0.08	0.07
VNS	61	13	5	0.72	0.28	0.22	0.21
FNS	57	1	9	0.10	0.90	0.19	0.19
CNS	63	19	6	0.76	0.24	0.20	0.17

The same analysis was carried out for Section 2 data (only KNS, VNS, FNS and CNS, see Figure 5).

In Figure 5, the error bars are the confidence interval value. The results of Section 2 seems similar to that of

Section 1: KNS tend to be BC Type; CNS and VNS are somewhat in the middle between BC and CB

Types without any tendency toward either; and FNS tend to be CB Type. Table 18 displays the actual

number of data and its ratio of BC–CB Types for Section 2 data.
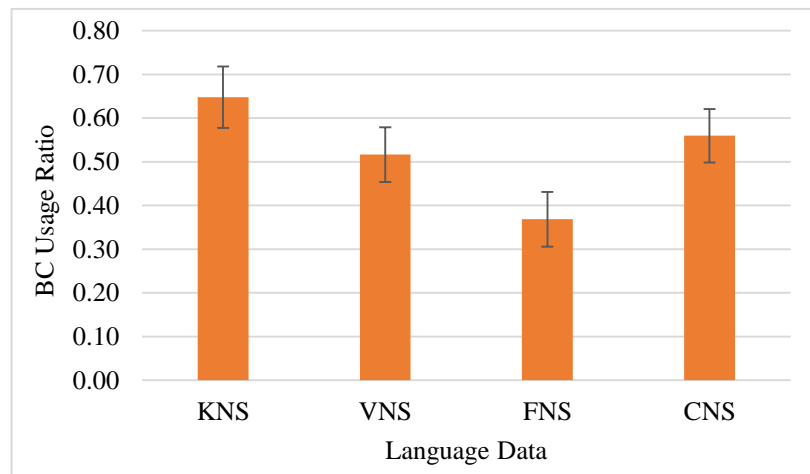
Figure 5: BC–CB Type with Language Data (Section 2)

Table 18: Number of Data and Ratio of BC–CB Type (Section 2)

	Number of Respondents	Number of Data		Ratio (to Total Number of Data)		Standard Error of Ratio	Confidence Interval
		BC Type	CB Type	BC Type	CB Type		
KNS	44	114	62	0.65	0.35	0.04	0.07
VNS	61	126	118	0.52	0.48	0.03	0.06
FNS	57	84	144	0.37	0.63	0.03	0.06
CNS	63	141	111	0.56	0.44	0.03	0.06

We can stress an important point from the Section 1 and 2 results. Although the difference of the ratio between BC Type and CB Type in Section 1 seems large, it might not be so reliable to draw a strong conclusion due to the low number of the BC–CB Type usage. On the other hand, there are more numbers of BC–CB Type usage in Section 2, but must also be stressed here that the respondents were in an obligatory situation, that is, a state of "being forced" to choose which refusal type they are going to use in a particular situation. This means that the most satisfactory results might not be necessarily achieved. However, it turns out that the results of Section 1 and 2 have a similar tendency for each language data. Both results can be used to draw a meaningful conclusion that JNS and KNS have a tendency toward BC Type, INS and FNS have a tendency toward CB Type, and VNS and CNS have no clear tendency toward either type.

The analysis result including the "Maintaining Relationships" group (D) is described below. Section 2 data were used since they have more frequency of using "Justification" (B), "Refusal" (C), and "Maintaining Relationships" (D) than Section 1 data. "Refusal" (C) is considered to be the "head" in a refusal expression, while "Justification" (B) and "Maintaining Relationships" (D) are considered to be the dependent; thus, these two groups are counted in the same group, which are referred to as the X group. There are three refusal types in this analysis: XC for "Justification" and "Maintaining Relationships" preceding the "Refusal"; CX for "Refusal" preceding "Justification" and "Maintaining Relationships"; and XCX for "Refusal" occurring between "Justification" and "Maintaining Relationships." In short, XC Type

is a type with "Refusal" (C) occurs after "Justification" (B) and "Maintaining Relationships" (D), CX Type

is a type with "Refusal" (C) occurs before "Justification" (B) and "Maintaining Relationships" (D), and

XCX Type is a type with "Refusal" (C) occurs between "Justification" (B) and "Maintaining

Relationships" (D)."

Correspondence analysis was conducted to examine the relationship between the language data and

these three refusal types: XC Type, CX Type and XCX Type. Correspondence analysis is a method of

examining the relationships between the variables of categorical data, which are based on the frequency of

two- or multi-dimensional parameters, using a cross table between the column and line (Zheng and Jin

2011). The two variables examined in this analysis are language data and refusal types (see Figure 6). In

this analysis, the original data were used without any exceptions.

Figure 6 indicates that FNS is clearly of the CX Type, CNS and VNS are somewhat between XC and

CX Types with CNS tending to be of XCX Type, and KNS is of XC Type. This result is similar to the

analysis result that excluded "Maintaining Relationships" with 97.49% as the primary component. Table

19 shows the actual number of data and its ratio of XC–CX–XCX Type in KNS, VNS, FNS and CNS. [6]
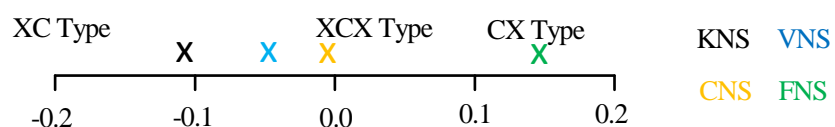
Figure 6: Scores of the First Dimension in Correspondence Analysis of XC–CX–XCX Type (Section 2)

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[6] See Appendix 5: XC – CX – XCX Type Correspondence Analysis R Commands.

Table 19: Number of Data and Ratio of XC–CX–XCX Type

	Number of Data			Ratio		
	XC	CX	XCX	XC	CX	XCX
KNS	97	78	45	0.44	0.35	0.20
VNS	111	110	67	0.39	0.38	0.23
FNS	67	145	64	0.24	0.53	0.23
CNS	120	142	70	0.36	0.43	0.21

3.3 Usage of BC and CB Types Based on the Levels of Closeness

Chi-squared tests were performed on Section 2 data to observe the usage of BC and CB Types based

on the levels of closeness. Section 2 data are used in this analysis since they have more frequency of the

usage of "Justification" (B) and "Refusal" (C) than Section 1 data. Figure 7 presents the usage of BC–CB

Type based on the levels of closeness for the four languages data (BC Type ratio is shown in Figure 7).

After confirming with the chi-squared tests to see whether there is any significance in the usage of BC–CB

Type and the levels of closeness, significance between the levels of closeness was found ($p < 0.001$, see

Table 20) in the data for four languages. As it can be seen in the ratio of each language data (see Table 21),

KNS, FNS and CNS have a tendency to use CB Type toward strangers and BC Type toward

acquaintances/friends/best friends; meanwhile, VNS have a tendency to use CB Type toward strangers and

best friends and BC Type toward acquaintances and friends.
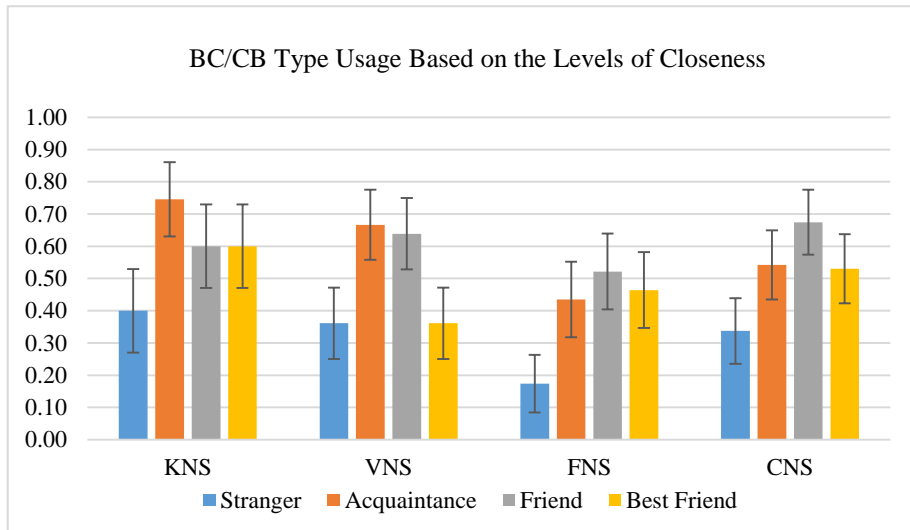
Figure 7: Ratio of BC–CB Type Usage Based on the Levels of Closeness (Section 2)

Table 20: χ^2 of BC–CB Type Usage Based on the Levels of Closeness (Section 2)

Language Data	χ^2	Effect Size
KNS	13.70	.50
VNS	24.62	.59
FNS	20.50	.55
CNS	19.25	.48

Table 21: Number of Data and Ratio of BC–CB Type Usage Based on the Levels of Closeness (Section 2)

Language – Refusal Type		Number of Data				Ratio			
		Stranger	Acquaintance	Friend	Best Friend	Stranger	Acquaintance	Friend	Best Friend
KNS (n=55)	BC	22	41	33	33	0.40	0.75	0.60	0.60
	CB	33	14	22	22	0.60	0.25	0.40	0.40
VNS (n=72)	BC	26	48	46	26	0.36	0.67	0.64	0.36
	CB	46	24	26	46	0.64	0.33	0.36	0.64
FNS (n=69)	BC	12	30	36	32	0.17	0.43	0.52	0.46
	CB	57	39	33	37	0.83	0.57	0.48	0.54
CNS (n=83)	BC	28	45	56	44	0.34	0.54	0.67	0.53
	CB	55	38	27	39	0.66	0.46	0.33	0.47

Chapter 4   DISCUSSIONS

4.1 Expectations and Results

The expectations in this study and the analysis results are summarized in Table 22 below. JNS and

KNS are head-final languages; thus, they are expected to be of BC Type. Meanwhile, INS and FNS are

head-initial languages; thus, they are predicted to be of CB Type. However, VNS and CNS are ambiguous

in terms of language category; thus, the results are expected to be undetermined. In the results, in support

of the expectations, JNS and KNS are found to be of the BC Type, while INS and FNS are of the CB

Type, and VNS and CNS are undetermined. All the language data meet expectations.

First, it can be concluded that there is a relationship between language category (head-initial/final

language) and the occurrence order of SFFGs in refusal expressions. Results of the correspondence

analysis (refer to 3.2 "Relation between Language Data and Refusal Type") showed that head-initial

language data have a strong tendency to use "Refusal" (C) before other SFFGs (CB Type or CX Type),

and head-final language data have a tendency to use "Refusal" (C) after other SFFGs (BC Type or XC

Type).

Table 22: Expectations and Results

	Language Category	Expectations	Results
JNS	Head-final Language	BC	BC
INS	Head-initial Language	CB	CB
KNS	Head-final Language	BC	BC
VNS	Ambiguous Group	not determined	not determined
FNS	Head-initial Language	CB	CB
CNS	Ambiguous Group	not determined	not determined

Second, if it is possible to use all refusal types without changing the intended meaning or context, for example, in the VNS case, it would be better to assume another factor, such as the levels of closeness (refer to 3.3 "Usage of BC and CB Types Based on the Levels of Closeness"), that determines which type they are going to use. One commonality in all the language data is that the respondents change their way of refusing depending on their closeness to the requester. For example, as seen in Table 23, VNS use CB Type toward strangers and best friends and switch to the BC Type when they face an acquaintance or friend.

Table 23 displays the levels of closeness with the types of refusal (refer to 3.3 Usage of BC and CB Types Based on the Levels of Closeness). It can be seen that all the respondents tend to use CB Type toward strangers (marked by yellow); VNS tend to use CB Type toward best friends as well. It seems that they consider best friends as ones with a relationship that they do not need to mind too much, similar to the case with strangers, but both have different reasons. With best friends, they have a strong, trustworthy bond that has already been built.

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Table 23: Usage of BC–CB Type Based on the Levels of Closeness

	Levels of Closeness	Type of Refusal
KNS	Between stranger and acquaintance	CB Type toward stranger
VNS	Between stranger/ best friend and acquaintance/ friend	CB Type toward stranger and best friend
FNS	Between stranger and acquaintance/ friend/ best friend	CB Type toward stranger
CNS	Between stranger and acquaintance/ friend	CB Type toward stranger

4.2 Grammatical and Functional Factors

Grammatically, it is not possible for JNS and KNS to use CB Type in one sentence. This was confirmed by native speakers of each language. Thus, JNS and KNS have relatively stronger tendencies to use BC Type more than CB Type. We assume that there is a grammatical factor at work here. Examples of sentences in each language are shown below: (6a) and (6b) are examples in Japanese, and (7a) and (7b) are examples in Korean. An asterisk mark indicates that the sentence is ungrammatical or unacceptable.

(6) a. *Sumimasen,*   *sono hi wa yotei ga haitte iru kara,*   *dekimasen.*

(sorry)   (because I have plans on that day)   (I cannot go)

b. **Sumimasen,*   *dekimasen,*   *sono hi wa yotei ga haitte iru kara.*

(sorry)   (I cannot go)   (because I have plans on that day)

(7) a. *Geu nal-eun imi yaksok-i isseoseo*   *motkalgeo gatha yo.*

   (I already have a plan on that day)   (seems that I cannot go)

   b. **Motkalgeo gatha yo,*   *geu nal-eun imi yaksok-i isseoseo.*

   (seems that I cannot go)   (I already have a plan on that day)

For INS and FNS, both types are grammatically possible, but a BC Type is only used in the context of emphasizing the reason (confirmed by more than two native speakers for each language). Two references, which were mentioned in 1.2.7 Author's Pervious Studies, explain this matter. Suyanto (2015) stated that in Indonesian, the main clause appears first in a sentence. This is a characteristic of an effective sentence, that is, a sentence in which the content that was intended by a speaker can be understood correctly by the listener (Putrayasa 2010). Thus, INS and FNS have a relatively strong tendency to use CB Type. Examples of sentences in each language are shown below: (8a) and (8b) are examples in Indonesian, and (9a) and (9b) are examples in Filipino/Tagalog.

(8) a. *Maaf,*   *saya tidak bisa bantu,*   *karena ada urusan lain.*

   (Sorry)   (I cannot help)   (because I have another thing to do)

   b. *Maaf,*   *karena ada urusan lain,*   *saya tidak bisa bantu.*

   (Sorry)   (because I have another thing to do) (I cannot help)

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(9) a. *Hindi ako makakasama* *dahil sa business trip.*

 (I cannot go)   (because of a business trip)

 b. *Dahil sa business trip* *hindi ako makakasama.*

 (because of a business trip) (I cannot go)

VNS use both types without changing the context (confirmed by two native speakers). CNS can also use both types, although based on information from three native speakers, the CB Type sounded "too straightforward." Thus, they commonly avoid using CB Type toward certain people, such as with seniors, to avoid rudeness. Examples of sentences for each language are shown below: (10a) and (10b) are examples in Vietnamese, and (11a) and (11b) are examples in Chinese.

(10) a. *Tôi không tham gia được* *vì phải đi công tác.*

 (I cannot participate) (because of a business trip)

 b. *Vì phải đi công tác* *nên tôi ko thể tham dự.*

 (because of a business trip) (so I cannot participate)

(11) a. *Wǒ bùnéng cānjiā,*   *yīnwèi yào chūchāi.*

    (I cannot participate)   (because of a business trip)

b. *Yīnwèi yào chūchāi,*   *suǒyǐ wǒ bùnéng cānjiā.*

    (because of a business trip)   (so I cannot participate)

In short, these two factors, grammar and functionality, affect the usage of refusal types. The grammatical factor can be considered from the JNS and KNS examples. On the other hand, functional factors such as levels of closeness or certain circumstances such as the implementation of the "effective sentence," as previously pointed out by Candy (2016), can be considered from the INS, FNS, VNS, and CNS examples. In Table 24, a round mark indicates that the refusal type is grammatically possible in a sentence in the corresponding language, a cross mark indicates that the type is ungrammatical in a sentence, and a triangle mark indicates that the type is grammatically possible under certain conditions.

Another significant fact is that Japan has exerted a strong influence over Korea, as China has over Vietnam, for more than a thousand years. The relationship between them has been characterized by trade, war, and cultural exchange (including language), all of which have formed a basis for their relationships and culture, even today. Indonesia and the Philippines are geographically close and both of them are archipelagos. Thus, there were trade lines between them, and this brought about cultural exchanges (including language) that can be seen in some words that have the exact same meaning in Indonesian and

Filipino such as *anak* (children), *langit* (sky), and *gunting* (scissors). There are additional similar words

such as *aku* in Indonesian and *ako* in Filipino which means "I," *otak* (Indonesian) and *utak* (Filipino) for

"brain," *payung* (Indonesian) and *payong* (Filipino) for "umbrella," and so on. Cultural background affects

many aspects in life, including one's perception regarding refusal.

Table 24: Possibility of BC Type and CB Type in a Sentence

	BC Type	*CB Type*	*Explanations*	*Factors*
JNS	○	×	CB Type sentence is ungrammatical in Japanese.	Grammatical factors
KNS	○	×	CB Type sentence is ungrammatical in Korean.	
INS	△	○	BC Type sentence is grammatical in Indonesian but only used for emphasizing the reason.	Functional (usage) factors
FNS	△	○	BC Type sentence is grammatical in Filipino (Tagalog), but only used for emphasizing the reason.	
VNS	○	○	Both types of sentences can be used in any circumstance.	
CNS	○	○	Both types of sentences can be used, but generally CB Type is avoided; for example, toward seniors.	

Previous studies of the author, Candy (2015, 2017a), examine the refusal expressions between JNS

and INS. It is found that there are typical patterns which are similar in each setting of the language data.

Candy (2016) recognizes that there might be relationships between language category and occurrence

order of SFFGs in refusal expressions and proposes a functional factor, "effective sentence," other than the

grammatical factor. Candy (2016), followed by Candy (2017b), uses additional language data to confirm

the grammatical factor and also examines another functional factor, levels of closeness. The results in this

study confirm the earlier findings in Candy (2017b) which found the relationships between language

categories and the occurrence order of SFFGs in refusal expressions, clarifying two factors, grammatical

and functional factors, which affect the usage of a particular refusal type.

4.3 Factor-based Model of Refusal Expression Types

Based on the assumption in 4.2. Grammatical and Functional Factors, for clarifying the discussion, this

study proposes a factor-based model of refusal expression types. This model is represented with a triangle

shape divided into two layers: the grammatical factors are placed on the lower layer and functional factors

are on the upper layer (see Figure 8). The arrow shows the applications of which factor affects the refusal

type first. The basic function of grammatical factors is to determine which type of refusals can be used. If

two or more refusal types can be used grammatically correctly in a language, functional factors, such as

levels of closeness or particular circumstances, are next effective to determine which type of refusals will

be used based on each language and their cultural values.
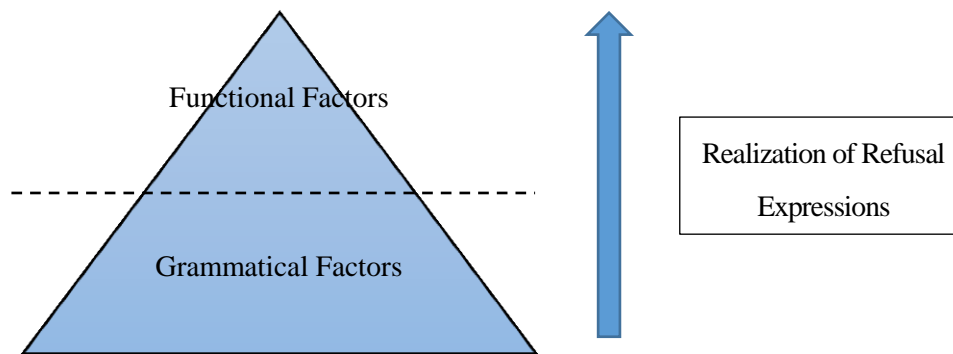
Figure 8: Factor-based Model of Refusal Expression Types

This factor-based model is an image of how the realization of the refusal expressions looks. The grammatical factor which is introduced in this study is effective in determining the position of the "head" toward the dependent, which leads to the categorization of the language (head-initial/head-final language/ambiguous group). Meanwhile, the functional factors which were introduced in this study include the "effective sentence" and levels of closeness. Although other kinds of functional factors that might affect the usage of refusal types are not covered in this study, it can be a future task to seek other factors and examine their functions. Further consideration which should be added for future tasks is how the relationship between the functional factors is organized, how the application between each factor works and in what order each factor is applied.

As also seen in Figure 8 above, the line which separates the two factors is not a straight line but a dotted line. This means that although there are some languages where the refusal type is mostly affected by the grammatical factor, as in JNS and KNS, a functional factor such as levels of closeness might still affect

the determination of refusal types. For this case, it still remains unsolved as to how to clarify how much

other functional factors will affect the refusal types of such languages.

Chapter 5   CONCLUSION AND FURTHER TASKS

5.1 Conclusion

As explained in 1.3 (Purpose and Significance of the Study), this study aimed to clarify two issues as mentioned below. The following explanations can be considered as significant findings of this study.

(a) Clarifying the relationship between language category and the SFFG occurrence order of refusal expressions.

Considering that the results met the expectations, it can be concluded that there is a relationship between language category (head-initial/final language) and the occurrence order of SFFGs in refusal expressions. Results of the correspondence analysis of refusal expression data of the six languages showed that head-initial language data have a strong tendency to use "Refusal" before other SFFGs, while head-final language data have a tendency to use "Refusal" after other SFFGs.

(b) Examining the effect of levels of closeness on refusal types in each language.

The result of the chi-squared tests examining the levels of closeness in each language data showed that the respondents change their way of refusing depending on their closeness to the requester. One commonality in all the language data is the tendency to use CB Type or refusal-first-appearing type toward strangers.

This study also proposes a factor-based model of refusal expression types that consists of two layers, grammatical and functional factors. The type of refusal expressions used by a society is first determined by the grammatical factors, which depend on the category of their language, and then by the functional factors, which rely on their cultural values such as views toward certain levels of closeness or particular circumstances.

5.2 Limitations and Further Tasks

The main aim of this study was not to prove the Sapir–Whorf hypothesis, although the results might support their weak assumption. However, the results of this study pave the way to answering a long-standing question: What is the relationship between culture, language, and thought patterns, and how do they interact with and shape each other?

Although this study might not include Asian languages in general, it covered several aspects of some major Asian languages, focusing on refusals toward requests. Therefore, the findings may need to be examined and further proved, for example, in other languages such as other Asian languages or European languages, other settings of refusals such as refusals toward invitation, offer, or suggestion, and other kinds of expressions such as apology or request. Further studies regarding other kinds of functional factors which affect the usage of refusal type and also the effect of a functional factor toward the grammatical factor can

be suggested in the next studies. The following subsection further discusses some examples in European

languages as initial data of refusals for future consideration.

5.3 Initial Data in European Languages

The initial data from European languages are from French, Italian, English, Spanish, Dutch, Greek,

and Persian (Indo-European). Table 25 displays Tsunoda's classification for these European languages.

Clauses in French, Spanish, Italian, and Dutch behave similarly to English as definite head-initial

languages (the marks are similar with those in the English column). Thus, these languages are considered

to be head-initial languages. Greek also might be a head-initial language, while Persian clauses somehow

behave differently from English. Persian has an SOV structure, similar to Japanese, as a head-final

language. The category of these languages may need to be defined further using other references.

Examples of refusal sentences in each language are shown as below: (12a) and (12b) are examples in

English, (13a) and (13b) are examples in French, (14a) and (14b) are examples in Spanish, (15a) and (15b)

are examples in Italian, (16a) and (16b) are examples in Dutch, (17a) and (17b) are examples in Greek, and

(18a) and (18b) are examples in Persian. The (a) examples have the same meaning as each other, as do the

(b) examples.

Some native speakers of English, French, Spanish, Italian, Dutch, and Greek confirmed that the (a)

examples are more commonly used than the (b) examples. The (b) examples in those languages sound

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unnatural, although they are grammatically possible and have the same meaning as the (a) examples. On

the other hand, in Persian, the (b) example is more commonly used than the (a) example.

These examples support the findings of this study which maintains that there is a relationship between

language category and refusal types. Head-initial languages have a strong tendency to use "Refusal" before

other SFFGs, while head-final languages have a tendency to use "Refusal" after other SFFGs.

Table 25: Tsunoda's Classification (2009, European Languages)

No	Item	English	French	Spanish	Italian	Dutch	Greek	Persian
1	S, O, and V	SVO	SVO	SVO	SVO	V in second (SVO)	SVO, VSO, etc.	SOV
2	Noun and Side Position	-	-	-	-	-, +	-	-
3	Possessive Case and Noun	+, -	-, +	-, +	-,+	-, +	-, +	others, -
4	Demonstrative Pronoun and Noun	+	+	+	+	+	+, -	+
5	Numeral and Noun	+	+	+	+	+	+	+
6	Adjective and Noun	+	-, +	-, +	-, +	+	+, -	-, +
7	Relational Clause and Noun	-	-	-	-	-	-, +	-
8	Proper Noun and Ordinary Noun	-, +	-	-	-	-	-	-, +
9	Comparative Expression	-	-	-	-	-	-, +, others	others, -
10	Main Verb and Auxiliary Verb	-	-	-	-	-	-	-, +
11	Adverb and Verb	various	after V	various	right after V	various	various	before V
12	Adverb and Adjective	+, -	+	+	+	+,	+	+
13	Question Mark	none	beginning of sentence	none	none	none	beginning of sentence	beginning of sentence
14	S, V, and Inversion in General Interrogative Sentence	exist	exist	exist weakly	none	exist weakly	none	none
15	Interrogative	beginning of sentence	beginning of sentence	beginning of sentence	beginning of sentence (?)	beginning of sentence	beginning of sentence	declarative sentence type, beginning of sentence
16	S, V, and Inversion in Particular Interrogative Sentence	exist	exist	exist weakly (?)	exist (?)	exist weakly	none	none
17	Negation Mark	right after verb	enclose V	right before V	right before V	after V (?)	before V, right before the focus of negation	verb prefix
18	Conditional Clause and Main Clause	+, -	+, -	+	+	+, -	+, -	+
19	Final Clause and Main Clause	-	+, -	-	-	-	+, -	-, +

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(12) a. I cannot participate			because of a business trip.

    b. Because of a business trip,			I cannot participate.

(13) a. *Je ne pourrai pas partciper*			*car je serai en voyage d'affaire.*

    b. *À cause d'un voyage d'affaire,*			*je ne pourrai pas participer.*

(14) a. *No puedo participar*			*debido al viaje de trabajo.*

    b. *Debido al viaje de trabajo,*			*no puedo participar.*

(15) a. *Non posso partecipare*			*a causa di un viaggio di lavoro.*

    b. *A causa di un viaggio di lavoro,*			*non posso partecipare.*

(16) a. *Ik kan niet meedoen,*			*want ik ga op zakenreis.*

    b. *Ik ga op zakenreis,*			*dus ik kan niet meedoen.*

(17) a. *Den boró na symmetécho*			*lógo epangelmatikoú taxidioú.*

    b. *Lógo epangelmatikoú taxidioú,*			*den boró na symmetécho.*

(18) a. *Man nemitoonam sherkat konam,*			*bekhatere ye safare kaari.*

    b. *Bekhatere ye safare kari*			*nemitoonam sherkat konam.*

5.4 Modest Final Remarks

There are various ways of expressing refusals. This study aimed to clarify the tendency of how native

speakers of a particular language state refusals, but was not intended to completely determine the way they

state their refusals. It is the author's modest hope that this study can enrich the knowledge about refusal

expressions, and the findings presented here can be applied to further understand the idiosyncrasies of the

people and culture from other countries.

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APPENDICES

Appendix 1: Semantic Formulas in Refusal Expression

(Beebe, Takahashi, and Uliss-Weltz 1990; Fujiwara 2004)

(I) Direct

	Types of SF	Examples	Function
A	Performative Statement	I refuse	Performs the act of refusal
B	Non-performative Statement	I can't/ I won't/ I don't think so	Explicitly indicates the inability to fulfill the intentions of the other party

(II) Indirect

	Types of SF	Examples	Function
C1	Reason (explicit)	C1) I am going to have dinner with my family/ I am not interested	Explains the excuses/situations
C2	Reason (non-explicit)	C2) I am busy/ I have another plan/ I don't have time	Explains the excuses/situations
D	Expression of Regret	I feel terrible	Maintains and reinforces relationships
E	Apology	I am sorry	Maintains and reinforces relationships
F	Wish	I wish I could help you	Maintains and reinforces relationships
G	Contact in the Future	Tell me if you have another thing to help	Maintains and reinforces relationships
H	Gratitude	Thank you	Maintains and reinforces relationships
I	Affirmative Expression	I hope it is going well/ Do your best/ That is a great thing	Maintains and reinforces relationships
J	Filler	Uhm/ Well	Buying time/ avoids direct refusals
K	Repetition	Moving out?/ One day is enough?	Confirmation/ buying time/ avoids direct refusals
L	Set Conditions	If you had asked me earlier, I would have	Sets conditions for future or past acceptance, used as refusal justification.
M	Calling	(name)	Calls the other party, maintains relationships
N	Exclamation	Ah!	Expresses the speaker's feeling towards the intention of the other party, buying time/ avoids direct refusals
O	Offer of Alternatives	Why don't you ask (name)?/ How about next week?	Gives alternative to the other party, maintains and reinforces relationships

	Types of SF	Examples	Function
P	Sympathy	Moving out, must be tough!	Shows understanding towards the condition of the other party, maintains and reinforces relationships
Q	Persuasion and Criticism	We will rush a lot even if I'm helping you, and it will bother you instead.	Refusal justification
R	Show of Postponed Intentions	I will do it after I finish this/ Next time I will participate	Shows intention to help in the different time
S	Principle	I should give priority to my family	Refusal justification
T	Postponement	What kind of event?/ Let me read the brochure first	Buying time/ avoids direct refusals
U	Avoidance	I don't know/ Excuse me/ Please ask another person	Buying time/ avoids direct refusals

Appendix 2: Questionnaire about Refusal Expression (Candy, 2015)

(2a) Questionnaire about Refusal Expression (English)

(*) I am Candy, second year of master program in the Information and Cultural Science - Doshisha University, Kyoto. I am collecting data for my thesis. I really appreciate your help filling in this questionnaire. All of the answers that you have provided here are only for my research and would not be used for violating your privacy. Thank you for your cooperation.

Age: _____ Sex: Female ・ Male

Please write what you would <u>say</u> in your mother language to <u>refuse</u> a request which is explained as below.

(1) A <u>stranger</u> is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Not hurt at all   Extremely hurt

(2) Picture one of your <u>acquaintances</u> whom has the same age as you.

This person is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales

below.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Not hurt at all   Extremely hurt

(3) Picture one of your <u>friends</u> whom has the same age as you.

This person is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Not hurt at all   Extremely hurt

(4) Picture one of your <u>best friends</u>.

This person is asking for your help to participate as a <u>one-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Not hurt at all   Extremely hurt

(5) A <u>stranger</u> is asking for your help to participate as a <u>three-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Not hurt at all   Extremely hurt

(6) Picture one of your acquaintances whom has the same age as you.

This person is asking for your help to participate as a three-day volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to refuse this person's request? Please write down your response/ answer below.

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Not hurt at all   Extremely hurt

(7) Picture one of your friends whom has the same age as you.

This person is asking for your help to participate as a three-day volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to refuse this person's request? Please write down your response/ answer below.

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Not hurt at all   Extremely hurt

(8) Picture one of your <u>best friends</u>.

This person is asking for your help to participate as a <u>three-day</u> volunteer in a charity event dedicated to orphans in Indonesia. You cannot participate in the event because you are otherwise engaged. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer below.

_____

How strongly do you think you have hurt this person's feelings with your refusal? Please encircle one of the scales below.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Not hurt at all   Extremely hurt

Appendix 2: Questionnaire about Refusal Expression (Candy, 2015)

(2b) Questionnaire about Refusal Expression (Japanese)

断り表現に関するアンケート調査

　同志社大学文化情報学研究科の博士前期課程 2 年生の、インドネシアから参りましたキャンディと申します。大学院では言語学について学んでおり、現在、修士論文のためにデータを集めております。アンケートの回答は研究のみに利用し、プライバシーを侵害したり、その他の目的で使用したりすることはありません。ご協力をよろしくお願い致します。

年齢：　　　　　　　　性別：女 ・ 男

以下の場面のときに、あなたならどのように断るか、台詞をお書きください。

（1）　見知らぬ人があなたに、インドネシアの不幸な子供たちのために 1 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

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以上のように断った後、あなたはその見知らぬ人がどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

　　　　　　　　　　　　①　②　　　③　　　④　　　⑤　　　⑥　　　⑦　　　⑧　　　⑨
全く害しない　　　　　　　　　　　　　　　　　　　　　　　　　　　　とても害する

（2）　同い年の知り合いを一人想像してみてください。
　　　その知り合いがあなたに、インドネシアの不幸な子供たちのために 1 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその知り合いがどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

全く害しない　　　　　　　　　　　　　　　　　　　　とても害する

（3）　同い年の友達を一人想像してみてください。

その友達があなたに、インドネシアの不幸な子供たちのために 1 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその友達がどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

全く害しない　　　　　　　　　　　　　　　　　　　　とても害する

（4）　親友を一人想像してみてください。

その親友ががあなたに、インドネシアの不幸な子供たちのために 1 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその親友がどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

全く害しない　　　　　　　　　　　　　　　　　　　　とても害する

(5)　見知らぬ人があなたに、インドネシアの不幸な子供たちのために 3 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその見知らぬ人がどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

　　　　　　　　① 　② 　　③ 　　④ 　　⑤ 　　⑥ 　　⑦ 　　⑧ 　　⑨
全く害しない　　　　　　　　　　　　　　　　　　　　　　　　とても害する

(6)　同い年の知り合いを一人想像してみてください。

その知り合いががあなたに、インドネシアの不幸な子供たちのために 3 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその知り合いがどのぐらい気分を害すると思いますか。どちらにマークをつけてください。

　　　　　　　　① 　② 　　③ 　　④ 　　⑤ 　　⑥ 　　⑦ 　　⑧ 　　⑨
全く害しない　　　　　　　　　　　　　　　　　　　　　　　　とても害する

(7)　同い年の友達を一人想像してみてください。

その友達ががあなたに、インドネシアの不幸な子供たちのために 3 日チャリティーイベントのボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなたはどのように断りますか。台詞をお書きください。

以上のように断った後、あなたはその友達がどのぐらい気分を害すると思いますか。どちら
にマークをつけてください。

　　　　　　　　　① 　② 　　③ 　　④ 　　⑤ 　　⑥ 　　⑦ 　　⑧ 　　⑨

全く害しない　　　　　　　　　　　　　　　　　　　　とても害する

（8）　<u>親友</u>を一人想像してみてください。

その親友ががあなたに、インドネシアの不幸な子供たちのために <u>3 日</u>チャリティーイベント
のボランティアをお願いしました。あなたは事情があり、断らなくてはいけません。あなた
はどのように断りますか。<u>台詞</u>をお書きください。

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以上のように断った後、あなたはその親友がどのぐらい気分を害すると思いますか。どちら
にマークをつけてください。

　　　　　　　　　① 　② 　　③ 　　④ 　　⑤ 　　⑥ 　　⑦ 　　⑧ 　　⑨

全く害しない　　　　　　　　　　　　　　　　　　　　とても害する

ご協力、ありがとうございました。

Appendix 2: Questionnaire about Refusal Expression (Candy, 2015)

(2c) Questionnaire about Refusal Expression (Indonesian)

Angket tentang Ungkapan Penolakan

Saya Candy, mahasiswa tingkat dua program master jurusan Information and Cultural Science Universitas Doshisha, Kyoto. Saat ini saya sedang mengumpulkan data untuk penulisan thesis. Mohon bantuan Anda untuk mengisi angket berikut ini. Data ini hanya akan digunakan untuk kepentingan penelitian semata. Terima kasih.

Umur： _____   Jenis Kelamin： Wanita・Pria

Jika Anda dihadapkan pada situasi berikut, apakah yang <u>akan Anda katakan</u> untuk menolak permintaan tersebut? Silakan tulis <u>ucapan</u> Anda dalam kolom yang tersedia.

（1）   Di suatu kesempatan, ada <u>orang yang tidak Anda kenal</u> meminta bantuan Anda untuk menjadi sukarelawan selama <u>satu hari</u> di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah <u>ucapan</u> Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan orang yang tidak Anda kenal tersebut? Berilah tanda pada rentang ukur di bawah ini.

①   ②   ③   ④   ⑤   ⑥   ⑦   ⑧   ⑨

Sama sekali tidak apa-apa   Sangat kecewa

（2）   Coba bayangkan salah seorang <u>kenalan sebaya</u> Anda.

Di suatu kesempatan, kenalan Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama

satu hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

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Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan kenalan Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa   Sangat kecewa

（3）   Coba bayangkan salah seorang teman sebaya Anda.

Di suatu kesempatan, teman Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama satu hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

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┌─────────────────────────────────────────────────────────────────┐
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Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan teman Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa   Sangat kecewa

（4）   Coba bayangkan salah seorang sahabat Anda.

Di suatu kesempatan, sahabat Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama satu hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan sahabat Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa

Sangat kecewa

（5） Di suatu kesempatan, ada orang yang tidak Anda kenal meminta bantuan Anda untuk menjadi sukarelawan selama tiga hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan orang yang tidak Anda kenal tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa

Sangat kecewa

（6） Coba bayangkan salah seorang kenalan sebaya Anda.

Di suatu kesempatan, kenalan Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama tiga hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan kenalan Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa   Sangat kecewa

（7）   Coba bayangkan salah seorang teman sebaya Anda.

Di suatu kesempatan, teman Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama tiga hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan teman Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa   Sangat kecewa

（8）   Coba bayangkan salah seorang sahabat Anda.

Di suatu kesempatan, sahabat Anda tersebut meminta bantuan Anda untuk menjadi sukarelawan selama tiga hari di sebuah acara amal untuk anak-anak Indonesia yang kurang beruntung. Karena suatu alasan, Anda menolak permintaan tersebut. Apakah yang akan Anda katakan? Tulislah ucapan Anda dalam kolom berikut.

Setelah Anda menolak seperti di atas, menurut Anda bagaimana perasaan sahabat Anda tersebut? Berilah tanda pada rentang ukur di bawah ini.

① ② ③ ④ ⑤ ⑥ ⑦ ⑧ ⑨

Sama sekali tidak apa-apa   Sangat kecewa

Terima kasih atas kerjasama Anda

Appendix 3: Questionnaire about Refusal Expression

(3a) Questionnaire about Refusal Expression (English)

Nationality: Mother Language: Age: Sex: Female / Male

The purpose of this questionnaire is to check whether there is any relation between refusal expressions and degree of intimacy. Please answer truthfully Part I and II based on the instructions.

I. Please write what you would say in your mother language to <u>refuse</u> a request which is explained in the numeral 1 to 4 below. Please give the translation in English also, if possible.

1. Stranger = A person whom you do not know at all

   A <u>stranger</u> is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer in the box below.

In mother language: Translation in English:

2. Acquaintance = A person with whom you have shallow relationship and mere exchange of greetings

   Picture an <u>acquaintance</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer in the box below.

In mother language: Translation in English:

3. Friend = Someone with similar interests as yours and with whom you carry out reciprocal contact

   Picture one of your <u>friends</u> of the same age and hierarchical level as you. That person is asking for your help to

participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer in the box below.

In mother language:

Translation in English:

4. Best Friend = Someone with whom you have a special, non-romantic relationship that is different from other friendships

Picture one of your <u>best friends</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please write down your response/ answer in the box below.

In mother language:

Translation in English:

II. There are 4 basic expressions for refusing. Please refer to the following four patterns for answering the questions.

Basic Expressions in Refusing

No.	Expressions	Examples
1	Apologize	"Sorry", etc.
2	Provide justification (using reasons, etc.)	"I have another schedule in that day", "I can go if it is not in that day", "Even if I can help you, I might be rushing and it can be a troublesome for you instead", "I must give priority for my family time", etc.
3	Refuse clearly	"I can't go on that day", "I can't help you", etc.
4	Say something to maintain the relationships	"That's too bad", "I want to help, but...", "Let's keep contact", "Thank you for inviting me", "That sounds like a good event", "Jeff" (calling the person), "How about asking (name) for help?", "That must be tough", "I want to participate in the next chance", etc.

1. Stranger = A person whom you do not know at all

A <u>stranger</u> is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please <u>put ALL of the following options in order</u> from 1 to 4 below based on what you consider as the best order in your mother language. You can either drag options 1 to 4 and put them inside the boxes given below, or write the number of the options in the boxes.

| 1. Apologize | 2. Provide justification (using reasons, etc.) | 3. Refuse clearly | 4. Say something to maintain the relationships |

(a) The first thing you will say.	(b) The next thing you will say after saying (a).	(c) The next thing you will say after saying (b).	(d) The next thing you will say after saying (c).

2. Acquaintance = A person with whom you have shallow relationship and mere exchange of greetings

Picture an <u>acquaintance</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please <u>put ALL of the following options in order</u> from 1 to 4 below based on what you consider as the best order in your mother language. You can either drag options 1 to 4 and put them inside the boxes given below, or write the number of the options in the boxes.

| 1. Apologize | 2. Provide justification (using reasons, etc.) | 3. Refuse clearly | 4. Say something to maintain the relationships |

(a) The first thing you will say.	(b) The next thing you will say after saying (a).	(c) The next thing you will say after saying (b).	(d) The next thing you will say after saying (c).

3. Friend = Someone with similar interests as yours and with whom you carry out reciprocal contact

Picture a <u>friend</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please <u>put ALL of the following options in order</u> from 1 to 4 below based on what you consider as the best order in your mother language. You can either drag options 1 to 4 and put them inside the boxes given below, or write the number of the options in the boxes.

| 1. Apologize | 2. Provide justification (using reasons, etc.) | 3. Refuse clearly | 4. Say something to maintain the relationships |

(a) The first thing you will say.	(b) The next thing you will say after saying (a).	(c) The next thing you will say after saying (b).	(d) The next thing you will say after saying (c).

4. Best Friend = Someone with whom you have a special, non-romantic relationship that is different from other friendships

Picture a <u>best friend</u> of the same age and hierarchical level as you. This person is asking for your help to participate as a volunteer in a charity event. What would you say in your mother language to <u>refuse</u> this person's request? Please <u>put ALL of the following options in order</u> from 1 to 4 below based on what you consider as the best order in your mother language. You can either drag options 1 to 4 and put them inside the boxes given below, or write the number of the options in the boxes.

| 1. Apologize | 2. Provide justification (using reasons, etc.) | 3. Refuse clearly | 4. Say something to maintain the relationships |

(a) The first thing you will say.	(b) The next thing you will say after saying (a).	(c) The next thing you will say after saying (b).	(d) The next thing you will say after saying (c).

(*) I am Candy, graduate student of Doshisha University, Kyoto - Japan. All of the answers that you have provided here are only for the research purpose and would not be used for violating your privacy. Thank you for your cooperation.

Appendix 3: Questionnaire about Refusal Expression

(3b) Questionnaire about Refusal Expression (Japanese)

断り表現に関するアンケート調査

国籍：＿＿＿＿＿＿　母語：＿＿＿＿＿＿　年齢：＿＿　性別：女・男

　本調査は、人間の親疎関係と断り方の間に関係があるか、ということを調べるための調査です。以下の I と II について、それぞれ指示に従って、回答してください。

I. 　以下の 1～4 の場面のときに、あなたならどのように断るか、<u>台詞</u>をお書きください。可能であれば、日本語か英語で訳してください。

　1.　見知らぬ人＝お互いに未知
　　　<u>見知らぬ人</u>があなたに、あるチャリティーイベントのボランティアをお願いしてきました。あなたは<u>母語</u>でどのように断りますか。<u>台詞</u>をお書きください。

母語：

日本語・英語訳：

　2.　知り合い＝挨拶を交わす程度の表面的で浅い付き合い
　　　<u>上下関係のない、同い年の知り合い</u>を一人想像してみてください。
　　　その知り合いがあなたに、あるチャリティーイベントのボランティアをお願いしてきました。あなたは<u>母語</u>でどのように断りますか。<u>台詞</u>をお書きください。

母語：

日本語・英語訳：

---

3. 友達＝お互いの類似性や共通性がきっかけとなった相互的接触の付き合い

    <u>上下関係のない、同い年の友達</u>を一人想像してみてください。

    その友達があなたに、あるチャリティーイベントのボランティアをお願いしてきました。

    あなたは<u>母語</u>でどのように断りますか。<u>台詞</u>をお書きください。

母語：   日本語・英語訳：

4. 親友＝2 人の関係を他の友人とは違う特別なものとして深める友人関係の深化

    <u>最も親しい友達</u>を一人想像してみてください。

    その親友があなたに、あるチャリティーイベントのボランティアをお願いしてきました。あなたは<u>母語</u>でどのように断りますか。<u>台詞</u>をお書きください。

母語：   日本語・英語訳：

II. 以下の 1～4 の場面のときに、あなたならどのように断りますか。断り方は、以下の①～④の 4 つの基本的な表現に分けられると考えられています。これを参考に、以下の質問にお答えください。

断り方の基本的な表現

番	パターン	例
①	謝る。	すみません、など
②	理由などで、断りを正当化する。	その日は用事があるから、別の日なら行ける、手伝えるとしても焦ってしまうので迷惑になるかもしれない、家族との時間を優先しなきゃいけない、など
③	はっきり断る言葉を言う。	その日は難しい、手伝いに行けません、など
④	関係を維持しようとするような言葉を言う。	残念だな、手伝いたいけど、また連絡ください、誘ってくれてありがとうございます、いいイベントですね、〇〇さん（呼びかけ）、A さんに頼んでみたら、大変そうね、次回参加したい、など

1. 見知らぬ人＝お互いに未知

　見知らぬ人があなたに、あるチャリティーイベントのボランティアをお願いしました。あなたはどのように断りますか。あなたが母語で最もいいと思う順番で、以下の①〜④の選択肢を全部並べて、(a)〜(d)の箱に（ドラッグか番号記入）をして入れてください。

①謝る。	②断りの正当化、例：理由などを言う。	③はっきり断る。	④関係を維持しようとするような言葉を言う。

(a) 最初に言うこと	(b) a の次に言うこと	(c) b の次に言うこと	(d) c の次に言うこと

2. 知り合い＝挨拶を交わす程度の表面的で浅い付き合い

　上下関係のない、同い年の知り合いを一人想像してみてください。

　その知り合いがあなたに、あるチャリティーイベントのボランティアをお願いしました。あなたはどのように断りますか。あなたが母語で最もいいと思う順番で、以下の①〜④の選択肢を全部並べて、(a)〜(d)の箱に（ドラッグか番号記入）をして入れてください。

①謝る。	②断りの正当化、例：理由などを言う。	③はっきり断る。	④関係を維持しようとするような言葉を言う。

(a) 最初に言うこと	(b) a の次に言うこと	(c) b の次に言うこと	(d) c の次に言うこと

3. 友達＝お互いの類似性や共通性がきっかけとなった相互的接触の付き合い

上下関係のない、同い年の友達を一人想像してみてください。

その友達があなたに、あるチャリティーイベントのボランティアをお願いしました。あなたはどのように断りますか。あなたが母語で最もいいと思う順番で、以下の①〜④の選択肢を全部並べて、(a)〜(d)の箱に（ドラッグか番号記入）をして入れてください。

| ①謝る。 | ②断りの正当化、例：理由などを言う。 | ③はっきり断る。 | ④関係を維持しようとするような言葉を言う。 |

(a) 最初に言うこと	(b) a の次に言うこと	(c) b の次に言うこと	(d) c の次に言うこと

4. 親友＝2 人の関係を他の友人とは違う特別なものとして深める友人関係の深化

最も親しい友達を一人想像してみてください。

その親友があなたに、あるチャリティーイベントのボランティアをお願いしました。あなたはどのように断りますか。あなたが母語で最もいいと思う順番で、以下の①〜④の選択肢を全部並べて、(a)〜(d)の箱に（ドラッグか番号記入）をして入れてください。

| ①謝る。 | ②断りの正当化、例：理由などを言う。 | ③はっきり断る。 | ④関係を維持しようとするような言葉を言う。 |

(a) 最初に言うこと	(b) a の次に言うこと	(c) b の次に言うこと	(d) c の次に言うこと

*注）同志社大学院生、インドネシアから参りましたキャンディと申します。アンケートの回答は研究のみに利用し、プライバシーを侵害したり、その他の目的で使用したりすることはありません。ご協力、ありがとうございました。

Appendix 3: Questionnaire about Refusal Expression

(3c) Questionnaire about Refusal Expression (Korean)

거절표현에 관한 앙케이트 조사

국적 :   모국어 :   나이: 성별: 여자 · 남자

본 조사는, 인간의 친소관계가 거절방법에 관계가 있는가를 알아보기 위한 조사입니다.

이하의 Ⅰ 과 Ⅱ 에 대해서, 각각 지시를 따라, 답변해주세요.

Ⅰ. 이하의 1~4 의 상황일 때, 당신이라면 어떻게 거절할 것 인가, 대사를 적어주세요. 가능하다면, 일본어나 영어로 해석해주세요.

1.   모르는 사람 (낯선 사람) = 서로 아직 모름

낯선 사람이 당신에게, 어떤 자선이벤트의 봉사를 도와달라고 부탁합니다. 당신은 모국어로 어떤 식으로 거절합니까? 대사를 적어주세요.

모국어:

일본어 / 영어:

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2.   아는 사이 (친분이 있는 사이) = 인사를 나누는 정도의 표면적인 관계

상하 관계가 없는, 동갑의 아는 사람을 한 사람을 떠올려보세요.

아는 사람이 당신에게, 어떤 자선이벤트의 봉사를 부탁한다면 당신은 모국어로 어떻게 거절합니까? 대사를 적어주세요.

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┌─────────────────────────────────────────────────────────┐
│  모국어:                                                  │
│                                                           │
│                                                           │
│  일본어 / 영어:                                            │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

3. 친구 = 서로 유사성과 공통점이 있는 상호적 접촉 관계

    <u>상하관계가 없는, 동갑의 친구를 한 사람을</u> 떠올려보세요.

    그 친구가 당신에게, 어떤 자선이벤트의 봉사를 도와달라고 부탁합니다. 당신은 <u>모국어</u>로
    어떻게 거절 합니까? <u>대사</u>를 적어주세요.

```
┌─────────────────────────────────────────────────────────┐
│  모국어:                                                  │
│                                                           │
│                                                           │
│  일본어 / 영어:                                            │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

4. 제일 친한 친구 = 두 명의 관계는 다른 친구들과는 다른 특별한 관계로서 마음이 깊어질 수 있는
    친구관계의 심화

    <u>가장 친한 친구</u>를 한 사람 떠올려보세요.

    그 친구가 당신에게, 어떤 자선이벤트의 봉사를 도와달라고 부탁합니다. 당신은 <u>모국어</u>로
    어떻게 거절 합니까? <u>대사</u>를 적어주세요.

```
┌─────────────────────────────────────────────────────────┐
│  모국어:                                                  │
│                                                           │
│  일본어 / 영어:                                            │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

Ⅲ. 이하의 1~4 의 상황일 때, 당신이라면 어떻게 거절할 것인가? 거절방법은 이하의 1˜4 의 4 개의
    기본적인 표현으로 분류 되어 질것이라고 생각합니다. 이것을 참고하여, 이하의 질문에
    답해주세요.

거절방법의 기본적인 표현

번호	패턴	예
1	사과한다.	죄송합니다 등
2	이유 등으로 거절을 정당화 한다.	그 날은 사정이 있어서, 다른 날이라면 가능하다, 도와 준다고 해도, 조급하게 굴어버리기 때문에 폐를 끼칠지도 모른다, 가족과의 시간을 우선적으로 해야만 한다, 등
3	확실히 거절한다.	그 날은 안될 것 같아, 도와주러 못 갈 것 같아, 등
4	관계를 유지하려는 말을 한다.	도와 주고 싶지만 유감이에요, 또 연락 주세요, 제안해 줘서 고맙습니다, 좋은 이벤트네요, ○○ 씨, A 씨에게 부탁해 봐요, 고생이네, 다음 번에 참가 하고 싶어 등

1. 모르는 사람 (낯선 사람) = 서로 아직 모름

   <u>모르는 사람이</u> 당신에게, 어떤 자선이벤트의 봉사를 부탁합니다. 당신은 어떤 식으로 거절합니까? 당신의 <u>모국어로 가장 적절하다고 생각하는</u> 순서로, 이하의 1 ~ 4 의 선택지를 <u>전부</u> 나열하여, (a) ~ (d)의 칸(마우스 조작으로 번호기입)에 기입해주세요.

1. 사과한다.	2. 이유 등으로 거절을 정당화 한다.	3. 확실히 절한다.	4. 관계를 유지하려는 말을 한다.

(a) 첫 번째로 대답할 내용	(b) a 의 다음에 대답할 내용	(c) b 의 다음에 대답할 내용	(d) c 의 다음에 대답할 내용

2. 아는 사이 (친분이 있는 사이) = 인사를 나누는 정도의 표면적인 관계

   <u>상하관계가 없는, 동갑의 친구를 한 사람을</u> 떠올려보세요.

   아는 사람이 당신에게, 어떤 자선이벤트의 봉사를 부탁합니다. 당신은 어떤 식으로 거절합니까?

   당신의 <u>모국어로 가장 적절하다고 생각하는</u> 순서로, 이하의 1 ~ 4 의 선택지를 <u>전부</u> 나열하여,

   (a) ~ (d)의 칸(마우스 조작으로 번호기입)에 기입해주세요.

1. 사과한다.	2. 이유 등으로 거절을 정당화 한다.	3. 확실히 절한다.	4. 관계를 유지하려는 말을 한다.

(a) 첫 번째로 대답할 내용	(b) a 의 다음에 대답할 내용	(c) b 의 다음에 대답할 내용	(d) c 의 다음에 대답할 내용

3. 친구 = 서로 유사성과 공통점이 있는 상호적 접촉 관계

   상하관계가 없는, 동갑의 친구를 한 사람을 떠올려보세요.

   그 친구가 당신에게, 어떤 자선이벤트의 봉사를 부탁합니다. 당신은 어떤 식으로 거절합니까?

   당신의 모국어로 가장 적절하다고 생각하는 순서로, 이하의 1~4 의 선택지를 전부 나열하여,

   (a) ~ (d)의 칸(마우스 조작으로 번호기입)에 기입해주세요.

1. 사과한다.	2. 이유 등으로 거절을 정당화 한다.	3. 확실히 절한다.	4. 관계를 유지하려는 말을 한다.

(a) 첫 번째로 대답할 내용	(b) a 의 다음에 대답할 내용	(c) b 의 다음에 대답할 내용	(d) c 의 다음에 대답할 내용

4. 제일 친한 친구 = 두 명의 관계는 다른 친구들과는 다른 특별한 관계로서 마음이 깊어질 수 있는 친구관계의 심화

   가장 친한 친구를 한 사람 떠올려보세요.

   가장 친한 친구가 당신에게, 어떤 자선이벤트의 봉사를 부탁합니다. 당신은 어떤 식으로 거절합니까? 당신의 모국어로 가장 적절하다고 생각하는 순서로, 이하의 1~4 의 선택지를 전부 나열하여, (a) ~ (d)의 칸(마우스 조작으로 번호기입)에 기입해주세요.

| 1. 사과한다. | 2. 이유 등으로 거절을 정당화 한다. | 3. 확실히 절한다. | 4. 관계를 유지하려는 말을 한다. |

(a) 첫 번째로 대답할 내용	(b) a 의 다음에 대답할 내용	(c) b 의 다음에 대답할 내용	(d) c 의 다음에 대답할 내용

*설명) 동지사 대학원생, 인도네시아에서 온 캔디라고 합니다. 앙케이트의 내용은 오직 연구자료로서 이용하며, 프라이버시를 침해하거나, 그 외 기타의 목적으로 사용하지 않을 것입니다.

협력해 주서서 감사합니다.

Appendix 3: Questionnaire about Refusal Expression

(3d) Questionnaire about Refusal Expression (Chinese)

关于拒绝表现的问卷调查

国籍： _____   母语： _____   年龄： _____   性别： 女 · 男

本调查旨在调查"拒绝表现"是否与"人际关系的亲疏"有关。请阅读以下 I 和 II，根据要求回答相关问题。如果可以，请翻译为日语或英语。

I. 在以下 1～4 的场景中，你会怎样拒绝？请写下你的台词。

  1. 陌生人 = 彼此不相识

    陌生人请求你做某项慈善活动的志愿者。你用母语怎样拒绝？请写下你的台词。

母语： 日语或英语译文：

  2. 熟人 = 相互打招呼程度的，表面程度的、较浅的相处关系

    请想象一位和你没有上下级关系，同龄的熟人（熟知程度不及朋友）。

    该熟人请求你做某项慈善活动的志愿者。你用母语怎样拒绝？请写下你的台词。

母语： 日语或英语译文：

3. 朋友 = 彼此有相似点或共通点，而相互交往的关系

请想象一位和你<u>没有上下级关系，同龄的朋友</u>。

该朋友请求你做某项慈善活动的志愿者。<u>你用母语</u>怎样拒绝？请写下你的<u>台词</u>。

<div style="border:1px solid black;padding:10px;">

母语：

日语或英语译文：

</div>

4. 好友 = 两人的关系不同于其他普通朋友，是深化的朋友关系

请想象一位你<u>最亲密的好友</u>。

该好友请求你做某项慈善活动的志愿者。<u>你用母语</u>怎样拒绝？请写下你的<u>台词</u>。

<div style="border:1px solid black;padding:10px;">

母语：

日语或英语译文：

</div>

II. 在以下 1～4 的场景中，你会怎样进行拒绝？"拒绝表现"一般可分为以下 4 种基本表达方式。请以此为参考，回答以下问题。

"拒绝表现"的基本表达方式

序号	类型	例文
1	道歉	对不起等。
2	阐述理由等，使拒绝正当化。	那天有事儿/换一天倒是可以/就算去帮忙，很可能会帮倒忙/那天必须要陪家人等。
3	直截了当地拒绝。	那天不行/没法去帮忙等。
4	说一些能够维持关系的话。	很抱歉/我也想帮忙来着/下次也请再联系我/谢谢你邀请我/这活动挺好的呢/○○（称呼），要不你找 A 试试看吧/也真是够呛呢/下次再去吧等。

1. 陌生人 = 彼此不相识

   陌生人请求你做某项慈善活动的志愿者。你用母语怎样拒绝？请按你认为的最佳顺序，排列以下 1~4 全部选项，并将选项序号填写在 (a)~(d) 的方框中或直接连线。

   | 1.道歉 | 2.阐述理由等，使拒绝正当化。 | 3.直截了当地拒绝。 | 4.说一些能够维持关系的话。 |

(a) 最先说	(b) 接在 a 后面说	(c) 接在 b 后面说	(d) 接在 c 后面说

2. 熟人 = 相互打招呼程度的，表面程度的、较浅的相处关系

   请想象一位和你没有上下级关系，同龄的熟人（熟知程度不及朋友）。

   该熟人请求你做某项慈善活动的志愿者。你用母语怎样拒绝？请按你认为的最佳顺序，排列以下 1~4 全部选项，并将选项序号填写在(a)~(d)的方框中或直接连线。

   | 1.道歉 | 2.阐述理由等，使拒绝正当化。 | 3.直截了当地拒绝。 | 4.说一些能够维持关系的话。 |

(a) 最先说	(b) 接在 a 后面说	(c) 接在 b 后面说	(d) 接在 c 后面说

3. 朋友 = 彼此有相似点或共通点，而相互交往的关系

   请想象一位和你没有上下级关系，同龄的普通朋友。

   该朋友请求你做某项慈善活动的志愿者。你用母语怎样拒绝？请按你认为的最佳顺序，排列以下 1~4 全部选项，并将选项序号填写在(a)~(d)的方框中或直接连线。

   | 1.道歉 | 2.阐述理由等，使拒绝正当化。 | 3.直截了当地拒绝。 | 4.说一些能够维持关系的话。 |

(a) 最先说	(b) 接在 a 后面说	(c) 接在 b 后面说	(d) 接在 c 后面说

4. 好友 = 两人的关系不同于其他普通朋友，是深化的朋友关系

请想象一位你<u>最亲密的好友</u>。

该好友请求你做某项慈善活动的志愿者。你<u>用母语</u>怎样拒绝？请按你认为的<u>最佳顺序</u>，排列以下 1～4 <u>全部选项</u>，并将选项序号填写在(a)～(d)的方框中或直接连线。

1.道歉	2.阐述理由等，使拒绝正当化。	3.直截了当地拒绝。	4.说一些能够维持关系的话。

(a) 最先说	(b) 接在 a 后面说	(c) 接在 b 后面说	(d) 接在 c 后面说

*注）调查人（Candy）来自印度尼西亚，现为同志社大学博士研究生在读。本调查问卷只用于学术研究，不侵犯个人隐私，不作其他用途。在此感谢您的帮助。

Appendix 3: Questionnaire about Refusal Expression

(3e) Questionnaire about Refusal Expression (Vietnamese)

Bản thăm dò ý kiến về cách từ chối

Quốc tịch：   Ngôn ngữ mẹ đẻ :   Tuổi :   Giới tính：Nữ・Nam

Mục đích của bảng câu hỏi này là để nghiên cứu liệu có hay không mối liên quan giữa phương thức từ chối với mức độ thân mật hay không. Xin vui lòng trả lời thành thật câu hỏi trong phần I và II theo hướng dẫn.

I. Xin vui lòng viết câu trả lời dựa theo tiếng mẹ đẻ khi bạn phải <u>từ chối</u> các lời đề nghị được diễn giải như sau từ 1 đến 4. Dịch sang tiếng Anh hay tiếng Nhật nếu có thể.

1. Người lạ = Một người mà bạn không hề quen biết

   <u>Một người lạ</u> đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng viết câu trả lời vào ô trống bên dưới.

   Tiếng mẹ đẻ:

   Dịch sang tiếng Anh hay tiếng Nhật nếu có thể:

2. Người quen = Một người mà bạn chỉ quen biết sơ sơ và chào hỏi đơn thuần

   Hãy tưởng tượng về <u>một người quen</u> cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thư thế nào theo tiếng mẹ đẻ? Xin vui lòng viết câu trả lời vào ô trống bên dưới.

   Tiếng mẹ đẻ:

   Dịch sang tiếng Anh hay tiếng Nhật nếu có thể:

3. Bạn bè = Một người có cùng sở thích với bạn và với những người mà bạn đang giữ liên lạc qua lại

Hãy tưởng tượng về <u>một người bạn</u> cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng viết câu trả lời vào ô trống bên dưới.

Tiếng mẹ đẻ: Dịch sang tiếng Anh hay tiếng Nhật nếu có thể:

4. Bạn thân = Một người có mối quan hệ đặc biệt nhưng không phải tình yêu với bạn và tình bạn này khác với các tình bạn khác

Hãy tưởng tượng về <u>một người bạn thân</u> cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng viết câu trả lời vào ô trống bên dưới.

Tiếng mẹ đẻ: Dịch sang tiếng Anh hay tiếng Nhật nếu có thể:

II. Có 4 biểu hiện cơ bản của sự từ chối. Xin vui lòng dựa vào 4 mức độ như sau để trả lời các câu hỏi.

Các biểu hiện cơ bản của sự từ chối

Số thứ tự	Sự biểu hiện	Ví dụ
1	Xin lỗi	Xin lỗi
2	Sự bào chữa (sử dụng các lý do để bào chữa)	"Tôi có việc khác vào hôm đó rồi", "Tôi có thể tham dự nếu sự kiện được tổ chức vào 1 ngày khác", "Thậm chí nếu tôi giúp bạn, tôi có thể không có thời gian ở lâu và phải đi gấp và điều này có thể gây rắc rối cho bạn thay vì giúp bạn", "Tôi muốn dành thời gian cho gia đình mình hơn hết vào hôm đó"
3	Từ chối 1 cách dứt khoát.	"Tôi không thể tham gia vào hôm đó", "Tôi không thể giúp bạn được"

4	Từ chối khéo để không làm mếch lòng người khác và để giữ mối quan hệ.	"Ôi không, tôi thấy tiếc vì không tham dự được", "Tôi rất muốn giúp nhưng", "Giữ liên lạc nhé", "Cảm ơn bạn đã mời mình", "Sự kiện nghe có vẻ hay thật đó", "Jeff", (gọi một người), "Hay là hỏi sự giúp đỡ của ...?", "Nghe có vẻ khó quá nhỉ", "Tôi muốn tham gia vào lần sau"

1. Người lạ = Một người mà bạn không hề quen biết

Một người lạ đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ từ chối lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng trả lời bằng cách xếp theo thứ tự các kiểu trả lời từ 1 đến 4 như đã nêu ở trên. Bạn có thể di chuyển các sự lựa chọn từ 1 đến 4 vào các hộp bên dưới hoặc viết số thứ tự câu trả lời của bạn vào các hộp dưới đây.

1. Xin lỗi	2. Sự bào chữa (sử dụng các lý do để bào chữa)	3. Từ chối 1 cách dứt khoát.	4. Từ chối khéo để không làm mếch lòng người khác và để giữ mối quan hệ.

(a) Điều đầu tiên bạn sẽ nói.	(b) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (a).	(c) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (b).	(d) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (c).

2. Người quen = Một người mà bạn chỉ quen biết sơ sơ và chào hỏi đơn thuần

Hãy tưởng tượng về một người quen cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ từ chối lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng trả lời bằng cách xếp theo thứ tự các kiểu trả lời từ 1 đến 4 như đã nêu ở trên. Bạn có thể di chuyển các sự lựa chọn từ 1 đến 4 vào các hộp bên dưới hoặc viết số thứ tự câu trả lời của bạn vào các hộp dưới đây.

1. Xin lỗi	2. Sự bào chữa (sử dụng các lý do để bào chữa)	3. Từ chối 1 cách dứt khoát.	4. Từ chối khéo để không làm mếch lòng người khác và để giữ mối quan hệ.

(a) Điều đầu tiên bạn sẽ nói.	(b) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (a).	(c) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (b).	(d) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (c).

3. Bạn bè = Một người có cùng sở thích với bạn và với những người mà bạn đang giữ liên lạc qua lại

Hãy tưởng tượng về <u>một người bạn</u> cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng trả lời bằng cách <u>xếp theo thứ tự các kiểu trả lời</u> từ 1 đến 4 như đã nêu ở trên. Bạn có thể di chuyển các sự lựa chọn từ 1 đến 4 vào các hộp bên dưới hoặc viết số thứ tự câu trả lời của bạn vào các hộp dưới đây.

1. Xin lỗi	2. Sự bào chữa (sử dụng các lý do để bào chữa)	3. Từ chối 1 cách dứt khoát.	4. Từ chối khéo để không làm mếch lòng người khác và để giữ mối quan hệ.

(a) Điều đầu tiên bạn sẽ nói.	(b) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (a).	(c) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (b).	(d) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (c).

4. Bạn thân = Một người có mối quan hệ đặc biệt nhưng không phải tình yêu với bạn và tình bạn này khác với các tình bạn khác

Hãy tưởng tượng về <u>một người bạn thân</u> cùng tuổi và cùng thứ bậc với bạn. Người này đang thỉnh cầu sự thiện nguyện của bạn cho một sự kiện từ thiện. Bạn sẽ <u>từ chối</u> lời đề nghị như thế nào theo tiếng mẹ đẻ? Xin vui lòng trả lời bằng cách <u>xếp theo thứ tự các kiểu trả lời</u> từ 1 đến 4 như đã nêu ở trên. Bạn có thể di chuyển các sự lựa chọn từ 1 đến 4 vào các hộp bên dưới hoặc viết số thứ tự câu trả lời của bạn vào các hộp dưới đây.

| 1. Xin lỗi | 2. Sự bào chữa (sử dụng các lý do để bào chữa) | 3. Từ chối 1 cách dứt khoát. | 4. Từ chối khéo để không làm mếch lòng người khác và để giữ mối quan hệ. |

(a) Điều đầu tiên bạn sẽ nói.	(b) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (a).	(c) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (b).	(d) Điều kế tiếp bạn sẽ nói sau khi bạn đã nói điều (c).

(*) Mình tên là Candy, hiện đang là nghiên cứu sinh tại trường đại học Doshisha ở Kyoto, Nhật Bản. Tất cả các câu trả lời của bạn trong bản khảo sát này sẽ được sử dụng duy nhất cho mục đích nghiên cứu và sẽ không bao giờ dùng cho tất cả các mục đích cá nhân nào khác. Cảm ơn sự hợp tác và giúp đỡ của bạn.

Appendix 3: Questionnaire about Refusal Expression

(3f) Questionnaire about Refusal Expression (Tagalog/Filipino)

Palatanungan tungkol sa pagtanggi

Nasyonalidad:　　　　　Wika:　　　　　　　Edad:　　　　　Kasarian: Female ・ Male

Ang layunin ng palasagutang ito ay para tingnan kung meron bang relasyon ang pagtanggi sa antas ng pagkaka-kilala. Paki sagutan lamang ng matapat ang una at ikalawang bahagi base sa nakasaad na panuntunan.

I. Maaaring pakisulat sa inyong sariling wika kung paano mo tatanggihan ang bawat hiling sa una hanggang ikaapat na bahagi. Nakasalin sa Ingles o Hapon, kung posible.

1. Estranghero = Taong hindi mo talaga kilala

Isang estranghero and humihingi ng iyong tulong upang mag-boluntaryo sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Paki sulat ng sagot sa kahon sa ibaba.

Wika:

Nakasalin sa Ingles o Hapon, kung posible:

---

2. Magkakilala = Taong kakilala ngunit hindi ganoong kalalim ang pagkakakilala at nakakabatian lamang

Mag isip ka ng isang kakilala mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Paki sulat ng sagot sa kahon sa ibaba.

Wika:

Nakasalin sa Ingles o Hapon, kung posible:

---

3. Magkaibigan = Taong may kapareho ng interes sa iyo at nakakapalitan ng pananaw

   Mag isip ka ng isang kaibigan mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Paki sulat ng sagot sa kahon sa ibaba.

   Wika:

   Nakasalin sa Ingles o Hapon, kung posible:

   ---

4. Matalik na magkaibigan = Taong meron kang espesyal, hindi romantikong relasyon at kaiba sa ibang kaibigan

   Mag isip ka ng isang matalik na kaibigan mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Paki sulat ng sagot sa kahon sa ibaba.

   Wika:

   Nakasalin sa Ingles o Hapon, kung posible:

II. Mayroong apat na uri ng pagtanggi.

Malimit na pagpapahayag ng pagtanggi

Numero	Pagpapahayag	Halimbawa
1	Paghingi ng tawad	"Pasensya na."
2	Pagbibigay-katarungan (pagdadahilan)	"Mayroon akong lakad ng araw na yun e.", "Makakapunta ako kung hindi iyong araw na yun.", "Kahit matutulungan kita, magmamadali din ako at hindi yun makakabuti sayo.", "Kailangan kong bigyan prayoridad ang oras ko sa pamilya ko." etc.
3	Malinaw na tumanggi.	"Hindi ako pwede sa araw na iyon", "Hindi kita matutulungan", etc.

4	Magsabi ng makakapagpanatili ng samahan.	"Sayang.", "Gusto ko sanang tumulong, pero...", "Magtawagan tayo.", "Jeff" (tinatawag ang taong iyon), "Bakit hindi mo tanungin si (pangalan)?, "Naku, mahirap yata yan.", "Gusto kong makatulong sa susunod.", etc.

1. Estranghero = Taong hindi mo talaga kilala

Isang <u>estranghero</u> and humihingi ng iyong tulong upang mag-boluntaryo sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Maaaring ilagay sa pagkakasunod-sunod lahat ng pagpipilian mula 1 hanggang 4 base sa tingin mong nararapat sa iyong sariling wika. Maaaring hilahin ang pagpipilian 1 hanggang 4 at ilagay sa kahon sa ilalim nito, o isulat ang numero ng napili sa kahon.

1. Paghingi ng tawad	2. Pagbibigay-katarungan (pagdadahilan)	3. Malinaw na tumanggi.	4. Magsabi ng makakapagpanatili ng samahan.

(a) Ang una mong sasabihin.	(b) Ang sasabihin matapos ang unang sinabi (a).	(c) Ang sasabihin matapos ang (b).	(d) Ang sasabihin matapos ang (c).

2. Magkakilala = Taong kakilala ngunit hindi ganoong kalalim ang pagkakakilala at nakakabatian lamang

Mag isip ka ng isang <u>kakilala</u> mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Maaaring ilagay sa pagkakasunod-sunod lahat ng pagpipilian mula 1 hanggang 4 base sa tingin mong nararapat sa iyong sariling wika. Maaaring hilahin ang pagpipilian 1 hanggang 4 at ilagay sa kahon sa ilalim nito, o isulat ang numero ng napili sa kahon.

1. Paghingi ng tawad	2. Pagbibigay-katarungan (pagdadahilan)	3. Malinaw na tumanggi.	4. Magsabi ng makakapagpanatili ng samahan.

(a) Ang una mong sasabihin.	(b) Ang sasabihin matapos ang unang sinabi (a).	(c) Ang sasabihin matapos ang (b).	(d) Ang sasabihin matapos ang (c).

3. Magkaibigan = Taong may kapareho ng interes sa iyo at nakakapalitan ng pananaw

Mag isip ka ng isang <u>kaibigan</u> mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Maaaring ilagay sa pagkakasunod-sunod lahat ng pagpipilian mula 1 hanggang 4 base sa tingin mong nararapat sa iyong sariling wika. Maaaring hilahin ang pagpipilian 1 hanggang 4 at ilagay sa kahon sa ilalim nito, o isulat ang numero ng napili sa kahon.

1. Paghingi ng tawad	2. Pagbibigay-katarungan (pagdadahilan)	3. Malinaw na tumanggi.	4. Magsabi ng makakapagpanatili ng samahan.

(a) Ang una mong sasabihin.	(b) Ang sasabihin matapos ang unang sinabi (a).	(c) Ang sasabihin matapos ang (b).	(d) Ang sasabihin matapos ang (c).

4. Matalik na magkaibigan = Taong meron kang espesyal, hindi romantikong relasyon at kaiba sa ibang kaibigan

Mag isip ka ng isang <u>matalik na kaibigan</u> mo na kapareho mo ng edad at antas sa buhay. Humihingi siya ng tulong upang mag-boluntaryo ka sa isang "charity event". Paano mo sasabihin sa iyong sariling wika na tinatanggihan mo ang kanyang hiling? Maaaring ilagay sa pagkakasunod-sunod lahat ng pagpipilian mula 1 hanggang 4 base sa tingin mong nararapat sa iyong sariling wika. Maaaring hilahin ang pagpipilian 1 hanggang 4 at ilagay sa kahon sa ilalim nito, o isulat ang numero ng napili sa kahon.

1. Paghingi ng tawad	2. Pagbibigay-katarungan (pagdadahilan)	3. Malinaw na tumanggi.	4. Magsabi ng makakapagpanatili ng samahan.

(a) Ang una mong sasabihin.	(b) Ang sasabihin matapos ang unang sinabi (a).	(c) Ang sasabihin matapos ang (b).	(d) Ang sasabihin matapos ang (c).

Appendix 4: Refusal Expression Data

(4a) Occurrence Order of SF Function – JNS

Q1 Stranger – 1 day work

	1	2	3	4	5	6	7	8
J1	E	E	D					
J2	A	B	C					
J3	A	B	C					
J4	A	B						
J5	D	A	B	C	D			
J6	D	B	D					
J7	A	D	B	C				
J8	A	B	C					
J9	D	D	B	C	A	D	D	
J10	A	B	C	D	A			
J11	A	B	C					
J12	A	B						
J13	A	C	D					
J14	A	B						
J15	A	B						
J16	B	C						
J17	D	B	E					
J18	A	B	C	D				
J19	D	D	A	B	C	A	D	A
J20	D	B	C	A				
J21	A	D	B	C	D			
J22	E	A	B	C				
J23	A	B	C					
J24	A	B	C					
J25	A	C						
J26	A	B	C	D				
J27	A	B	C	D				
J28	A	B	C	A				
J29	B	A						
J30	A	B	B	C				
J31	A	B	C					
J32	A	B	C					
J33	A	C						
J34	D	D	B	C				
J35	A	C						
J36	C							
J37	D	B	D	D	D			
J38	B							
J39	A	B	C					
J40	B	A						
J41	C							
J42	A	B						
J43	A	B	C	D				
J44	A	C						
J45	A	B	C					
J46	D	C	A					
J47	B	C	A					
J48	B	A	C					
J49	A	B						
J50	A	C						
J51	A	B	C					
J52	B	C						
J53	A	C						

Q2 Acquaintance – 1 day work

	1	2	3	4	5	6	7	8
J1	B	E						
J2	A	B	C	D				
J3	A	B	C					
J4	A	B	C					
J5	D	B	C	D				
J6	A	B	D					
J7	A	B	C					
J8	A	B	C	D	D	D		
J9	D	D	D	B	C	A	D	D
J10	B	C	A					
J11	B	A						
J12	A	B						
J13	A	B	C	D				
J14	A	B						
J15	A	B						
J16	A	C						
J17	A	D	B					
J18	B	C	D	D				
J19	D	B	A					
J20	D	B	C	A				
J21	A	D	B	A				
J22	A	B						
J23	D	D	B	A				
J24	A	B	C	D				
J25	A	C	E					
J26	A	D	B	D				
J27	A	B	C	D				
J28	A	B	C	A				
J29	D	B	C					
J30	A	B	C					
J31	A	B	C	A				
J32	A	B	A					
J33	B	D	A					
J34	A	B	D					
J35	A	C						
J36	C	A						
J37	A	D	B	C	D	D		
J38	B	A						
J39	A	B	C					
J40	B	A						
J41	C							
J42	A	B						
J43	A	B	C	D				
J44	B	C	A					
J45	A	B	C	D				
J46	A	B	C	A				
J47	A	B	C	D				
J48	A	B	C					
J49	A	B	D	D				
J50	A	C						
J51	A	B	C	D				
J52	B	D	D					
J53	C							

Q3 Friend – 1 day work

	1	2	3	4	5	6	7	8
J1	B	C	E					
J2	A	B	C	D				
J3	A	B	C					
J4	A	B	C					
J5	D	B	C	D				
J6	A	B	D					
J7	A	B	C					
J8	D	A	B	C	D			
J9	D	D	B	C	A	D	A	
J10	D	B	D	A	D			
J11	A	B						
J12	A	B						
J13	A	B	C	D				
J14	A	B						
J15	A	B						
J16	A	C						
J17	D	B	D					
J18	A	B	C	D				
J19	D	B	C	A				
J20	D	B	C	A				
J21	A	B	D					
J22	A	B						
J23	D	D	B	D				
J24	A	B	D	D				
J25	A	B	D					
J26	A	D	B	C	D			
J27	A	B	C	D				
J28	A	B	C	A				
J29	B	A	D					
J30	A	B	C					
J31	A	B	C	A				
J32	A	B	C	A				
J33	B	D	C	A				
J34	A	B	C	D				
J35	A	C						
J36	E	C						
J37	A	D	B	C	D	D		
J38	C	A						
J39	D	D	D	B	A	C		
J40	B	A						
J41	B	C						
J42	A	C						
J43	A	B	C	D	D			
J44	A	B						
J45	A	B	C	D				
J46	D	B	A	C	A			
J47	A	B	C	D				
J48	A	B	C					
J49	A	B	D	D				
J50	A	C						
J51	A	B	C	D				
J52	B	D	D					
J53	A	C						

Top-left table (J54–J87):

J54	A	C	D	D		
J55	D	B	C	A		
J56	E					
J57	A	B	C			
J58	B	B	C			
J59	B	C	A			
J60	D	B	C	A	D	
J61	A	B	C			
J62	B	C				
J63	A	B	C			
J64	A	B	C			
J65	A	C	D			
J66	A	B	C			
J67	D	B	C	A		
J68	D	D	D	B	A	D
J69	E	C	A	D		
J70	D	D	B	B		
J71	D	B				
J72	A	B				
J73	A	C	D			
J74	B	A				
J75	A	B	C			
J76	B	C				
J77	A	D	B	C	A	
J78	A	B	C			
J79	A	B	C			
J80	B	A				
J81	C					
J82	B	A				
J83	A	B	C	A		
J84	A	B	A			
J85	C					
J86	B	C	A			
J87	A	C	A			

Top-middle table:

E	D	B	C	D	
A	B	C	D		
A	B	C			
A	D	B	C	D	
B	C				
B	C	A			
A	B	C	A	D	D	D
A	B	C			
A	B	C			
D	A	B	C	D	
A	B	C	A		
D	B	D			
D	B	D	C	D	
B	D	D	B	C	A
D	D	D	B	A	D
E	B	A	B	D	A
D	D	B	B		
A	B				
A	B	D			
A	B	C			
A	B	C	D	D	
A	B	C			
D	B	D			
A	D	B	C	A	
A	B	C			
A	C	A			
B	A				
A	B	C			
A	B	C			
D	B	A	D		
A	B	C			
A	D	B	C		
B	C	A			
A	B	C	A		

Top-right table:

D	C	D	D		
A	B	D			
A	B	C			
A	D	B	C	D	
B	C				
B	C	A			
D	B	C	D	D	
A	B	C			
A	B	C			
D	B	C	D		
A	B	B	A		
B	C	D			
A	B	C	C	D	
D	D	B	C	A	
D	D	D	B	A	D
E	D	A	C	D	
D	D	B	B		
A	B				
A	B	D			
A	B	C			
A	B	C	D	D	
A	B	C			
D	B	D			
A	D	B	C	C	A
A	B	C			
B	A				
B	A	D			
A	B	C			
A	B				
D	B	A	D		
B	C	A			
A	B	C	D		
B	C	A			
A	C	A			

Q4 Best Friend – 1 day work

	1	2	3	4	5	6	7	8	9
J1	A	B	B	D					
J2	A	B	A	D					
J3	B	A	C						
J4	A	C	D						
J5	D	B	C	A	D				
J6	A	B	D						
J7	A	D	B						
J8	A	B	C	D	D	D			
J9	D	D	B	C	A	D	D	D	
J10	D	B	C	A					
J11	B	A							
J12	A	B							
J13	A	D	B	D					
J14	A	B							
J15	A	B							
J16	D	B	C	A					
J17	B	C	A	D					
J18	D	B	A	D	D	D			
J19	D	B	C	A					
J20	D	B	C	A					
J21	A	D	B	D					
J22	B	C	D						
J23	D	D	B	D	D				
J24	A	C	D	D					
J25	E	D	E	A	C	E	A		
J26	A	D	B	C	A	D			

Q5 Stranger– 3 day work

1	2	3	4	5	6	7	8
E	E	C					
A	B	C					
A	B	C					
A	B	D					
D	A	B	C	D	D		
D	B	D	D				
A	D	B					
E	C	A					
D	D	A	B	C	A	D	A
A	B	C	A				
A	B	C					
A	B						
A	B	C	D				
A	E						
A	B						
A	C						
D	B	D	C				
A	B	D	D				
A	B	C					
A	B	A					
A	D	B					
E	B	C	A				
A	B	C					
A	B	C	E				
E	A	B	C	E	E		
A	B	C	D				

Q6. Acquaintance – 3 day work

1	2	3	4	5	6	7	8
B	E	D					
A	B	C	D				
A	B	C					
A	B	D					
D	B	C	A	D			
D	B	D					
A	D	B					
A	D	D	B	B	C	D	
D	D	B	C	D	A	D	
B	C	A					
B	C	A					
A	D	B					
A	B	C					
A	B						
A	B	A					
A	C						
C	B	B	E				
D	B	A	E	D	D		
D	B	C	A				
D	B	C	A				
A	B	D					
E	A	B	C	D			
D	D	B	A				
A	B	C	D				
A	C	E					
A	D	B	A	D			

Left table

J27	A	B	C	D	D				
J28	D	D	B	A	C	A			
J29	A	B	C	D	A				
J30	A	B	C						
J31	B	C	A						
J32	A	B	A						
J33	D	B	A	D					
J34	A	B	C	D	A				
J35	A	C							
J36	A	B	C						
J37	A	B	A	D	D				
J38	B	A							
J39	A	B	C						
J40	E	B	C	A					
J41	B	A							
J42	A	B							
J43	D	B	C	A	D				
J44	B	A							
J45	A	B	C	D					
J46	A	B	C	D	D				
J47	A	B	C	D					
J48	A	B	C						
J49	A	B	D						
J50	D	C							
J51	A	B	C						
J52	A	C	B						
J53	A	C							
J54	E	D	C	A	D	D			
J55	A	B	A	D					
J56	A	B	C						
J57	A	D	B	C	D	D			
J58	B	C	C	A					
J59	D	C	A						
J60	D	D	B	C	C	A	C	D	D
J61	A	B	C						
J62	A	B	C						
J63	D	A	B	C	D				
J64	E	D	B	A	B	B	A		
J65	A	B	C	D	D				
J66	D	B	C	A	D	D			
J67	D	D	B	C	A				
J68	D	D	D	B	A	D			
J69	D	D	E	D	B	C	A	D	D
J70	D	D	B	B					
J71	A	B							
J72	A	B	D						
J73	A	B	C						
J74	A	B	C	D	D				
J75	A	B	C						
J76	B	D							
J77	A	D	B	B	A	D			
J78	A	B	C						
J79	A	B	D						
J80	D	B	C	D					
J81	A	B	C						
J82	B	C							
J83	B	C	A	B	D				
J84	D	C	D						
J85	B	C	D						
J86	D	C	D	B	A				
J87	A	C	D						

Middle table

A	B	C	D				
A	B	C	A				
A	B	C					
A	B	B	C				
A	B	C					
A	B						
D	B	C	A				
D	D	B	C				
A	C						
C							
D	B	D	D				
B							
E	B	C					
B	A						
C							
A	B						
A	B	C	D				
A							
A	D	B	C				
D	B	C	C	A			
A	B	C					
B	B	A	C				
A	B	C					
A	C						
B	A						
B	C						
A	B	C	A				
A	C	D					
D	B	A	C				
A	B	C					
A	B	C					
B	B	C					
D	C	C	A				
D	D	B	C	A			
A	B	C					
B	C						
A	B	C					
A	B	C					
A	B	C	A				
B	C	A					
A	B	C	A				
D	D	D	B	A	D		
E	D	A	B	E	A	C	A
D	D	B	B				
D	B						
A	B						
A	B	C					
B	A						
A	B	C					
B	B						
A	D	B	C	A			
B	C	A					
B	C						
B	A						
C							
B	C						
B	C	A					
B	C	A					
C	B	C					
C							
A	B	A					

Right table

A	B	C	D		
A	B	C	A		
D	B	C			
A	B	C			
A	B	C	A		
A	B	C	A		
A	D	B	C		
A	B	C	D		
A	C				
A	C				
A	D	B	C	D	D
D	B	A			
D	C	A			
E	A	C			
E	B	C			
A	C				
A	B	C	D		
B	A				
A	B	C			
A	B	C	A	D	
D	B	C	A		
A	B	C			
A	B	C	D	D	
A	D	C			
A	B	C	D		
B	D	D			
A	B	C			
A	B	D	D		
A	B	C	D		
A	B				
A	D	B	C	D	
B	C				
D	B	C	C	A	
D	B	C	D	A	D
A	B	C			
A	C	D			
D	A	C	D	C	A
A	B	C	C	A	
B	C	D			
D	B	C	A		
D	D	B	C	A	
D	D	D	B	A	D
D	E	E	B	C	A
D	D	B	B		
A	B				
A	C	D			
A	B	C			
A	B	C			
A	B	C			
D	B	D			
A	D	B	A		
A	B	C			
A	B	C	A		
B	C	B			
A	B	C			
B	C				
D	B	C	A	D	
B	C	A			
A	D	D	B	C	
C					
B	C	A			

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Q7 Friend – 3 day work

	1	2	3	4	5	6	7	8
J1	B	C	E					
J2	A	B	C	D				
J3	B	A	C					
J4	A	C	D					
J5	D	B	C	D				
J6	D	B	D	D				
J7	A	D	B					
J8	A	B	C	C	D			
J9	D	D	B	C	D	D		
J10	B	C	A					
J11	B	C	A					
J12	D	B						
J13	A	B	D					
J14	A	B						
J15	A	B	A					
J16	A	C						
J17	D	B	C	D				
J18	D	D	B	C	D	D		
J19	D	B	C	A				
J20	D	B	C					
J21	A	B	D	D	D			
J22	A	B	C	D				
J23	D	D	B	A	D			
J24	A	B	C	D	D			
J25	E	A	C	D	A			
J26	A	D	B	C	D	D		
J27	A	B	C	D				
J28	A	B	C	A				
J29	B	C	A	D				
J30	A	B	C					
J31	A	B	C	A				
J32	A	B	C	A				
J33	D	D	B	C	A			
J34	D	A	B	C	D	D		
J35	A	C						
J36	A	C						
J37	A	B	C	D	D			
J38	B	A						
J39	A	B	C					
J40	A	C						
J41	B	C						
J42	A	C						
J43	A	D	B	C	D			
J44	B							
J45	E	C	A					
J46	A	B	C	C	A			
J47	A	B	C	D				
J48	A	B	C					
J49	A	B	D	D				
J50	A	C						
J51	A	B	C	D				
J52	A	B	D					
J53	A	B	C					
J54	E	C	D					
J55	B	A	D					
J56	A	B	C					
J57	A	D	B	C	D			
J58	B	C						
J59	B	B	C	A				
J60	D	B	C	A	C	D	D	
J61	A	B	C					
J62	A	B	D					

Q8 Best Friend – 3 day work

1	2	3	4	5	6	7	8	9
A	B	D						
A	B	C	D					
B	A	C						
A	C	D						
D	B	C	A	D				
A	D	B	D	D				
A	D	B	D					
D	D	C	D	C	D	D		
D	D	B	D	C	A	D	D	D
D	B	C	A	D				
B	C	A						
A	D	B						
A	D	B	A					
A	B							
A	B							
B	B	C						
C	B	B						
D	B	D	D					
D	B	A						
D	B	C	A					
A	D	B	A					
E	D	B	A					
D	D	B	A	D				
A	B	C	C	D	D			
D	E	A	C	D	A			
A	D	B	C	D				
A	B	C	D					
A	B	C	A					
A	B	C						
A	B	C						
A	B	C	A					
A	B	C	A					
D	B	C	A					
A	B	C	D	A				
A	C							
A	B	C	D					
A	B	A	D	D				
B	A							
A	C							
A	C	A						
B	C	A						
A	C							
D	B	C	A	D				
D	C	A	D					
E	C	A						
A	B	C	A	D	D			
A	B	C	D					
A	B	C						
A	B	C	D	D				
A	C							
A	B	C	D					
A	C							
A	B	C						
E	D	A	B	D	D			
D	B	A	D					
A	B	C						
A	D	B	C	D				
B	C							
B	B	C	A					
D	B	B	D	D	C	A	D	
A	B	C						
A	B	C	D					

J63	D	D	C	A	D			
J64	E	A	B	C	A	B		
J65	B	C	D					
J66	B	C	A	D				
J67	D	D	B	C	A			
J68	D	D	D	B	A	D		
J69	E	D	D	A	B	C	A	D
J70	D	D	B	B				
J71	A	B						
J72	A	B	D					
J73	A	B	C					
J74	A	B	C	D				
J75	A	B	C					
J76	D	B	D					
J77	A	D	B	B	A			
J78	A	B	C	A				
J79	A	B	C					
J80	D	D	B	A	D			
J81	A	B	C					
J82	B	C						
J83	B	C	A	C	D			
J84	B	C	A					
J85	A	D	D	B	C			
J86	C							
J87	B	C	A					

D	A	D	C	C	A	D		
E	D	B	A	D				
A	B	C	D					
D	B	C	A	D				
D	D	B	C	A				
D	D	B	A	D				
D	E	B	B	D	E	D	B	D
D	D	B	B					
A	B							
A	C	D						
A	B	C						
A	B	C	D	D				
A	B	C						
B	D							
A	D	B	A	D	D			
E	B	C	A					
B	C	A	D					
D	B	A	D					
A	B	C						
B	C							
B	C	A	D	C	D	D		
B	C							
A	D	D	B	C	D			
C								
A	C							

(4b) Occurrence Order of SF Function – INS

Q1 Stranger – 1 day work

	1	2	3	4	5	6	7	8
I1	A	D	B	D	A			
I2	E	A	D	D	B	D		
I3	A							
I4	A	C						
I5	A	C	B					
I6	A	E						
I7	A	C	D					
I8	A	C						
I9	A							
I10	A	B	C					
I11	A	C						
I12	A	D	C	D				
I13	A	C						
I14	A	C	D					
I15	A	B						
I16	A	C	B					
I17	A	C	B	A				
I18	A	C						
I19	A							
I20	C	D	D					
I21	A	C	D					
I22	A	C	B	D				
I23	D	C	D	D				
I24	A	C						
I25	A	C						
I26	A	C	B					
I27	A	B	B	A				
I28	A	B						
I29	A	C	B					
I30	A	C	B					
I31	A	C	B					
I32	A	B						
I33	A	C	B	D				
I34	A	C	D	D				
I35	A	B						
I36	A	C	B	D				
I37	A	C						
I38	A	B						
I39	A	C	B	D				
I40	A	B	B					
I41	A	B						
I42	E							
I43	A	C	B	B				
I44	A	B	C					
I45	A	B						
I46	A	B	E					
I47	A	C						
I48	A	D						
I49	A	B						
I50	A	C						
I51	A	D	B	A				
I52	A	B						
I53	A	B	A					

Q2 Acquaintance – 1 day work

1	2	3	4	5	6	7	8
A	B	D	D	D			
E	D	B	A	D			
E	C						
A	B						
E	B	C	A				
B	C						
E	A	B	D				
A	D	C	D				
A	B						
A	B						
A	C	D					
A	D	C	D				
A	C	D					
D	C						
A	C	B	D				
D	A	C	B	D	D		
A	C	B	D	C			
A	C						
A	C	D					
E							
A	B	D	A				
E	A	C	B	D	D	A	C
A	C	D					
A	C	B					
A	C						
A	C	B					
A	B	B	A	D			
A	B						
A	C	B					
A	C	B	D				
A	C	B					
A	C	B					
A	C	B	D				
A	C	B					
A	C						
A	C	E	C				
A	D	C					
A	B	C					
A	C	B	D				
A	B						
E	A	D	B				
D							
A	B						
B	C	A					
A	B	D					
A	D	B	D	D			
A	C	D					
A	D						
E	A	D	C	B			
A	C						
C	A						
A	B						
A	B	D					

Q3 Friend – 1 day work

1	2	3	4	5	6	7	8
A	C	B	D				
E	A	B	D				
E	E						
A	B						
A	C	B					
A	B						
A	C	D					
A	D	C	D				
A	D						
A	C	B					
A	C	D					
A	D	C	D				
A	C	B	D				
A	D	C					
A	B	C					
D	A	C	B	D			
A	C	B	D	B	A		
A	D	C					
D	C						
D	C						
D	A	C					
A	C	B	D	A	C		
A	C	D					
E	C	B	A				
A	C						
E	D	D	A	C	D		
A	C	B	A				
A	C						
A	C	B					
A	C	B	D				
A	C	B					
A	C	B					
A	C	B	D				
A	C						
A	C						
A	D	C	A	B			
A	D	C					
D	B	C	A				
A	C	B	D				
A	B						
A	B	C					
A	C						
A	B						
A	B	C					
A	B	D					
E	D	B	D	A			
A	C	D					
E	C	A					
E	A	C	B				
A	C						
C	A	D					
A	B						
E	A	C	B	A			

	1	2	3	4	5	6	7	8
I54	A	C	B					
I55	E							
I56	A	C	D	D				
I57	A	D	B	C	A			
I58	A	B						
I59	E	A	C					
I60	A	C	B					
I61	A	B	B					
I62	A	D	C	B				
I63	A	C	D	D	D			
I64	A	C						
I65	A	D	B	B				
I66	A	B	B					
I67	A	C						
I68	A	B						
I69	A	C	B					
I70	A							
I71	E	A	C					
I72	A	C						
I73	A	C						
I74	B	A						
I75	A	C						
I76	A	C						
I77	C							
I78	A	B						
I79	A	D	C					
I80	A	B	D					
I81	A	B						
I82	A	B	C					
I83	E	E						
I84	D	A	B	B				
I85	E							
I86	E	E						
I87	A	B						
I88	A	B						
I89	A	B						
I90	A	B						
I91	A	C						
I92	A	B						
I93	A	C	D					
I94	A	B	E	A				
I95	A	D	C					
I96	A	B						
I97	A	C	D	D				
I98	B	D						
I99	A	C						
I100	A	C						

1	2	3	4	5	6	7	8
A	D	C	B	D			
B							
A	C	D	D				
A	D	C	B	A			
A	C						
A	C						
A	C	B					
E	A	C	B				
A	D	C	B				
A	C	B	D				
A	C	D					
A	C	D					
A	B						
A	C						
E	A	B	D				
A	C	B					
A	C						
E	A	C	B				
A	C	D					
A	C	A	B				
C	B	D					
A	C						
A	C						
C	D						
A	C						
E	C						
A	B	D					
A	B						
E	A	C	D				
E	A	D	B	E	E		
D	A	B	B				
A	D	E	C				
E	D						
A	B	D					
D	B	A					
A	C						
E	B						
A	C						
A	B						
A	C	B					
A	B	E					
A	B						
A	C						
A	C	D					
B	D	B	C				
A	B						
A	B	B					

1	2	3	4	5	6	7	8
A	B	B	B				
B							
A	C	D	D				
E	D	D	B	A			
A	B	C					
E	C	A					
A	C	B					
E	A	C	B	A			
A	D	C	B				
A	C	B	D				
A	D	B					
A	B	D					
A	B						
A	C						
E	A	B	D				
A	C	B					
A	C	B					
E	A	C	B				
A	C	D					
A	C	B	A	D			
C	D						
D	A	B	D				
D	C	D					
C	D						
A	C	B					
C	A						
D	B	D	D				
A	B	B					
A	B	B					
E	A	B	B				
D	A	B	B				
A	C						
E	B	C	D				
A	B	D					
E	A	C	B				
A	C						
A	B	C	D				
A	C	B					
A	B						
A	D	C					
A	B	B	E	A			
A	D	B	C				
A	C						
A	C	D					
C	B	B					
E	D	B					
A	B						

Q4 Best Friend – 1 day work

	1	2	3	4	5	6	7	8	9
I1	A	D	B	D	A	D	D	A	
I2	E	A	B	D	B	D	D		
I3	E	E	A	D	E	E	E	D	E
I4	A	B							
I5	D	C	B	A					
I6	D	A	B	C					
I7	A	C	B	D					
I8	A	D	C						
I9	A	C	D						
I10	A	C	B						
I11	A	C	D						
I12	A	D	C	D					
I13	E	C	D						

Q5 Stranger– 3 day work

	1	2	3	4	5	6	7	8
	A	D	B	B	A			
	A	D	B	D				
	A							
	A	B						
	A	C	B					
	A	B	B					
	A	D	B	D				
	A	C						
	A	D	B					
	A	C						
	A	C						
	A	D	C	D				
	A	C						

Q6. Acquaintance – 3 day work

	1	2	3	4	5	6	7	8
	A	B	C	D	D	D		
	E	D	B	B				
	E	E						
	A	B						
	A	C	D					
	D	C	A					
	A	B	C	D				
	A	D	C	D				
	A	C	B					
	A	C	B					
	A	C	D					
	A	D	C	D				
	E	C	D					

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Table 1

Item							
I14	A	B	B	D			
I15	A	C	B				
I16	D	A	C	B	D		
I17	E	B	C	D	C	E	
I18	A	D	C				
I19	D	C	D				
I20	E	B					
I21	D	B	D	A			
I22	A	C	D	A			
I23	A	C	D				
I24	E	C	B	B	A	C	
I25	A	C					
I26	A	C	B				
I27	E	A	B	A	D		
I28	A	B					
I29	A	C	B				
I30	A	E	B	D	E		
I31	A	C	B				
I32	A	C	B	E			
I33	A	C	B	D			
I34	C	A	D	D			
I35	A	C					
I36	E	C	C				
I37	D	B					
I38	D	B	C	A			
I39	A	C	B	D			
I40	A	B					
I41	E	A	B	B			
I42	A	C					
I43	E	A	D	B	B		
I44	A	B	C				
I45	A	B	D				
I46	E	D	B	D	B	B	
I47	A	C	D				
I48	D	C	B	B			
I49	E	D	B	B	A		
I50	A	C					
I51	A	C	E	A			
I52	E	A	C	B			
I53	E	D	B	E	A		
I54	A	D	B	B			
I55	A	B					
I56	A	C	D	D			
I57	E	A	D	B	A	D	D
I58	E	D	B				
I59	E	C	A				
I60	A	C	B	A			
I61	A	C	B	B	A	D	D
I62	A	C	D	B			
I63	A	C	D				
I64	E	A	D	C	A	B	D
I65	A	B	D				
I66	A	B					
I67	A	B	D				
I68	A	C	B	D			
I69	A	C	B	B			
I70	A	C					
I71	E	A	C	B			
I72	A	C	B	D			
I73	D	A	C	B	A	D	A
I74	D	B	A	D			
I75	D	B	A				
I76	A	C	B	D	D		
I77	C						
I78	A	C	B				

Table 2

A	C	D				
A	B					
A	C	B				
A	C	B	B	D	B	A
A	B					
A						
C	D	D				
A	B	C				
A	D	B	B	D		
A	C	D				
A	C	B				
A	C					
A	C	B	D			
D	A	D	B	C	A	
A	B					
A	C	B				
A	C	B				
A	C	B				
A	B					
A	C	B	D			
A	C					
A	C					
A	C	B				
A	B					
D	A	C	B			
A	C	B	D			
A	B					
A	B					
E						
D	B	B				
A	B	C				
A	B	D				
A	C	B	E			
A	C					
E	A	D	B			
A	B	C				
A	C					
A	C					
A	C					
A	B	D	A			
A	B	B				
B						
A	C	D				
A	D	B	C	A	D	
A	C					
A	D	C				
A	C	B				
A	D	C	B			
A	D	C	B			
A	C	D	D	D		
A	C					
A	D	B	B			
A	B					
A	C					
A	B					
A	C	B				
A	B					
A	C					
A	C					
A	C					
E	A	B				
A	C					
A	C	D				
D						
A	C					

Table 3

A	C	D				
A	B	C	D			
D	A	C	B	D		
E	C	B	A			
A	C					
A	C	D				
B	C					
A	C	D				
A	C	B	D	A		
A	C	D				
E	A	C				
A	C					
A	C	B				
A	B	B	A			
A	B					
A	C	B				
A	C	B				
A	C	B				
A	C	B				
A	C	B	D			
A	C	D	D			
E	E	C				
A	C	B	B			
A	C					
E	A	B	B	A		
A	C	B	D			
A	B					
E	A	C	B			
A	C	D				
A	C	B				
A	B	C	A			
A	C	D	D	B		
A	C	B	D			
A	C	D				
E	A	D	B	D	A	A
A	C	B				
A	C					
A	C	D				
A	B					
A	C	B	A			
A	B	C	B			
B						
A	C	D	D			
A	D	B	C	A		
A	D	B				
A	C					
A	C	B	A			
A	C	B	A			
A	D	C	B			
A	C	B	D	D		
A	B	C				
A	B	D				
A	B	B				
A	C	D				
E	A	B				
A	C	B				
A	C	B				
A	B					
A	C	D	D			
A	C	B	A			
E	A	D	B	D		
A	C					
A	C					
C						
A	C					

I79	B	A					
I80	E	A	C	D			
I81	A	B					
I82	D	B	B	B			
I83	D	B	B	E	E	E	E
I84	D	A	B	B			
I85	A	D	C	B			
I86	E	A	C	D			
I87	A	B	A	C	B		
I88	E	A	B	D			
I89	A	B					
I90	A	C					
I91	A	B					
I92	A	B					
I93	A	D					
I94	A	D	B	B			
I95	A	D	B				
I96	A	D					
I97	A	C	D				
I98	C	B	D				
I99	A	C					
I100	E	A	B				

A	D	B				
A	C	D				
A	C					
A	B	C				
E	E	E	E	E	E	
D	A	B	B			
E						
A	E					
A	B	B				
A	B					
A	B					
A	B	E	D			
A	C					
A	B					
A	C	D				
A	B	E	A	C		
A	D	B	A	C		
A	B					
A	C	D	D			
B	D	D				
A	C					
A	E					

C	A					
A	C	B	D			
D	B	B				
A	D	B				
E	A	C	B			
D	A	B	B			
E	D					
E	A	B				
A	C	B				
E	B	B				
A	B					
A	B	C				
A	C	B				
A	B					
A	B					
A	B	B	C	B		
E	A	B				
A	D					
A	C	D				
A	B	D				
A	C					
A	B					

Q7 Friend – 3 day work

	1	2	3	4	5	6	7	8
I1	A	B	A	D	A	D		
I2	A	D	B					
I3	E	C	E					
I4	A	C						
I5	E	E	D					
I6	D	C	B	A				
I7	A	C	B	D				
I8	A	D	C	D				
I9	A	D	C					
I10	A	B	C					
I11	A	C	D					
I12	A	D	C	D				
I13	E	E	C	D				
I14	A	C	D					
I15	A	C	D					
I16	D	A	C	B	D			
I17	E	E	A	C	B	A	D	A
I18	A	D	C					
I19	A	C	D	A				
I20	B							
I21	A	C	B	D				
I22	A	C	B	D	A			
I23	A	C	D					
I24	A	C	E	A				
I25	A	C						
I26	A	C	A					
I27	A	B	B	D	A			
I28	A	B						
I29	A	C	B					
I30	A	C	B					
I31	A	B	D					
I32	A	C	B					
I33	A	C	B	D				
I34	A	C	B					
I35	A	C						
I36	A	D	B	C	D			
I37	A	C	D	B				
I38	D	A	B	C				

Q8 Best Friend– 3 day work

1	2	3	4	5	6	7	8
A	B	D	D	D			
D	B	B	A				
A	D	E	D				
A	C	D					
A	C	D	D				
D	C	B	A				
A	C	B	D				
A	D	C	D				
D	C						
A	C	B					
A	C	D					
A	D	C	D				
E	E	C	D				
A	C	D					
A	C	E					
D	A	C	B	D			
C	B	B	C				
A	C	D					
A	C	D					
A	D	B					
A	C	D	A				
A	C	B	D	A	C		
A	C	D	D				
E	B	B	A	C			
A	C						
A	C	D					
A	C	B	D	A			
A	B	D					
A	C	B					
A	C	B	E				
A	C	B					
A	C	B					
A	C	B	D				
C	B	D	D	D			
A	C						
A	C	B					
D	B						
D	C	B					

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I39	A	C	B	D					D	B	C	D			
I40	A	B							A	B					
I41	E	A	B						A	B	C				
I42	A	C							D						
I43	A	C	D						A	C	B				
I44	A	B	C						D	B	C	D			
I45	A	B	D						A	B	D				
I46	E	A	C	E					E	C	D	B			
I47	A	C	D						A	C	D				
I48	A	B	D	C	A				D	B	D	C	B		
I49	A	B	C						E	D	A	B	D		
I50	A	C							A	C					
I51	E	C	A						E	C	A				
I52	E	A	C						E	A	C	B			
I53	A	B	C	D	A				E	C	B	A			
I54	A	B	B						A	D	C	B	B		
I55	B								B						
I56	A	C	D	D					A	C	D	D			
I57	A	D	B	C	A				E	A	D	B	C	A	D
I58	A	C	D						E	D	C				
I59	E	A	C						E	C	B	A			
I60	A	C	B	A					A	D	B	A	C		
I61	E	E	C	B	D				E	C	D	B	A	A	
I62	A	D	C	B					A	D	C	B			
I63	A	C	B						A	C	B	D	D		
I64	A	C	B	D					A	D	B	D			
I65	B	B							B						
I66	A	B							A	B					
I67	A	B							A	C	D				
I68	A	C	B						A	C	B	D			
I69	A	C	B						A	C	B				
I70	A	C	B						A	B					
I71	E	A	B						A	D	B	D			
I72	A	C	D						A	C	D				
I73	A	C	B	A					E	C	A	B	A		
I74	C	B	D						A	B	B	D			
I75	E	E	C						D	C					
I76	E	A	D	A					E	A	C	D			
I77	C	D							C	D					
I78	A	B	E	E					A	B					
I79	E	B	A						B	B					
I80	A	B	D						E	A	C	D			
I81	A	B	B						D	B	B	E			
I82	E	C	A						A	C	B	B			
I83	A	C	B						A	C	B				
I84	D	A	B	B					D	C					
I85	E	D							A	D	B	C	B		
I86	A	C	D						D	B					
I87	A	B	D						A	B					
I88	E	C	A						E	E	E	A	B		
I89	A	B							A	B					
I90	A	C	D						A	D	C				
I91	A	B							A	C	B				
I92	A	B							A	B					
I93	A	C	D						A	C	D				
I94	A	B	E						A	C	B	B			
I95	A	C	B	B					A	D	B	C	E		
I96	A	D							A	D					
I97	A	C	D						A	C	D				
I98	A	B	D						A	B	D				
I99	A	C							A	C					
I100	A	C	B						A	B	B				

Appendix 4: Refusal Expression Data

(4c) Occurrence Order of SF Function – KNS

1a Stranger

	1	2	3	4
K1	D	C	A	
K2	E	A	B	
K3	A			
K4	A			
K5	A	B	C	
K6	A	B	C	
K7	A	B	C	
K8	A			
K9	A	B		
K10	A			
K11	C	C		
K12	D	B	A	
K13	B			
K14	A	B		
K15	A	B		
K16	A			
K17	A	D		
K18	C	C	D	
K19	A	B		
K20	A	B		
K21	E			
K22	B	C		
K23	A	C	B	
K24	B	C	A	
K25	A	B	C	
K26	C			
K27	A	D		
K28	E			
K29	A	C	B	
K30	A	B		
K31	A			
K32	E	A		
K33	A			
K34	A	B		
K35	C			
K36	B	C		
K37	D	B	A	D
K38	A			
K39	A			
K40	E			
K41	E			
K42	B	D		
K43	B			
K44	A			
K45	A			
K46	A	B		
K47	B	D		
K48	A	C		
K49	B	C		
K50	A	C		
K51	A			
K52	A	C		
K53	B	B		

1b Acquaintance

	1	2	3	4	5
K1	A	C			
K2	A	B	C	D	
K3	A				
K4	E	D			
K5	A	B			
K6	A				
K7	A	B	C	D	
K8	A	B	C	A	
K9	C				
K10	B	C			
K11	E	D	C		
K12	A	B	C		
K13	A	B	C	D	
K14	A	B			
K15	A	B			
K16	B	C			
K17	A	B	C		
K18	B	C	A		
K19	A	B			
K20	A	B			
K21	D				
K22	A	C			
K23	A	D	B	C	D
K24	B	C	A		
K25	A	B	C		
K26	B	D			
K27	A	D			
K28	E	A	B		
K29	A	C			
K30	A	B			
K31	A	C			
K32	E	A	C	A	
K33	A	B			
K34	B	C			
K35	E	C			
K36	B	A			
K37	A	B	A		
K38	A	C			
K39	A	D			
K40	B	A			
K41	C	A			
K42	B	C	D		
K43	B	C			
K44	A	B	C		
K45	A	C			
K46	A	B			
K47	C	A			
K48	A	B			
K49	B	A			
K50	D	C	A		
K51	A				
K52	A	C			
K53	E	D			

1c Friend

	1	2	3	4	5	6
K1	A	B	C	D		
K2	E	A	B	D		
K3	A	C				
K4	D	D	D			
K5	A	D	B			
K6	E	A	B	C		
K7	A	B	C	D		
K8	D	B	C			
K9	C	D				
K10	E					
K11	A	C				
K12	E	D	B			
K13	A	B				
K14	E	E				
K15	A	D	B			
K16	B					
K17	A	B	C			
K18	A	B	D			
K19	A	B				
K20	E	E				
K21	D					
K22	C					
K23	B	D	C			
K24	B	A				
K25	A	B	C			
K26	B					
K27	A	D				
K28	A	B				
K29	A	C	D	A	D	B
K30	A	B	C	D		
K31	A	B	C			
K32	A	C	D			
K33	A	B				
K34	B	C	A			
K35	D	C				
K36	B	C				
K37	B					
K38	A	C				
K39	A	C	D			
K40	A	C	D			
K41	D	B	D			
K42	B					
K43	B	C	A			
K44	C					
K45	A	C				
K46	A	B	D			
K47	B	C	D	A		
K48	E	A				
K49	B	A				
K50	D	D	E	E		
K51	A	C				
K52	A	C				
K53	E	C	D			

1d Best Friend

	1	2	3	4	5	6	7	8
K1	A	C	D					
K2	C	C						
K3	A	C						
K4	C	D						
K5	E	A	B	D				
K6	B	B						
K7	B	A						
K8	B	C	D					
K9	C	E						
K10	E							
K11	A	C						
K12	B	B						
K13	A	B						
K14	E	D	D					
K15	D	A	D	B	D			
K16	B	C	D					
K17	E	A	B	C				
K18	B							
K19	A	B						
K20	B							
K21	E							
K22	E							
K23	E	B	E					
K24	B	C	A					
K25	A	B	C					
K26	C							
K27	A	B	D					
K28	A	D	B					
K29	A	C	B					
K30	C	D	A					
K31	E	B	E					
K32	A	B	D					
K33	A	D	B					
K34	A	B	C					
K35	C							
K36	A	D						
K37	E							
K38	A	C						
K39	A	C	D					
K40	A	B	C	D	A			
K41	A	B	C	B	D	A	D	D
K42	D	B						
K43	D	B	C	D				
K44	B	C						
K45	A	C						
K46	E	A	D	B				
K47	B	C						
K48	A	D	B					
K49	B	C						
K50	A	C	D					
K51	B	E						
K52	A	C						
K53	B	C	D	D				

	2a Stranger				2b Acquaintance				2c Friend				2d Best Friend			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
K1	D	C	B	A	D	C	B	A	A	C	B	D	D	C	B	A
K2	B	A	C	D	B	A	D	C	D	B	A	C	C	D	B	A
K3	A	C	B	D	B	D	A	C	B	D	A	C	B	A	D	C
K4	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D	A
K5	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D
K6	B	D	A	C	B	A	D	C	D	B	C	A	C	B	A	D
K7	A	C	B	D	C	B	D	A	A	B	D	C	A	D	B	C
K8	C	A	B	D	A	B	C	D	C	A	B	D	A	C	D	B
K9	A	C	B	D	A	C	D	B	A	C	D	B	A	C	D	B
K10	A	B	D	C	B	D	C	A	C	D	B	A	A	B	D	C
K11	D	A	B	C	D	C	A	B	D	A	B	C	D	B	C	A
K12	B	C	A	D	D	B	A	C	C	A	D	B	D	C	B	A
K13	C	A	B	D	A	D	B	C	A	B	D	C	A	C	B	D
K14	A	C	B	D	A	B	D	C	A	D	B	C	A	D	B	C
K15	A	C	B	D	A	C	B	D	A	B	C	D	A	C	B	D
K16	C	B	D	A	A	D	B	C	A	B	D	C	D	A	B	C
K17	C	A	B	D	A	C	B	D	A	C	B	D	A	B	C	D
K18	C	B	A	D	A	B	D	C	A	B	C	D	A	C	B	D
K19	A	C	B	D	B	D	C	A	B	D	C	A	B	C	A	D
K20	A	B	C	D	A	B	C	D	A	C	B	D	A	C	B	D
K21	C	B	A	D	C	B	D	A	C	B	A	D	C	B	D	A
K22	A	B	C	D	A	D	B	C	B	C	A	D	C	D	A	B
K23	C	B	A	D	B	A	C	D	B	A	D	C	A	B	D	C
K24	D	B	C	A	B	C	A	D	D	B	C	A	D	B	C	A
K25	A	C	B	D	D	A	C	B	A	C	D	B	C	A	B	D
K26	A	B	C	D	B	A	C	D	A	B	C	D	B	A	C	D
K27	C	B	D	A	D	B	C	A	D	A	B	C	D	A	B	C
K28	A	C	B	D	A	B	C	D	A	C	B	D	A	C	D	B
K29	C	A	B	D	A	B	D	C	A	B	D	C	A	C	B	D
K30	C	A	B	D	A	D	B	C	A	C	B	D	A	B	D	C
K31	A	C	B	D	A	B	D	C	A	C	B	D	A	C	B	D
K32	A	C	B	D	A	B	C	D	A	D	B	C	D	A	B	C
K33	A	D	B	C	D	A	B	C	D	C	A	B	C	A	D	B
K34	B	A	D	C	D	A	C	B	D	B	A	C	C	A	D	B
K35	C	A	B	D	B	D	A	C	B	D	A	C	D	B	A	C
K36	B	D	A	C	D	B	A	C	C	B	A	D	B	C	A	D
K37	D	B	A	C	C	A	B	D	D	B	A	C	D	C	A	B
K38	C	A	B	D	A	B	D	C	A	C	D	B	A	B	D	C
K39	D	C	A	B	D	A	B	C	C	A	B	D	B	D	A	C
K40	C	A	B	D	A	B	D	C	B	A	D	C	D	B	A	C
K41	D	B	A	C	D	B	A	C	B	D	A	C	B	D	A	C
K42	C	A	B	D	C	A	D	B	A	C	D	B	D	B	A	C
K43	D	B	C	A	B	C	A	D	A	B	D	C	D	B	A	C
K44	C	A	B	D	D	B	A	C	B	D	A	C	D	B	A	C
K45	D	C	B	A	D	B	C	A	B	D	A	C	D	B	A	C
K46	B	C	A	D	D	B	A	C	B	D	A	C	C	B	D	A
K47	B	A	D	C	A	B	D	C	B	C	D	A	A	B	C	D
K48	D	B	A	C	D	B	C	A	D	B	C	A	D	B	C	A
K49	B	C	A	D	B	C	A	D	C	A	B	D	B	C	A	D
K50	D	A	C	B	A	C	B	D	D	A	C	B	B	D	A	C
K51	B	A	D	C	A	D	B	C	A	D	B	C	A	D	B	C
K52	C	A	B	D	B	D	A	C	B	A	D	C	D	B	A	C
K53	B	A	C	D	B	D	A	C	B	D	A	C	B	D	A	C
K54	C	A	B	D	A	D	B	C	A	C	D	B	C	A	B	D
K55	C	B	A	D	C	B	D	A	C	B	A	D	A	D	B	C

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Appendix 4: Refusal Expression Data

(4d) Occurrence Order of SF Function – VNS

1a Stranger

	1	2	3	4	5
V1	B				
V2	A	C			
V3	A	C			
V4	A	B			
V5	A	B			
V6	A	B			
V7	A	B			
V8	A	B	D		
V9	A	C			
V10	E				
V11	A	C			
V12	D	C			
V13	B				
V14	A	B			
V15	B				
V16	A	C			
V17	B	A			
V18	B	D			
V19	E	D			
V20	A	C			
V21	D	C			
V22	C				
V23	A	C	B		
V24	A	C			
V25	A	B			
V26	B				
V27	E				
V28	D	B	D		
V29	A	E	D		
V30	A	B			
V31	B				
V32	A	B			
V33	A	C	B	D	
V34	E				
V35	A	C			
V36	A	B	B		
V37	D	B	C	A	D
V38	A	D	C		
V39	A	B			
V40	A	C			
V41	A	E	D	E	
V42	A	B			
V43	C	B			
V44	A	C			
V45	A	C	B	D	
V46	E				
V47	C	D			
V48	A	E	B		
V49	A	B	E		
V50	E				
V51	C				
V52	D	E			
V53	A	B	C	D	

1b Acquaintance

	1	2	3	4	5	6
V1	B	C	A			
V2	A	C				
V3	B	C				
V4	A	C	D			
V5	B					
V6	A	B				
V7	D	B				
V8	A	B	D	D		
V9	C					
V10	E					
V11	A	C				
V12	D	C				
V13	A	B	C			
V14	A	D				
V15	B					
V16	A	C	D			
V17	B	C	D			
V18	D	E				
V19	A	B	D			
V20	A	C				
V21	D	B	C	D		
V22	B					
V23	D	B				
V24	A	C				
V25	D	B	A	D		
V26	D	B	C	D		
V27	B					
V28	D	B	D			
V29	E	D				
V30	B	C				
V31	B					
V32	A	B				
V33	B	C	D			
V34	A	B				
V35	A	B	C			
V36	E	A	B	B	D	
V37	D	B	C	A	D	D
V38	A	D	C			
V39	A	C				
V40	A	C	B	D		
V41	A	E	D			
V42	A	C	B			
V43	A	B				
V44	A	C				
V45	D	D	A	B	D	
V46	E					
V47	B	D				
V48	B	C				
V49	A	C	B			
V50	E					
V51	D					
V52	D	C	D			
V53	A	B	E			

1c Friend

	1	2	3	4	5	6
V1	D	B	D			
V2	C					
V3	C					
V4	A	B	D			
V5	A	B				
V6	A	B				
V7	A	C				
V8	D	B				
V9	C					
V10	E					
V11	A	B				
V12	A	B				
V13	B	C				
V14	A	B				
V15	C					
V16	C	B				
V17	B	C				
V18	D	B	A			
V19	B	D				
V20	A	C				
V21	A	B	D			
V22	B					
V23	D	B				
V24	A	D	C			
V25	D	B	A	C		
V26	A	B				
V27	C					
V28	D	B	D			
V29	E	D				
V30	B					
V31	B	B				
V32	B					
V33	A	B	C	D		
V34	D	B	B			
V35	A	B				
V36	E	A	B	B	D	
V37	D	B	B	A	C	D
V38	A	B	D			
V39	A	C				
V40	A	D	B	C		
V41	E	D				
V42	A	B				
V43	A	B	D			
V44	A	C				
V45	D	A	C	B	D	D
V46	C					
V47	B	D				
V48	B	C				
V49	A	B	B	C		
V50	D					
V51	C	D				
V52	C	D	D			
V53	A	B				

1d Best Friend

	1	2	3	4	5	6	7
V1	D	D	D	B	A	D	
V2	C	B					
V3	C	B					
V4	D	B					
V5	D	B					
V6	A	B	D				
V7	B	D					
V8	B						
V9	C						
V10	E						
V11	A	B					
V12	D	B	D				
V13	D	B	B				
V14	E	B					
V15	C						
V16	C	B					
V17	A	C	B	D			
V18	D	B	D				
V19	B	D					
V20	A	C					
V21	E	D	B	D	D		
V22	D	B					
V23	B	D					
V24	A	D	C	D			
V25	B	C					
V26	D	B					
V27	D	B					
V28	D	B	D				
V29	E	D					
V30	B	C					
V31	B						
V32	D	C					
V33	E	C	B	D			
V34	D	B	D				
V35	B	D					
V36	E	A	B	B	B	D	
V37	D	B	B	A	C	D	D
V38	D	C	B				
V39	B	D					
V40	B	B	E				
V41	A	E	E	D			
V42	B	D					
V43	A	B	D				
V44	A	C					
V45	D	A	C	B	D	D	
V46	C						
V47	B	D					
V48	B	C					
V49	A	B	B	C			
V50	D						
V51	C	D					
V52	E	C	D	D			
V53	A	B					

V																				
V54	A	C				A	B	D			B	D				B	D			
V55	A	B				A	B	D			A	B	D			A	B	D		
V56	C	D				B	D	D			C	D				C	D			
V57	A	B				A	B				A	B				A	B			
V58	E					E	D				A	B				E	A	B		
V59	D	C				D	C	A			A	B	D			A	B	D		
V60	D	C				D	C				C					C				
V61	B	D				D	B	E			D	B				D	B			
V62	E					B					B					B				
V63	D	B	D			B	D				B	B				B	B			
V64	A	C				D	A	B			A	C				A	C			
V65	A	B				A	B				E					E				
V66	A	C				A	B				C					C				
V67	B	D				D	B				B	D				B	D			
V68	C					A	B				A	B	D			A	B	D		
V69	B					D	C				A	B	B			A	B	B		
V70	A	C				E					E					E				
V71	A	C				A	C				A	C	D			A	C	D		
V72	D	A	C			D	C				C					C				

	2a Stranger				2b Acquaintance				2c Friend				2d Best Friend			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
V1	C	B	A	D	C	B	A	D	B	C	A	D	D	B	C	A
V2	A	C	B	D	A	D	C	B	C	B	D	A	C	B	A	D
V3	D	A	B	C	A	C	B	D	D	C	A	B	C	B	D	A
V4	C	A	B	D	C	A	B	D	A	C	B	D	A	B	D	C
V5	A	C	B	D	A	D	B	C	A	B	C	D	A	C	B	D
V6	C	A	B	D	A	C	D	B	A	C	D	B	A	B	D	C
V7	B	C	D	A	D	B	A	C	A	B	D	C	C	A	B	D
V8	C	A	B	D	C	A	B	D	D	B	A	C	C	A	B	D
V9	A	C	B	D	A	C	B	D	A	C	B	D	C	B	D	A
V10	C	D	A	B	B	C	D	A	C	B	A	D	D	C	B	A
V11	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
V12	A	C	B	D	A	C	B	D	A	C	B	D	C	A	B	D
V13	C	B	A	D	A	B	C	D	D	A	B	C	D	A	B	C
V14	D	A	C	B	D	A	B	C	C	D	B	A	C	B	D	A
V15	B	C	A	D	B	D	A	C	B	C	D	A	B	C	A	D
V16	A	B	C	D	A	C	B	D	C	B	A	D	C	A	B	D
V17	C	A	B	D	A	C	B	D	D	C	B	A	C	B	D	A
V18	C	B	A	D	B	A	C	D	C	A	B	D	D	C	A	B
V19	D	A	C	B	A	D	C	B	D	A	C	B	A	B	D	C
V20	C	D	B	A	B	A	D	C	C	A	B	D	A	B	C	D
V21	A	C	B	D	B	C	A	D	A	B	C	D	B	C	A	D
V22	A	D	C	B	D	B	C	A	D	B	A	C	C	B	A	D
V23	A	B	D	C	A	C	B	D	D	B	C	A	C	B	A	D
V24	A	B	C	D	A	D	C	B	A	B	C	D	A	C	B	D
V25	D	B	A	C	D	B	A	C	D	A	C	B	C	B	D	A
V26	C	A	B	D	A	B	C	D	A	B	C	D	B	A	C	D
V27	D	B	C	A	B	C	A	D	B	A	D	C	C	A	B	D
V28	D	C	B	A	D	C	B	A	D	C	B	A	D	C	B	A
V29	D	B	C	A	D	B	C	A	D	B	C	A	D	B	C	A
V30	D	B	A	C	A	B	D	C	A	B	C	D	C	B	A	D
V31	A	C	B	D	A	B	C	D	A	B	D	C	C	A	B	D
V32	A	B	D	C	A	B	D	C	A	D	B	C	C	D	B	A
V33	A	D	B	C	A	B	C	D	A	B	C	D	C	B	A	D
V34	B	C	D	A	A	D	B	C	A	D	B	C	D	C	A	B
V35	A	C	B	D	A	B	D	C	A	B	D	C	C	B	A	D
V36	A	C	B	D	A	B	C	D	A	B	C	D	A	D	B	C
V37	D	B	C	A	D	B	C	A	D	B	C	A	D	B	C	A
V38	D	B	C	A	D	B	A	C	D	B	A	C	A	D	C	B
V39	A	C	B	D	A	C	B	D	A	C	B	D	C	B	A	D
V40	A	C	B	D	A	B	C	D	C	B	A	D	C	B	A	D
V41	B	C	A	D	A	D	B	C	B	C	D	A	D	A	C	B

	A	C	B	D		A	B	D	C		A	B	C	D		C	B	A	D
V42	A	C	B	D		A	B	D	C		A	B	C	D		C	B	A	D
V43	C	A	B	D		A	C	B	D		A	B	C	D		A	D	B	C
V44	A	C	B	D		A	D	B	C		A	B	C	D		A	C	D	B
V45	A	D	B	C		A	D	B	C		A	D	B	C		A	C	D	B
V46	A	D	C	B		A	B	D	C		C	B	A	D		C	A	B	D
V47	A	C	B	D		D	A	B	C		D	B	C	A		C	B	D	A
V48	A	C	B	D		A	D	B	C		B	D	C	A		B	A	D	C
V49	A	C	B	D		A	C	B	D		A	C	B	D		A	C	B	D
V50	B	D	A	C		D	B	A	C		B	D	A	C		D	A	B	C
V51	C	A	B	D		A	B	D	C		B	D	A	C		B	A	D	C
V52	A	B	C	D		A	B	C	D		C	B	A	D		B	C	A	D
V53	A	B	D	C		A	B	D	C		A	B	D	C		A	C	B	D
V54	A	C	B	D		A	D	B	C		A	B	D	C		A	B	D	C
V55	A	D	B	C		A	B	D	C		A	C	B	D		A	C	B	D
V56	D	A	B	C		B	D	C	A		D	A	B	C		D	B	A	C
V57	A	C	D	B		D	A	C	B		D	A	C	B		C	A	B	D
V58	B	C	A	D		A	D	B	C		A	D	B	C		C	B	D	A
V59	D	C	B	A		D	C	B	A		D	B	C	A		A	B	C	D
V60	C	A	B	D		A	C	B	D		B	D	A	C		A	C	D	B
V61	D	B	C	A		A	B	C	D		B	A	D	C		C	B	A	D
V62	A	C	B	D		D	A	B	C		B	D	A	C		C	A	B	D
V63	A	C	D	B		D	B	A	C		A	C	D	B		D	B	A	C
V64	C	A	B	D		B	D	A	C		B	A	D	C		D	A	B	C
V65	C	A	B	D		A	D	B	C		A	D	B	C		A	B	D	C
V66	C	D	B	A		D	A	B	C		D	A	B	C		D	B	A	C
V67	D	B	C	A		A	D	B	C		C	B	D	A		C	B	A	D
V68	A	C	D	B		C	A	B	D		B	D	C	A		D	B	A	C
V69	A	C	D	B		D	C	A	B		A	B	D	C		C	D	B	A
V70	A	C	B	D		A	D	B	C		A	C	D	B		A	D	C	B
V71	C	A	B	D		A	D	C	B		A	D	B	C		A	D	B	C
V72	A	B	C	D		A	D	B	C		A	D	B	C		A	B	D	C

Appendix 4: Refusal Expression Data

(4e) Occurrence Order of SF Function – FNS

1a Stranger

	1	2	3	4	5
F1	A	C			
F2	A	B			
F3	A	C			
F4	A				
F5	A	C	B	B	A
F6	A				
F7	A	B			
F8	A	B			
F9	A	B			
F10	A	B			
F11	A				
F12	A	C			
F13	A				
F14	B				
F15	A	C	D		
F16	C	D	D		
F17	E				
F18	A	C			
F19	A	C	B		
F20	A	C	B	B	
F21	C	B			
F22	A				
F23	E				
F24	A	C			
F25	A	C			
F26	A	B			
F27	A	B			
F28	A	B			
F29	A	B	D		
F30	E				
F31	A	B			
F32	A	B	D		
F33	A				
F34	E	A	B	D	
F35	A	B			
F36	A	B	B	D	
F37	C	A			
F38	A	D			
F39	A	B			
F40	A	C	D	B	D
F41	A				
F42	A	C			
F43	A	C			
F44	A	B			
F45	C				
F46	A	B			
F47	B				
F48	A	C			
F49	A	B			
F50	A	B			
F51	A	B			
F52	A	C			

1b Acquaintance

	1	2	3	4	5
F1	E				
F2	D	B	D		
F3	A	C	D		
F4	A	C			
F5	A	C	B	B	A
F6	A	B			
F7	D	B			
F8	A	B			
F9	A	D	C	B	D
F10	D	B			
F11	A				
F12	A	C			
F13	A	C			
F14	A	B	B		
F15	A	B	D		
F16	D	B			
F17	A	B			
F18	A	C			
F19	A	B			
F20	A	C	B		
F21	A	D			
F22	A				
F23	B				
F24	A	C			
F25	A	B	B		
F26	D	A	B		
F27	A	B	D		
F28	A	B			
F29	A	B			
F30	B				
F31	A	B	D		
F32	A	B	D		
F33	A	C			
F34	E	E	E		
F35	A	D	C		
F36	A	B	D		
F37	A	C			
F38	A	C			
F39	A	D	B		
F40	D	A	C	B	A
F41	A	C	B	D	
F42	A	C	B	D	
F43	A	C			
F44	A	D	B		
F45	A	C	D		
F46	A	C	D		
F47	D				
F48	A	C			
F49	A	B			
F50	A	C	D		
F51	A	B			
F52	D	C			

1c Friend

	1	2	3	4	5	6
F1	B	A				
F2	A	B	D			
F3	A	C	D			
F4	A	B				
F5	A	C	B	B	A	
F6	A	B				
F7	D	C	D			
F8	A	B				
F9	A	D	C	B		
F10	B	D				
F11	A	B				
F12	A	D	C			
F13	A	C	D			
F14	B					
F15	D	C	A	D		
F16	D					
F17	A	B	D			
F18	A	D	D			
F19	A	C	B			
F20	D	A	C	B		
F21	D	C				
F22	A	C	D			
F23	A	C				
F24	A	C				
F25	A	C	B	D		
F26	D	D				
F27	A	B	D			
F28	D					
F29	A	D	B			
F30	C	B				
F31	A	B	C	D		
F32	A	D	C	D	D	
F33	A	C	D			
F34	D	A	B	D	E	A
F35	A	B	D			
F36	A	B	D			
F37	C	D				
F38	A	C				
F39	D	B	A			
F40	D	A	C	B	D	
F41	D	A	C	D		
F42	D					
F43	A	C	D			
F44	A	B	D			
F45	A	C	D			
F46	D	C	A			
F47	B					
F48	A	D	B	D		
F49	D	A	B			
F50	A	C	D			
F51	A	C	B			
F52	A	C	D			

1d Best Friend

	1	2	3	4	5		
F1	E	A	D	B			
F2	A	B	B	D			
F3	A	B					
F4	A	C	B	A			
F5	A	C	B	B	A		
F6	A	B					
F7	E	C	D				
F8	A	B					
F9	A	D	C	B	D		
F10	B	B	C	D			
F11	A	B					
F12	A	D	C	D			
F13	A	C	D				
F14	E						
F15	E	C	D	A			
F16	A	B					
F17	D	A	C	E			
F18	A	D	C				
F19	B	D					
F20	D	A	C	B			
F21	D	C					
F22	D	B	D				
F23	A	C	D				
F24	A	C					
F25	A	C	D	A			
F26	A	C					
F27	A	B	D				
F28	D	B					
F29	B	B					
F30	D	C	D	B	B		
F31	A	D	B	D			
F32	B	D					
F33	A	C	D				
F34	E	A	D	D	C	B	D
F35	E	B					
F36	A	C	B	D			
F37	C	D					
F38	A	C	D				
F39	D	B	B	A	D		
F40	D	C	B	A			
F41	D	A	C	D			
F42	D						
F43	A	C	D				
F44	A	B					
F45	C	D					
F46	C	D					
F47	A	C					
F48	D	B	B	B	D	C	
F49	D	B	B				
F50	A	B	D				
F51	E	A	C	B			
F52	E	A	C	D	D		

Grid 1 (F53–F69)

F53	C	A			
F54	A	B			
F55	A				
F56	C				
F57	A	B			
F58	A	B			
F59	B				
F60	B				
F61	E				
F62	A	C			
F63	A				
F64	E				
F65	A	B			
F66	D	B	A	D	
F67	D	A	C		
F68	C				
F69	A	C			

Grid 2

F53	A	B			
F54	A	B	D		
F55	A	B			
F56	A	C			
F57	A	C	D		
F58	A	B			
F59	A	C			
F60	E	C			
F61	E				
F62	A	B			
F63	A				
F64	E				
F65	D				
F66	D	D	B	D	
F67	D	A	C		
F68	A	C			
F69	A	C			

Grid 3

F53	D				
F54	A	B	D	D	
F55	A	B			
F56	A	C			
F57	D	D	D		
F58	D				
F59	A	B			
F60	C				
F61	D	B			
F62	A	B			
F63	A				
F64	B				
F65	E	E			
F66	C	D			
F67	D	A	C		
F68	A	C			
F69	A	C			

Grid 4

F53	B				
F54	A	B	D		
F55	A	D	D		
F56	A	C			
F57	E	E	D	C	D
F58	D				
F59	B				
F60	C				
F61	E	E	B		
F62	A	D			
F63	A				
F64	E				
F65	A	C			
F66	E	D	C	D	
F67	D	C	D		
F68	A	C	D		
F69	E	C	A		

2a Stranger / 2b Acquaintance / 2c Friend / 2d Best Friend

	2a Stranger 1	2	3	4	2b Acquaintance 1	2	3	4	2c Friend 1	2	3	4	2d Best Friend 1	2	3	4
F1	C	A	B	D	A	B	C	D	B	A	C	D	C	B	D	A
F2	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F3	A	D	C	B	A	C	B	D	A	D	C	B	A	C	D	B
F4	A	C	B	D	D	C	B	A	A	D	B	C	A	D	B	C
F5	C	A	D	B	B	D	C	A	A	C	D	B	B	D	C	A
F6	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F7	A	C	B	D	D	B	A	C	B	A	C	D	C	A	B	D
F8	C	A	B	D	D	B	C	A	D	A	C	B	C	A	B	D
F9	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F10	C	A	B	D	A	C	B	D	C	D	A	B	B	D	A	C
F11	B	D	A	C	C	A	B	D	C	A	B	D	C	A	B	D
F12	A	B	D	C	C	B	D	A	A	D	B	C	A	C	B	D
F13	D	C	A	B	C	B	A	D	D	C	A	B	A	C	B	D
F14	B	C	A	D	B	A	C	D	B	A	C	D	B	D	C	A
F15	C	B	D	A	A	D	B	C	A	C	B	D	C	A	B	D
F16	C	B	D	A	D	A	B	C	B	D	A	C	B	D	A	C
F17	C	A	D	B	A	C	B	D	D	B	C	A	D	B	A	C
F18	C	A	B	D	C	A	B	D	A	C	B	D	B	C	A	D
F19	C	A	B	D	B	A	D	C	B	D	A	C	D	B	A	C
F20	D	C	A	B	C	A	B	D	C	B	A	D	C	B	A	D
F21	C	B	A	D	D	C	B	A	A	C	B	D	B	C	D	A
F22	A	C	B	D	A	B	C	D	A	D	B	C	A	B	D	C
F23	C	D	B	A	C	B	A	D	A	C	B	D	A	C	B	D
F24	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F25	C	B	A	D	C	B	A	D	A	B	C	D	D	B	A	C
F26	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D
F27	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F28	A	B	D	C	A	B	D	C	A	B	C	D	A	B	C	D
F29	C	B	D	A	A	C	B	D	C	B	D	A	C	B	A	D
F30	C	D	A	B	B	A	C	D	D	C	B	A	D	A	B	C
F31	C	A	B	D	C	B	D	A	C	B	A	D	A	C	D	B
F32	A	C	B	D	A	C	B	D	A	B	C	D	A	D	B	C
F33	A	C	B	D	A	C	B	D	A	D	B	C	A	B	D	C
F34	C	A	B	D	A	B	D	C	A	D	B	C	A	D	B	C
F35	A	C	B	D	A	C	B	D	D	B	A	C	D	C	B	A
F36	A	C	B	D	A	B	C	D	A	B	D	C	A	B	D	C
F37	A	C	B	D	C	A	B	D	A	B	C	D	B	A	C	D
F38	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
F39	A	C	B	D	A	C	B	D	D	A	C	B	D	A	C	B
F40	C	A	B	D	D	B	A	C	A	D	B	C	C	A	B	D
F41	C	B	A	D	A	C	B	D	C	A	B	D	C	A	B	D
F42	C	B	A	D	A	D	B	C	A	D	B	C	A	D	C	B

F43	D	A	C	B		D	A	B	C		C	A	B	D		A	B	C	D
F44	A	C	B	D		A	D	B	C		A	B	C	D		A	B	C	D
F45	A	D	B	C		A	D	B	C		A	D	B	C		A	D	B	C
F46	A	B	C	D		A	C	B	D		B	D	A	C		C	B	A	D
F47	C	A	B	D		C	A	B	D		A	B	D	C		A	B	D	C
F48	C	B	A	D		B	C	A	D		A	B	C	D		A	C	B	D
F49	A	C	B	D		B	A	C	D		A	C	B	D		A	C	B	D
F50	A	C	B	D		A	D	C	B		A	D	C	B		B	C	D	A
F51	A	C	D	B		A	B	D	C		A	B	D	C		A	B	D	C
F52	C	B	A	D		C	A	B	D		A	B	D	C		D	B	A	C
F53	C	A	B	D		A	C	B	D		A	C	B	D		B	C	A	D
F54	C	A	B	D		A	B	D	C		A	B	D	C		A	B	D	C
F55	C	A	B	D		D	C	B	A		A	C	B	D		C	A	B	D
F56	C	A	D	B		A	C	B	D		A	B	D	C		A	D	B	C
F57	C	A	B	D		C	A	B	D		A	C	B	D		D	A	B	C
F58	D	B	A	C		B	A	C	D		B	A	D	C		C	B	A	D
F59	D	C	A	B		A	B	C	D		A	C	D	B		C	D	A	B
F60	A	C	B	D		B	C	D	A		B	D	C	A		D	C	B	A
F61	A	B	C	D		D	A	B	C		B	A	C	D		B	A	C	D
F62	B	A	C	D		C	A	B	D		C	A	B	D		C	A	B	D
F63	A	C	B	D		B	C	D	A		D	C	B	A		A	C	D	B
F64	A	B	C	D		A	B	C	D		C	A	B	D		C	A	B	D
F65	C	A	B	D		A	B	D	C		A	B	D	C		D	B	C	A
F66	C	A	B	D		C	A	D	B		B	C	A	D		C	A	B	D
F67	D	B	C	A		C	A	B	D		B	C	A	D		C	B	D	A
F68	C	B	D	A		A	C	B	D		A	C	B	D		A	D	C	B
F69	A	C	B	D		A	C	B	D		A	B	C	D		C	B	A	D

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(4f) Occurrence Order of SF Function – CNS

1a Stranger

	1	2	3	4
C1	A	B		
C2	A	B	B	C
C3	A	B		
C4	A	B		
C5	A			
C6	A	B		
C7	A	B	C	
C8	E			
C9	A			
C10	A	B		
C11	A	C		
C12	A	B	D	
C13	A	B		
C14	A	B		
C15	A	B		
C16	A	D		
C17	A	C		
C18	B	A		
C19	A	B		
C20	A	B		
C21	A	B		
C22	A	B	B	
C23	A			
C24	A	B		
C25	A	B	D	
C26	A	B		
C27	A	B		
C28	A			
C29	A	C		
C30	A	B		
C31	A			
C32	A	B		
C33	A	B		
C34	A	B		
C35	A	B		
C36	A	B		
C37	A	B		
C38	A	B		
C39	B			
C40	A	B	C	
C41	A	B		
C42	A	B		
C43	A	B	B	
C44	E	C		
C45	C	A		
C46	A			
C47	C	D		
C48	A	B		
C49	A	B		
C50	B	A		
C51	E			
C52	C			

1b Acquaintance

	1	2	3	4
C1	D	D	B	A
C2	A	B	B	
C3	B			
C4	A	B	D	
C5	A	B	B	
C6	A	B	D	
C7	A	B	B	D
C8	A	B		
C9	B			
C10	A	B		
C11	A	B	A	
C12	A	B	D	
C13	A	B		
C14	A	B		
C15	A	B		
C16	A	B	C	
C17	A	B		
C18	D	B	A	
C19	B			
C20	A	B		
C21	A	B	B	D
C22	B	D		
C23	A	B	C	
C24	C	C		
C25	A	B	D	
C26	A	B		
C27	E	B	B	
C28	A	B		
C29	A	B	C	
C30	A	C		
C31	A	B	D	
C32	B			
C33	B			
C34	A	B	B	
C35	A	B		
C36	A	B		
C37	A	B		
C38	E	B	D	
C39	C			
C40	B	A		
C41	A	B		
C42	E	D	B	B
C43	A	B		
C44	D	C		
C45	A	C		
C46	C	D		
C47	C	E		
C48	B	A		
C49	A	B		
C50	D	B	D	
C51	E			
C52	A	B		

1c Friend

	1	2	3	4
C1	A	D	B	C
C2	A	B	B	A
C3	B			
C4	A	B	C	D
C5	A	B	B	
C6	A	B		
C7	A	B	B	A
C8	A	E		
C9	C	B		
C10	A	B		
C11	A	B	C	
C12	A	B	D	
C13	A	B		
C14	A	B		
C15	A	B		
C16	A	B	D	
C17	B			
C18	B			
C19	B	E		
C20	A	B		
C21	A	B	D	
C22	D	D		
C23	B	A		
C24	A	C		
C25	A	D	B	D
C26	B			
C27	A	B	B	
C28	A	B		
C29	A	B	C	D
C30	C			
C31	A	B	D	
C32	A	B	B	
C33	B			
C34	A	B		
C35	A	B		
C36	B			
C37	B	C		
C38	D	B	A	
C39	B			
C40	A	B		
C41	A	B		
C42	E			
C43	A	B		
C44	B			
C45	B	C		
C46	C	D		
C47	B			
C48	B	A		
C49	A	B		
C50	D	B	A	D
C51	B			
C52	D			

1d Best Friend

	1	2	3	4	5
C1	A	C			
C2	A	B	C	B	
C3	E				
C4	A	D	B	C	D
C5	B	C			
C6	B	C			
C7	A	B	B	D	
C8	A	B			
C9	C	B			
C10	B				
C11	B	C			
C12	C	B			
C13	A	B			
C14	A	B			
C15	A	B	D		
C16	C	B			
C17	B				
C18	C	B			
C19	B				
C20	A	B			
C21	D	A	B	B	D
C22	B	D	D		
C23	C	D	A		
C24	B	C			
C25	D	B	C	A	D
C26	B				
C27	E	C			
C28	B				
C29	D	B	D		
C30	D	C			
C31	A	C	E		
C32	E				
C33	B				
C34	B	D			
C35	B				
C36	B				
C37	B				
C38	B	B			
C39	B				
C40	B	C			
C41	A	B			
C42	B				
C43	B				
C44	C	C			
C45	B	A			
C46	C				
C47	C				
C48	E	B			
C49	D	B	A		
C50	C	E			
C51	C	B			
C52	E				

C53	A	B			A	B			B	B			C	B		
C54	A	B			A	B	C		D	B	D		E	D	B	
C55	B				B				B	B			B			
C56	C	B			C	B			A	B			A	B		
C57	E				B				B	B			C	B		
C58	A	D	C		D	B			C	B	E		C	B		
C59	A	C	A		A	B	D		A	B	D		B			
C60	A	B			A	B	D		E	D	E		E	D	B	D
C61	A	B	B	C	A	B			A	B			D	B	C	D
C62	C	D			E	A	B		E	B			E	B		
C63	A	B			B				B	D			B			
C64	A	B	D		A	A	B	C	A	C	D		D	B	D	
C65	A	B	C		A	D	B	C	A	B	C		B	C		
C66	A	B			E				A	B			B			
C67	A				B				B				D			
C68	A	B			A	B	C		A	B			B	C		
C69	A	B	D		A	B	D		C	A			C			
C70	A				A	B			B				C	B		
C71	A	B			B	C			B	C			B	B		
C72	A	C	D		A	B			A	B			B			
C73	E				C				C				C			
C74	A	B	C		A	B			B				B			
C75	A	B	C		A	B	C		B	C	A		E	B	C	D
C76	A	B			A	B			A	B			D	B		
C77	E				B				E				B			
C78	A	B			A	B			E	C			C	B		
C79	A	B			A	B			B				B			
C80	A	B			A	B			A	B	B		A	B	D	
C81	A	C			A	B	C		B	C	A	D	B	C	D	A
C82	C	B			B	C			E	D			C			
C83	A				A	B			A	B	B		A	D	B	D

	2a Stranger				2b Acquaintance				2c Friend				2d Best Friend			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
C1	C	A	B	D	A	B	D	C	A	B	D	C	A	B	D	C
C2	B	C	D	A	A	D	B	C	A	D	B	C	B	A	D	C
C3	B	D	C	A	A	D	B	C	B	D	A	C	C	B	D	A
C4	C	B	A	D	A	B	C	D	A	C	B	D	C	B	A	D
C5	A	C	B	D	A	C	B	D	A	C	B	D	A	C	B	D
C6	C	A	B	D	B	A	D	C	A	B	C	D	B	C	A	D
C7	A	C	B	D	A	B	D	C	A	B	D	C	A	B	D	C
C8	B	A	D	C	A	D	B	C	A	D	B	C	A	D	B	C
C9	A	B	D	C	B	D	A	C	C	A	B	D	D	B	A	C
C10	C	A	B	D	C	A	B	D	C	A	B	D	C	A	B	D
C11	C	B	D	A	B	D	A	C	A	B	D	C	C	B	D	A
C12	C	B	A	D	A	B	D	C	B	A	C	D	C	B	D	A
C13	A	B	C	D	A	B	D	C	A	B	D	C	A	B	D	C
C14	A	D	B	C	A	D	B	C	D	A	B	C	C	B	A	D
C15	C	A	B	D	C	A	B	D	C	A	B	D	C	A	B	D
C16	A	B	C	D	A	B	C	D	B	C	A	D	B	C	A	D
C17	A	C	D	B	C	A	B	D	D	C	B	A	B	A	C	D
C18	B	C	D	A	B	A	D	C	D	B	A	C	C	B	A	D
C19	A	C	D	B	C	D	B	A	A	D	B	C	B	C	D	A
C20	A	B	D	C	B	D	A	C	A	D	B	C	B	A	D	C
C21	C	A	B	D	D	B	A	C	D	B	A	C	D	B	A	C
C22	A	C	B	D	D	C	B	A	B	A	C	D	B	A	C	D
C23	A	C	B	D	C	A	D	B	C	B	A	D	D	A	B	C
C24	C	B	A	D	A	B	C	D	D	A	B	C	D	B	C	A
C25	C	A	B	D	A	D	C	B	A	B	C	D	A	C	B	D
C26	A	B	D	C	B	C	A	D	A	B	D	C	B	C	A	D
C27	A	B	C	D	D	A	B	C	B	D	A	C	D	B	C	A
C28	A	C	B	D	A	B	C	D	D	A	B	C	C	B	D	A

	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D
C29	A	B	C	D		A	B	C	D		A	B	C	D		A	B	C	D
C30	A	C	B	D		A	C	B	D		A	C	B	D		A	C	B	D
C31	C	A	B	D		C	A	B	D		A	C	B	D		C	A	B	D
C32	C	B	A	D		B	C	A	D		D	B	A	C		B	D	A	C
C33	A	C	B	D		A	C	B	D		A	C	B	D		A	C	B	D
C34	A	D	B	C		B	A	D	C		A	B	D	C		A	B	D	C
C35	A	C	B	D		C	A	B	D		C	B	D	A		C	D	B	A
C36	A	C	B	D		A	D	C	B		A	D	C	B		A	B	D	C
C37	C	B	A	D		D	B	A	C		D	B	C	A		B	C	D	A
C38	D	B	C	A		A	D	B	C		D	B	A	C		A	D	B	C
C39	B	C	D	A		C	B	D	A		D	B	A	C		C	B	D	A
C40	C	A	B	D		A	C	B	D		C	A	D	B		C	B	A	D
C41	A	C	B	D		A	C	B	D		C	A	B	D		D	A	B	C
C42	C	B	D	A		B	C	A	D		C	A	D	B		A	D	B	C
C43	C	A	B	D		A	C	B	D		A	C	B	D		C	B	A	D
C44	C	A	B	D		D	B	A	C		A	C	B	D		D	B	C	A
C45	C	A	B	D		A	C	B	D		A	B	C	D		B	A	D	C
C46	C	A	B	D		B	D	A	C		D	B	C	A		D	C	B	A
C47	C	A	B	D		B	A	C	D		A	B	D	C		A	B	D	C
C48	D	B	A	C		A	B	C	D		C	D	B	A		C	B	A	D
C49	C	A	D	B		D	C	A	B		A	D	B	C		B	A	D	C
C50	D	C	B	A		B	A	D	C		B	A	D	C		D	A	C	B
C51	D	B	A	C		D	A	B	C		D	A	B	C		B	A	C	D
C52	A	C	B	D		A	C	B	D		C	A	B	D		A	C	B	D
C53	A	B	C	D		C	B	A	D		A	B	C	D		C	A	B	D
C54	A	C	B	D		A	C	B	D		A	D	B	C		D	B	A	C
C55	D	A	B	C		C	D	B	A		B	D	A	C		C	D	B	A
C56	C	B	A	D		A	C	B	D		B	A	C	D		A	B	C	D
C57	A	C	B	D		C	B	D	A		C	A	D	B		C	A	B	D
C58	B	D	A	C		C	B	D	A		D	B	A	C		C	B	A	D
C59	D	B	C	A		D	C	A	B		C	A	B	D		A	C	B	D
C60	A	C	B	D		C	A	B	D		C	B	D	A		B	C	A	D
C61	C	A	B	D		C	A	B	D		A	C	B	D		C	A	B	D
C62	C	B	A	D		A	D	C	B		A	B	C	D		C	A	B	D
C63	C	B	A	D		D	B	A	C		A	B	D	C		C	B	A	D
C64	A	C	B	D		A	C	B	D		A	B	C	D		A	D	C	B
C65	D	A	B	C		D	A	B	C		B	D	A	C		D	C	B	A
C66	C	A	B	D		D	B	C	A		B	D	A	C		C	B	D	A
C67	C	B	D	A		B	D	C	A		D	A	B	C		D	A	B	C
C68	C	B	A	D		A	B	D	C		D	A	C	B		D	B	A	C
C69	A	C	B	D		A	B	C	D		A	D	B	C		A	D	B	C
C70	A	C	B	D		D	B	A	C		D	B	A	C		C	B	D	A
C71	B	A	C	D		A	C	B	D		A	B	D	C		C	B	D	A
C72	C	B	D	A		A	B	D	C		D	B	A	C		C	B	D	A
C73	D	C	B	A		C	A	B	D		C	A	D	B		A	B	C	D
C74	B	A	D	C		C	B	A	D		A	C	B	D		B	D	C	A
C75	C	D	A	B		A	C	D	B		D	B	A	C		D	B	C	A
C76	A	B	D	C		D	A	B	C		A	B	D	C		A	B	D	C
C77	B	A	D	C		A	B	D	C		D	A	B	C		B	C	A	D
C78	C	A	B	D		A	D	B	C		D	A	B	C		D	B	C	A
C79	A	C	B	D		A	C	B	D		A	C	B	D		A	C	B	D
C80	A	C	B	D		B	A	C	D		A	B	C	D		A	D	C	B
C81	A	C	B	D		A	B	C	D		B	C	A	D		B	C	D	A
C82	B	C	D	A		C	B	A	D		A	B	D	C		D	C	B	A
C83	B	C	A	D		A	C	B	D		A	B	C	D		B	C	A	D

Appendix 5: XC–CX–XCX Type Correspondence Analysis R Commands

The commands which were implemented in R are shown as below:

ch1=data.frame(KNS=c(96,78,45),VNS=c(111,110,67),FNS=c(67,145,64),CNS=c(120,142,70))

rownames(ch1)=c("XC","CX","XCX")

library(MASS)

ch.ca1=(corresp(ch1,nf=2))

plot(ch.ca1)

Meanwhile, the commands for calculating the contribution ratio are shown as below.

summary(ch.ca1)

koyuchi<-ch.ca1$cor^2

round(100*koyuchi/sum(koyuchi),2)