

APPENDICES

1. **The List of Questionnaire Questions**
2. **The List of Tables**
3. **The List of Analysis Table**



**APPENDIX 1
QUESTIONNAIRE**

PART I

INSTRUCTIONS: Imagine yourself in each of the following situations. For each of the possible responses, indicate how likely you would be to make each kind of response if you were in this situation.

A friend tells you that he/she is upset because he/she may be breaking up with his/her dating partner.

Never rarely sometimes often always

- | | | | | | |
|---|---|---|---|---|---|
| 1. I would tell him/her to resolve this problem. | a | b | c | d | e |
| 2. I would say something sympathetic. | a | b | c | d | e |
| 3. I would change the subject. | a | b | c | d | e |
| 4. Tell him/her about a similar problem I have had. | a | b | c | d | e |
| 5. I would tell a joke to cheer him/her up. | a | b | c | d | e |
| 6. I would tell him/her he /she shouldn't worry. | a | b | c | d | e |

A friend tells you that he/she is upset because he/she may fail one of his/her courses.

Never rarely sometimes often always

- | | | | | | |
|--|---|---|---|---|---|
| 7. I would tell him/her to resolve this problem. | a | b | c | d | e |
| 8. I would say something sympathetic. | a | b | c | d | e |
| 9. I would change the subject. | a | b | c | d | e |
| 10. Tell him/her about a similar problem I have had. | a | b | c | d | e |
| 11. I would tell a joke to cheer him/her up. | a | b | c | d | e |
| 12. I would tell him/her he /she shouldn't worry. | a | b | c | d | e |

A friend tells you that he/she may have a drinking problem.

Never rarely sometimes often always

- | | | | | | |
|--|---|---|---|---|---|
| 13. I would tell him/her to resolve this problem. | a | b | c | d | e |
| 14. I would say something sympathetic. | a | b | c | d | e |
| 15. I would change the subject. | a | b | c | d | e |
| 16. Tell him/her about a similar problem I have had. | a | b | c | d | e |

17. I would tell a joke to cheer
him/her up. a b c d e

18. I would tell him/her he /she
shouldn't worry. a b c d e

A friend tells you that he/she is having problems with his/her roommate.

Never rarely sometimes often always

19. I would tell him/her to resolve
this problem. a b c d e

20. I would say something sympathetic. a b c d e

21. I would change the subject. a b c d e

22. Tell him/her about a similar problem
I have had. a b c d e

23. I would tell a joke to cheer
him/her up. a b c d e

24. I would tell him/her he /she
shouldn't worry. a b c d e

.....
A friend tells you that a co-worker may get him/her fired.

Never rarely sometimes often always

25. I would tell him/her to resolve
this problem. a b c d e

26. I would say something sympathetic. a b c d e

27. I would change the subject. a b c d e

28. Tell him/her about a similar problem
I have had. a b c d e

29. I would tell a joke to cheer
him/her up. a b c d e

30. I would tell him/her he /she
shouldn't worry. a b c d e

.....
A friend tells you that he/she is feeling depressed.

Never rarely sometimes often always

31. I would tell him/her to resolve
this problem. a b c d e

32. I would say something sympathetic. a b c d e

33. I would change the subject. a b c d e

34. Tell him/her about a similar problem
I have had. a b c d e

35. I would tell a joke to cheer
him/her up. a b c d e

36. I would tell him/her he /she
shouldn't worry. a b c d e

APPENDIX 2

Table of Sympathy and Advice

Sympathy	Advice
<p>1. Sympathy is a form of caring, it implies pity. We express concern and ask what we can do, yet are grateful their problems are not ours. This perpetuates the fear that we could not bear the same situation, and keeps us wanting to avoid the truth of their experience. While it is natural to feel sympathy when someone is hurting, there is little sense of what to offer as meaningful support. (Dawson, Mark. Sympathy and Women Language. (http://www.cels.bham.ac.uk/resources/essays/dawson.pdf))</p>	<p>1. Advice is a form of relating personal opinions, belief systems, personal values and recommendations about certain situations relayed in some context to another person, group or party often offered as a guide to action or conduct. (Ader (2008:1)).</p>
<p>2. Sympathy is an emotional attachment to a subject and is commonly associated with an irrational response. Sympathy is a harmony of or agreement in feeling, as between persons or on the part of one person with respect to another. (Brown, Marshall. Learn What You Need, Share What You Know. (http://www.amazon.ca/s?ie=UTF8&rh=i%3Astripbooks%2Cp_27%3AMarshall%20Brown&field-author=Marshall%20Brown&page=1)).</p>	<p>2. Advice is what we ask for when we already know the answer but wish we didn't. (Jong (1997: 2)).</p>
<p>3. Sympathy exists when the feelings or emotions of one person give rise to similar feelings in another person, creating a state of shared</p>	<p>3. There are some steps to give an advice to someone who has</p>

feeling. (Hume ,David. Hume's Moral Philosophy
(<http://plato.stanford.edu/entries/hume-moral/>))

troubles:

- a. Listen to the person asking for the advice
- b. Be honest
- c. Empathize
- d. Set a good example

(Maister, David. How to Give Advice Client

Relations.<http://davidmaister.com/articles/2/26/2002>).

4. According to Smith (as cited in Wispe, 1991: 13), sympathy is exactly that capacity of render the subjective feelings of others meaningful in an emotional sense.

5. Hume (as cited in Wispe, 1991:7) wrote that sympathy itself is not an emotion, it is an original instinct implanted in our nature. Sympathy suggests the manifold behavior continuity by which instincts are usually characterized, the form differing from children to adults, but the capacity of remaining throughout life.

APPENDIX 3

Table of Gender Differences in Conversational Style

	Female	Male
1. The length of the sentences	Women's speech is characterized by more indirect, elaborate, and focused on relationships (Adler, 2000:510). It means that female talk something else before they point out on the subject. Because female act more indirect, so they usually use long sentences when they speak.	According to Adler (2000:502), men's speech is more direct, succinct, personal, and task oriented. The simple sentences that they produce are shorter than female. Male act more than talking too much, this assumption is nearly true because they talk less in the conversation and show through acts directly.
2. The use of question tags	According to Holmes (1984:54), women often use tag question for addressee-oriented goals as a strategy to attract the listener. This statement shows that female use tag question as a signal to make direct assertions. They also can avoid conflict with the addressee.	Men often use tag questions more for speaker-oriented goals, to confirm information for themselves (Holmes, 1984:69). It shows that male rarely use tag question when they talk in the conversation.
3. The discussed topics	Women like to talk about personal and domestic subjects, relationship	Wardhaugh (1998: 316) has opinion that men like to talk about business dealing with

	<p>problems about close friend and family, health, clothing, food, male, and other female. They ask more questions in mix sex conversations, express more feeling via facial expression, almost of female smile considerably more than male (Reid, 1995:499). He claims that women like to talk about social life, family, and relationship problems.</p>	<p>job, politics such as campaigns, illegal matters such as drugs and crime, taxes, sports such as football, basketball. Men talk about women and machines in the same way, do not talk about emotions. A man is more likely to say he has a good talk with someone if the talk is ranged over broad subjects like the economy, politics, and sports (Spender, 1998:94).</p>
<p>4. The use of polite words</p>	<p>Female's characteristics that tend to be more polite make them more careful when they are talking to their partners. Women are believed to use good grammar and enunciate clearly, to speak politely, rapidly, and emotionally (Edelsky, 1993:18). Female talk too much, they avoid talking about something that hurts their partner's feelings.</p>	<p>They talk whatever they like although it hurts people's feeling. Empirical research has shown that men are believed to have demanding voices, to be dominating, authoritarian, forceful, boastful, and to use swear words and slang (Edelsky, 1993:20).</p>

APPENDIX 3

The List of the Analysis Tables

Table 1. The Topics of the Problems in CSS

Problem	The Topics
Problem 1	A problem related to the person who is upset with dating partner because he/she may be breaking up
Problem 2	A problem related to an academic affair (upset because he/she may fail the course)
Problem 3	A problem related with drinking problem
Problem 4	A problem related to roommate
Problem 5	A problem related to a co-worker
Problem 6	A problem related to feeling depressed

Table 2. The table frequency of the use sympathy and advice

	Female				Male			
	Min	Max	Mean	SD	Min	Max	Mean	SD
Sympathy	2	5	3.9	0.5	1	5	2.8	0.9
Advice	1	5	3.1	0.7	1	5	3.6	0.7

Table 3. The frequency of the use sympathy in problem 1 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4,5	0.63
Change subject	15	2	5	3,6	0.81
Tell a joke to cheer up	15	3	5	4,2	0.70
		2	5	4.1	0.71

Table 4. The frequency of the use sympathy in problem 1 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	1	5	2.8	1,0
Change subject	15	1	5	2.6	1.24
Tell a joke to cheer up	15	2	5	3.3	0.81
		1	5	2.9	1.01

Table 5. The frequency of the use advice in problem 1 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	3.7	0.59
Share similar problem	15	1	4	3	0.79
Tell not to worry	15	1	5	3.2	1.01
		1	5	3.3	0.79

Table 6. The frequency of the use advice in problem 1 by male respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	3.8	0.74
Share similar problem	15	2	5	3.6	0.73
Tell not to worry	15	3	5	4.2	0.79
		2	5	3.8	0.75

Table 7. The frequency of the use sympathy in problem 2 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4	0.65
Change subject	15	2	4	3.2	0.79
Tell a joke to cheer up	15	3	5	4	0.59
		2	5	3.7	0.67

Table 8. The frequency of the use sympathy in problem 2 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	1	4	2.6	0.82
Change subject	15	1	4	2.6	1.04
Tell a joke to cheer up	15	2	5	3.4	1.06
		1	5	2.8	0.97

Table 9. The frequency of the use of advice in problem 2 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	2	4	3.4	0.63
Share similar problem	15	1	3	2.6	0.63
Tell not to worry	15	1	4	3.1	0.74
		1	4	3	0.66

Table 10. The frequency of the use advice in problem 2 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	2	4	3.4	0.63
Share similar problem	15	1	3	2.6	0.63
Tell not to worry	15	1	4	3.1	0.74
		1	4	3	0.66

Table 11. The frequency of the use sympathy in problem 3 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4.3	0.61
Change subject	15	2	4	3.4	0.63
Tell a joke to cheer up	15	3	4	3.8	0.35
		3	5	3.8	0.53

Table 12. The frequency of the use sympathy in problem 3 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	1	4	2.9	1.0
Change subject	15	1	4	2.3	0.97
Tell a joke to cheer up	15	2	5	3.4	0.91
		1	5	2.8	0.96

Table 13. The frequency of the use advice in problem 3 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	2	5	3.6	0.73
Share similar problem	15	1	4	2.4	1.06
Tell not to worry	15	1	4	3	0.92
		1	5	3	0.90

Table 14. The frequency of the use advice in problem 3 by male respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	2	5	3.6	0.89
Share similar problem	15	2	5	3.4	0.98
Tell not to worry	15	2	5	3.5	0.74
		2	5	3.5	0.87

Table 15. The frequency of the use sympathy in problem 4 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4.4	0.63
Change subject	15	2	4	3.4	0.63
Tell a joke to cheer up	15	3	5	4.2	0.56
		2	5	4	0.60

Table 16. The frequency of the use sympathy in problem 4 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	1	4	2.6	0.98
Change subject	15	1	5	2.3	1.11
Tell a joke to cheer up	15	1	4	3.1	0.91
		1	5	2.6	0.99

Table 17. The frequency of the use advice in problem 4 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	3.6	0.72
Share similar problem	15	1	4	2.6	1.0
Tell not to worry	15	1	4	3	0.79
		1	5	3	0.83

Table 18. The frequency of the use advice in problem 4 by male respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	3.6	0.63
Share similar problem	15	2	5	3.6	0.82
Tell not to worry	15	3	5	3.8	0.63
		2	5	3.6	0.69

Table 19. The frequency of the use sympathy in problem 5 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4.2	0.59
Change subject	15	3	4	3.5	0.51
Tell a joke to cheer up	15	3	5	4.2	0.67
		3	5	3.9	0.59

Table 20. The frequency of the use sympathy in problem 5 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	2	5	3.5	0.91
Change subject	15	1	3	2.1	0.91
Tell a joke to cheer up	15	1	4	2.2	1.01
		1	5	2.6	0.94

Table 21. The frequency of the use advice in problem 5 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	4	3.4	0.51
Share similar problem	15	1	4	2.8	0.77
Tell not to worry	15	1	4	3	0.88
		1	4	3	0.72

Table 22. The frequency of the use advice in problem 5 by male respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	2	4	3.2	0.79
Share similar problem	15	1	4	2.6	0.97
Tell not to worry	15	3	5	3.8	0.67
		1	5	3.2	0.81

Table 23. The frequency of the use sympathy in problem 6 by female respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	3	5	4.5	0.63
Change subject	15	3	5	4	0.65
Tell a joke to cheer up	15	4	5	4.4	0.51
		3	5	4.3	0.59

Table 24. The frequency of the use sympathy in problem 6 by male respondents.

	N	Min	Max	Mean	SD
Offer sympathy	15	1	5	3.0	1.06
Change subject	15	1	5	2.8	1.20
Tell a joke to cheer up	15	2	5	3.3	0.97
		1	5	3	1.07

Table 25. The table frequency of the use advice in problem 6 by female respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	4	0.65
Share similar problem	15	1	4	3	0.79
Tell not to worry	15	2	5	3.6	0.91
		1	5	3.5	0.78

Table 26. The table frequency of the use advice in problem 6 by male respondents.

	N	Min	Max	Mean	SD
Resolve problem	15	3	5	3.9	0.70
Share similar problem	15	2	5	3.5	0.99
Tell not to worry	15	3	5	4.3	0.61
		2	5	3.9	0.76