

APPENDIX

Example of Questionnaires:

Situation 1 (D +, P -, A -)

You are a new tenant in a boarding house. Your neighbour invite you to come to his house warming party, but you are in bad condition.

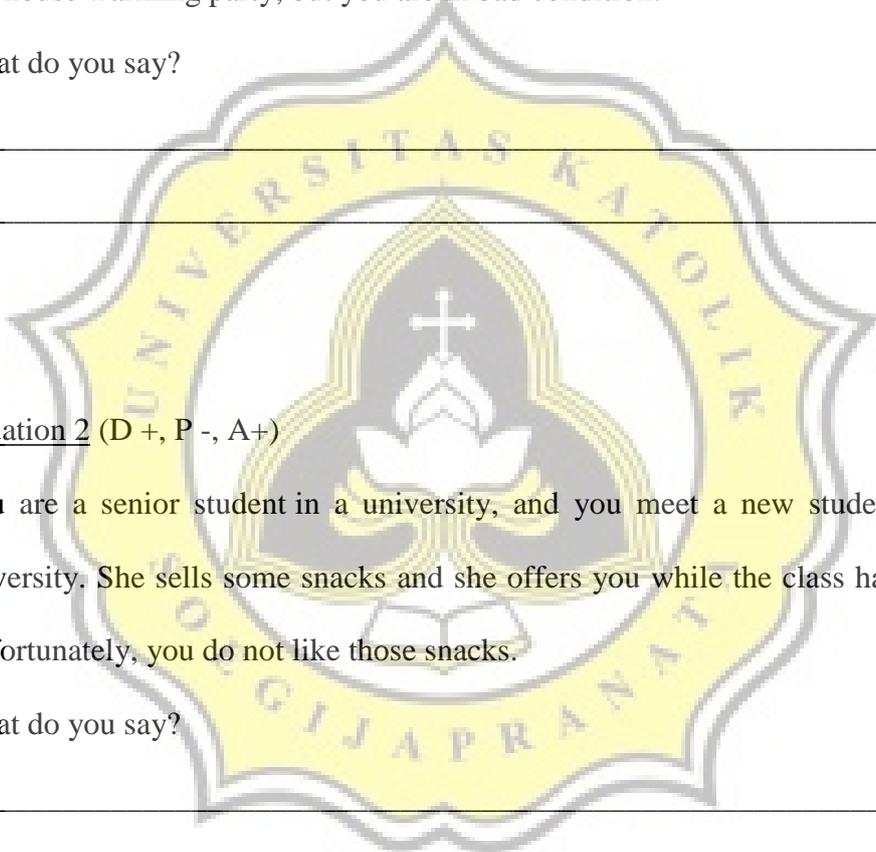
What do you say?

Situation 2 (D +, P -, A+)

You are a senior student in a university, and you meet a new student in your university. She sells some snacks and she offers you while the class has a break.

Unfortunately, you do not like those snacks.

What do you say?



Situation 3 (D +, P +, A +)

You are a young junior teacher and you meet a senior teacher you are not familiar with. He likes to smoke and offers you to join with him, but you do not want to smoke because it is not good for health.

What do you say?

Situation 4 (D -, P -, A -)

Your friend whom you are very close with is a heavy drinker. You always think that he should stop drinking. When you and him in a high school party, he asks you to drink with him, but you have decided not to drink all kind of alcohol in your life.

What do you say?

Situation 5 (D -, P +, A +)

You meet your auntie in a store. She knows your birthday is yesterday, and she would like to buy an expensive bag for you. You think it is not good idea, because you already have some bags, they are still in good condition but you do not always use them. So, you refuse if she buy you a bag again.

What do you say?

Situation 6 (D -, P -, A +)

You are a young employee in a trading company. You meet a new employee who is older than you in canteen. She greets you and she want to join lunch with you. While eating, she offers you a fresh milk, but you do not like to drink milk because you always get stomachache after you drink milk.

What do you say?

Situation 7 (D +, P +, A -)

You are a teller bank. Your bank manager who you are not familiar with but have the same age with you, invites you to her birthday party with all of the bank staffs. You would like to join but you already have a plan with your family from Bandung to have a short holiday in Jepara.

What do you say?

Situation 8 (D -, P +, A -)

You want to go to your mother birthday party, but your senior in the same university asks you to go with her to Christmas party. You would like to refuse her because you want to spend your time with your mother.

What do you say?



CODE OF REFUSAL STRATEGIES

D1 = Direct Perpornative

D2 = Direct Non Perpornative

E = Excuse

SA = Statement Of Alternative

AD = Attemp to Dissuade Interlocutor

1. T = Threat

2. G = Gulttrip

3. C = Criticise

4. Req = Request

5. Let = Let Interlocutor off the Look

6. S = Self Dance

A = Avoidance

1. NV = Non Verbal

2. V = Verbal

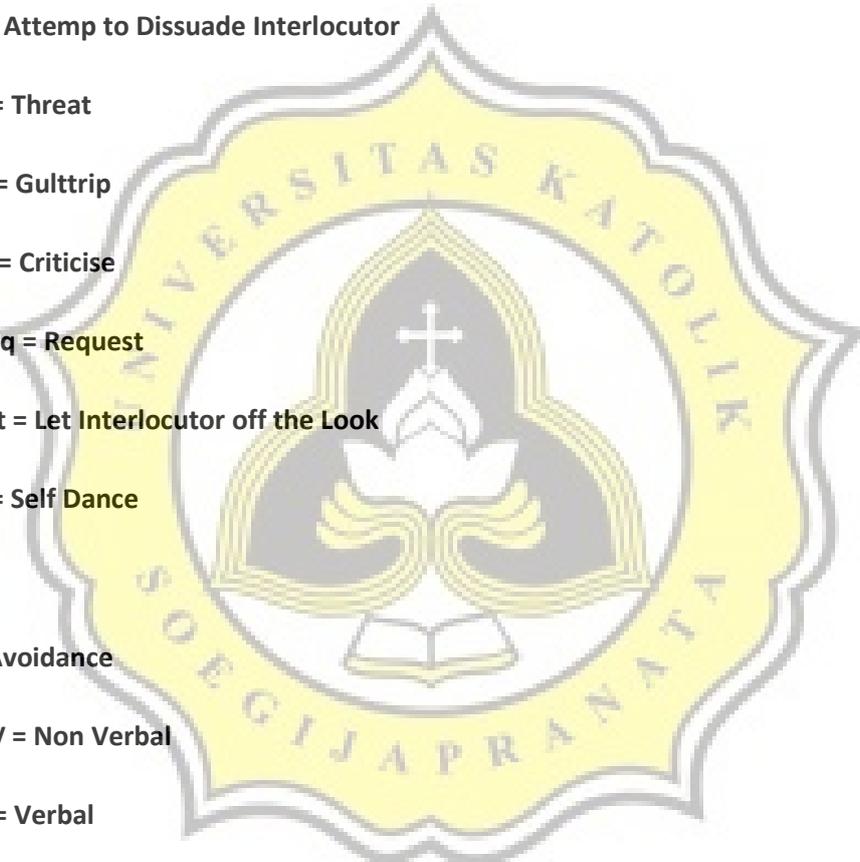
- To = Topic Switch

- J = Joke

- R = Repetition of Part of Request

- P = Postponement

- H = Hedging



SR = Statement of Regret

W = Wish

SC = Set Condition for Future or past Acceptan

PFA = Promise Of Future Acceptance

SP1 = Statement Of Princuple

SP2 = Statement Of Philosophy

Acc = Acceptance that Functions as A Refusal

1. U = Unspesific or Indefinrre Reply

2. L = Lask of Enthuasiasm

AR = Adjuncts to Refusal

1. F = Feeling / Positive

2. SE = Stat of Emphathy

3. PF = Pause Fillers

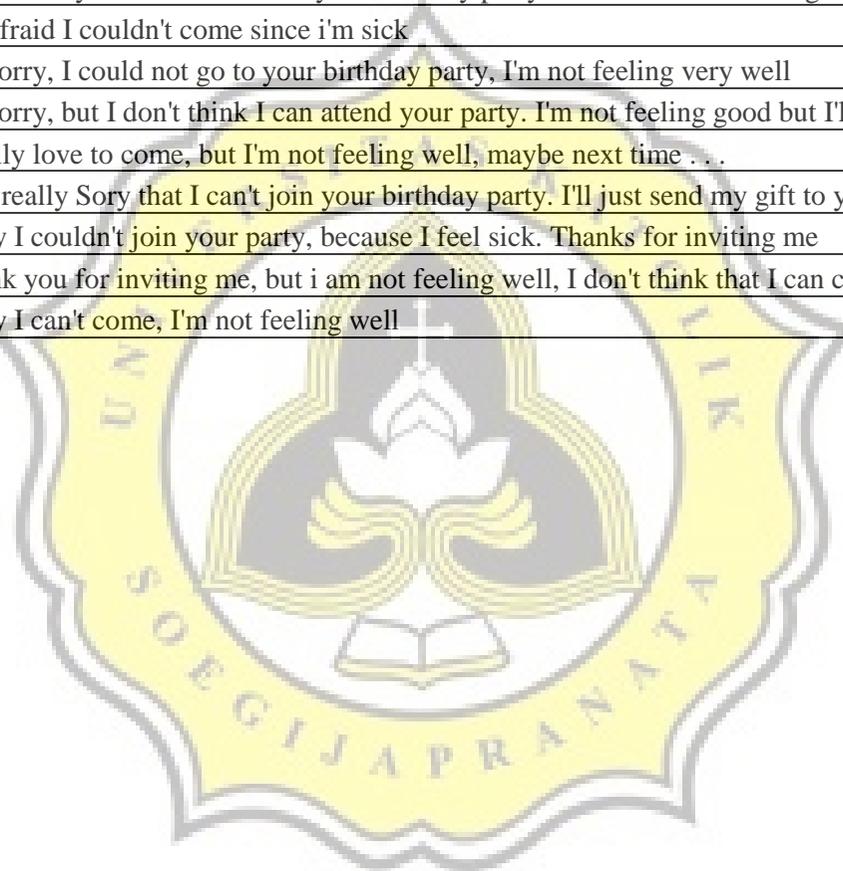
4. G = Gratitude / Appresiation



Number of Respondent	Situation 1 (Refusal Code)	Situation 1 (Statement of Refusal)
1	AR (PF), SR, E, AR (F-G)	Um, Sorry, I'd like to but I'm not feeling well. Thanks anyway
2	AR (G-F),E	Thank you for inviting me, I would like to come but I don't feeling well
3	SR, D2	I am sorry , i can't come to your birthday party
4	AR (G), E , PFA	Thank you very much for inviting. But now I'm not feeling well. Maybe I'll come next time
5	SR, D2, E	Sorry, I can't come. I'm feeling not well now
6	AR (G), E, SR	I really appreciate your invitation, but I don't feel well since I'm moved here. So i'm very sorry
7	AR (G), SR, D2, A(P)	I really thank you for your invitation, but I really sorry that I can't come to your birthday party. Maybe next time
8	SR, D2, AD (G)	Sorry I cant, who you are ? Why you so brave to invite me
9	SR, D2, E, W	Hey, I'm sorry, I can't go to your party, I'm not feeling quite well, I hope you understand
10	SR, E, AR (G)	I'm sorry, but I'm not feeling well now. Thanks for inviting
11	SR, E	Sorry I am sick, bye!
12	SR, D2, E	I'm sorry I will not be able to come. I am not feeling well today
13	SR, AR(G), D2	Sorry, i'm not celebrate birthday, but thanks for the invitation, I really appreciate, but sorry I can't come
14	SR, AR(F), E	I'm sorry, I'd love to join, but now i'm not feeling well
15	SR, D2, E	I'm sorry I cant come because I have family gathering in another city at the same time
16	SR, D2, E, SA	I'm sorry I can't to come to your birthday party because I'm not very well right now, Btw happy birthday :)
17	SR,D2, E	Sorry, I can't come to your birthday party because I'm not feeling well
18	AR(G), SR, D2, E	Thank you very much for the invitation. But, sorry because I can't come, I am not feeling well
19	SR, D2, E	I'm sorry, I can't come to your birthday because I'm not feeling well
20	SR, E, D2	Sorry buddy, I'm not in a good condition, so I can't attend at your party
21	SR, D2, E	I am sorry, I cant, I am not very well
22	SR, D2	Sorry I can't
23	SR, D2, E	Sorry, I can't come to your party becasue I'm not feeling well
24	SR, D2, E	Sorry, I can't come in your birthday party because I am feeling not well

25	SR, D2	I am sorry I can't
26	SR, AR(F), E	I'm sorry, I'd love to join, but 'm not feeling well now
27	SR, D2	I'm sorry I can't do that
28	SR, D2	I'm sorry that I can't come
29	SR, D2, W, E	I'm sorry bro, I can't come to your birthday, Wish I could but I feel bad now
30	D2, SR	I can't come, sorry
31	D2	I can't come
32	AR(PF), SR, D2, E	Emm Sorry I couldn't come because I am not feel really well
33	SR, D2, E	I am sorry I cannot join the party since I need to work tonight and I am not feeling well
34	D2, E	No, I got sick
35	SR, D2	Sorry, I can't come to your party
36	SR, E, D2, AR(G)	I'm sorry I'm not feeling well I can't go, Thank you
37	SR, D2, E	I'm so sorry I couldn't come to your birthday party. I'm feeling unwell
38	SR, D2	Say sorry to the neighbour because I can't do it
39	AR(PF), SR, D2, E	Oh, I am sorry, I can't come. I don't feel well
40	SR, D2, E	Sorry I can't come because I don't feel well
41	SR, D2, E	Sorry, I can't come to your party because I'm not feeling well
42	SR, D2, E	Sorry, I can't come because I'm not feeling well
43	D1, D2	Apologize, if I can't come
44	SR, E	I'm sorry, i'm not feeling well
45	SR, E, PFA	I am so sorry, now I not feeling well, but anyway I try to come your party
46	AR(PF), SR, D2, E	hmmm.... I'm sorry I think I couldn't come to your party because I'm not feeling well today
47	SR, E	I'm sorry not accpeting your invitation. I'm not feeling wll right now. By the way, happy birthday to you. Have a wonderful birthday!
48	SR, D2, E	I am sorry I can't came to your birthday party cause I am sick
49	SR, E	Sorry, Im not feeling well

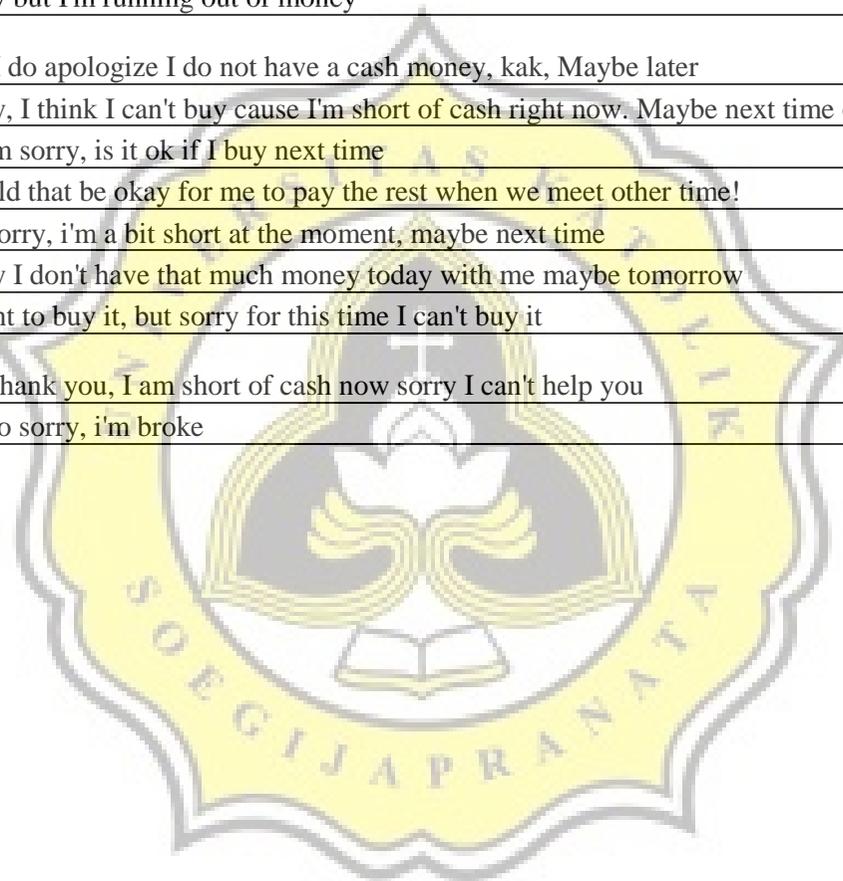
50	AR (F), D2, E, SR	I would love to but I'm afraid I won't make it because I don't feel well today. I really sorry
51	SR, D2, E	Sorry, but I can't make it because I'm not feeling well
52	AR(PF), SR, D2, E	Oh I'm sorry I couldn't come to your birthday party because I'm not feeling well
53	D2, E	I'm afraid I couldn't come since i'm sick
54	SR, D2, E	I'm sorry, I could not go to your birthday party, I'm not feeling very well
55	SR, D2, E, PFA	I'm sorry, but I don't think I can attend your party. I'm not feeling good but I'll try to come
56	AR (F), E, A (P)	I really love to come, but I'm not feeling well, maybe next time . . .
57	SR, D2, SA	I am really Sorry that I can't join your birthday party. I'll just send my gift to you tomorrow
58	SR, D2, E, AR (G)	Sorry I couldn't join your party, because I feel sick. Thanks for inviting me
59	AR (G), E, D2, SR	Thank you for inviting me, but i am not feeling well, I don't think that I can come to your birthday I am sorry
60	SR, D2, E	Sorry I can't come, I'm not feeling well



Number of Respondent	SITUATION 2 (Refusal Code)	Situation 2 (Statement of Refusal)
1	SR, E, A(P)	Sorry, I don't have money, next time
2	SR, E	I'm sorry but I don't have much money cash today
3	SR, A(P)	I am sorry, maybe next time
4	AR(F), E, SR	I would like to help you but currently I don't have cash money. I'm sorry
5	SR,D2, E	Sorry, I cannot buy some because I am short of cash at the moment
6	SR, A(P)	I'm sorry but maybe next time
7	SR, E	I am sorry I have not enough money to buy your sells. I just only have a little amount of money.
8	SR, SP1	Sorry, I cant eat cheap snack
9	SR, D2, AR(F)	I'm sorry I can't buy it, it looks delicious though
10	AR(F), SR, E	Actually I want to buy your snacks, but sorry I don't have much money now
11	SR, E	Sorry, I don't have any
12	AR(F), E	I would love to buy but unfortunately I don't bring any cash right now
13	A(P)	next time ya...
14	SR, E, A(P)	I'm sorry. I don't have enough money for now. Maybe later
15	SR, E, AR(G)	I'm sorry, I'm full, thank you
16	SR, D2, E	I'm sorry I can't buy your snacks because I have to go right now
17	AR(G), E	Thanks, but I don't have any money left inside my wallet
18	AR(G), SR, E	Thanks but sorry I don't have enough money now
19	SR, E	I'm sorry , But I've bought it before
20	E	I don't have any money left inside my pocket or my wallet
21	SR, AD(Req), E	I am sorry, Ms. May I not buy your snack please? Because I am in low budget
22	SR, E	Sorry, I need to buy book today, I don't bring too much money
23	SR, E	I am sorry, I don't have cash money

24	SR, E	I am sorry, I don't have cash money
25	SR, D2	Sorry I cant
26	SR, E	I'm sorry, I don't have a cash money
27	SR, E	I'm sorry I don't have money
28	SR, E	I'm sorry because I don't have money
29	SR, E, A(P)	SO sorry bring No. cash now, next time please
30	SR, D2	Sorry, I don't want to buy
31	D2, AR(G), E	No. thank you, I'm full already
32	SR, E	Sorry, I haven't enough cash
33	SR, D2, E	I am sorry I cannot buy the snacks since I am broke
34	SR, D2, E	Sorry i can't I fill full
35	SR, E	Sorry, I don't like this food
36	AR(F), E, SR, SA	I really want to help you, but today I don't bring my wallet. I left it at home. Sorry. Maybe tomorrow
37	SR, E	I'm sorry but I don't have enough money
38	SR, E	Say sorry because you're full instead of running out of cash
39	SR, E, D2	So, sorry I don't bring my money. I don't buy it
40	SR, E	Sorry I'm run out of money right now
41	SR, E	Sorry but I don't have any cash at this time
42	SR, E	Sorry, I have no money
43	SR, D2	Sorry, can't buy it
44	SR, E	I'm sorry, I don't have any money
45	AR(PF), A(P), AR(G)	Oh thank you, maybe next time an thank you
46	E, SR	I don't have much money left, sorry
47	AR(F), E, SR, A(P)	Hi sis/bro, i do want buying those snacks, unfortunately I don't bring any money now. Sorry, maybe next time
48	AR(PF), SR, E	Oh, Sorry I don't have enough money to buy food

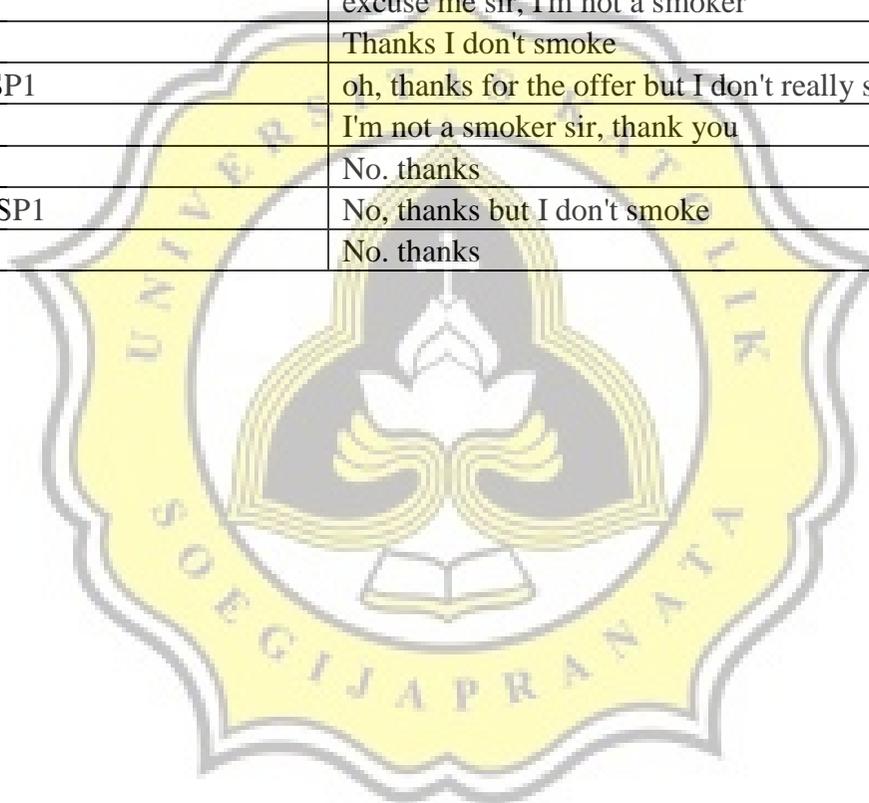
49	SR, SA	Sorry, maybe tomorrow I can buy your snack
50	SR, SP1	I'm sorry, I'm allergic to snacks
51	SR, E	Sorry but I'm running out of money
52	AR(PF), D1, E, A(P)	Oh, I do apologize I do not have a cash money, kak, Maybe later
53	SR, D2, E, A(P)	Sorry, I think I can't buy cause I'm short of cash right now. Maybe next time okay!
54	AR(PF), SR, A(P)	Mmm sorry, is it ok if I buy next time
55	SA	Would that be okay for me to pay the rest when we meet other time!
56	SR, E, A(P)	I'm sorry, i'm a bit short at the moment, maybe next time
57	SR, E, SA	Sorry I don't have that much money today with me maybe tomorrow
58	AR(F), SR, D2	I want to buy it, but sorry for this time I can't buy it
59	D2, AR(G), E, SR, D2	No. thank you, I am short of cash now sorry I can't help you
60	SR, E	I'm so sorry, i'm broke



Number of Respondent	Situation 3 (Refusal Code)	Situation 3 (Statement of Refusal)
1	SR, SP1	Sorry, I don't smoke
2	SR, AD(Req)	Sorry mind of you to move to the smoking place?
3	D2, AR(G), SP1	No. Thanks, I don't smoke
4	SR, SP1	I'm sorry sir but I don't smoke
5	SR, SP1	Sorry, I am not smoke
6	SR, SP1	I'm sorry, but I don't smoke
7	SR, SP1, E	I am sorry. I am not smoking, I am allergic with smoke
8	AD(G)	Go to hell old man!!
9	AR(PF), AR(G), SP1	Oh, thank you for the offer but I don't smoke sir
10	AD(Req)	Excuse me, could you stop smoking for a moment?
11	AR(PF), SP1, AD(G)	mmm I don't smoke. Please go!
12	SR, SP1	I'm sorry but I don't smoke
13	AR(G), SP1	Thank you, but i'm not smoking
14	SR, SP1	I'm sorry I don't smoke
15	SP1, SR	I didn't smoke, Sorry
16	D2, E	I can't smoke because I have an asma
17	SR, SP1, AR(G)	Sorry, but I'm not a smokers and thankyou for your offer
18	SR, E	Sorry because I don't like smoke
19	SR, SP1, E	Sorry I do not smoke, I don't like the smoke cigarette
20	SR, SP1, AR(G)	I'm sorry I'm not a smokers and anyway thank you for your offer
21	SR, SP1, AD(Req)	Excuse, sir I don't smoke. Would you agree that I don't join you please?
22	SR, SP1	Sorry before, but I don't smoke
23	SR, SP1	Sorry, I don't smoke

24	SR, SP1	I am sorry, I don't smoke
25	SR, SP1	I'm sorry I don't smoke
26	SR, SP1	I'm sorry I don't smoke
27	SP1	I don't smoke
28	D2, AR(G)	No. thanks
29	SP1, SR, AR(G)	I don't smoke, sorry, thanks anyway
30	SR, D2	Sorry I can't
31	AD (T)	Stop smoking, It's bad for your health
32	SR, SP1	Sorry I don't smoke
33	SR, SP1	I am sorry sir since I don't smoke
34	SR, SP1	Sorry I'm not smoke
35	SR, SP1, AD(C)	Sorry I don't smoke. I will not follow you
36	SR, SP1, AR(G)	Sorry I didn't smoke. Thank you
37	SR, SP1	I'm sorry but I don't smoke
38	SP1, E, SR	I do not smoke because smoking is unhealthy. Sorry
39	SR, D2, E	Sorry i can't. I must go somewhere
40	SR, SP1	Sorry I don't smoke
41	SR, SP1	Sorry I didn't smoke
42	SR, SP1, D2	Sorry I don't smoke, so I can't join you
43	SR, SP1	just say sorry, that you don't smoke
44	A(NV)	nothing to say, just move to the outside
45	AR(G), SP1	Thank you, but I am not smoker
46	SR, SP1	Sorry sir but I don't smoke
47	SR, SP1	Hi sir, I'm so sorry. I don't smoke
48	SR, SP1	So sorry, but I am not a smoker
49	SR, SP, E	Sorry, but I'm not smoke, I'll have speaking class too

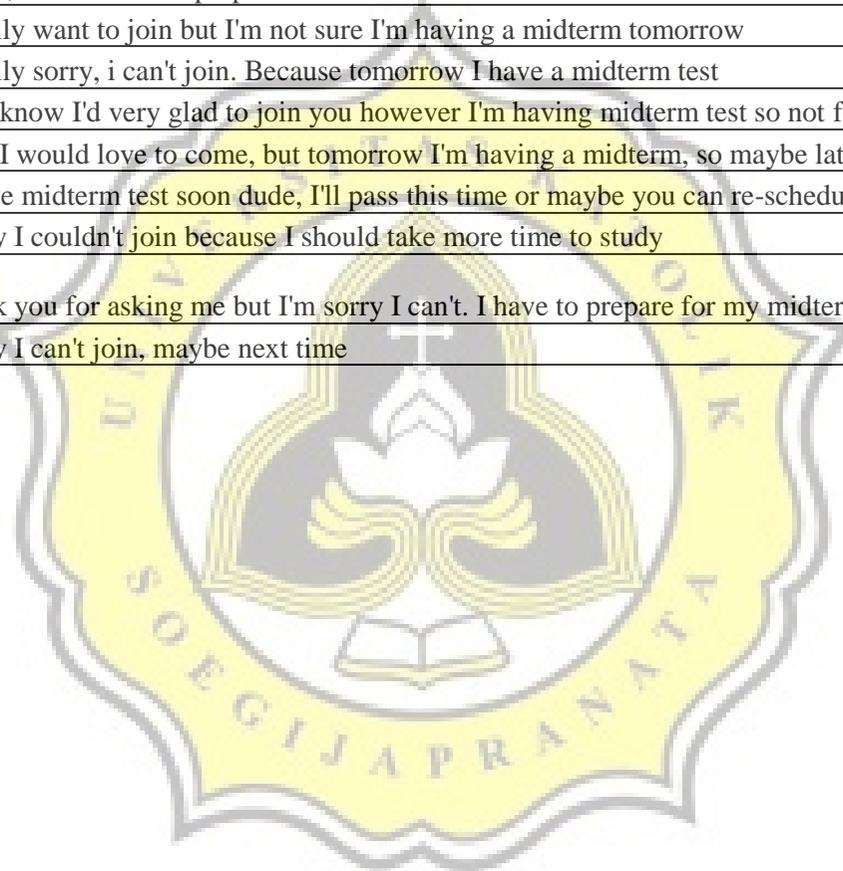
50	AR(G), SP1	Thank you sir, but I don't smoke
51	SR, SP1	Sorry I don't smoke
52	D1, SP1	I do apologize, sir, but I don't smoke
53	SR, SP1	Pardon me sir, but I don't smoke
54	SR, SP1	excuse me sir, I'm not a smoker
55	AR(G), SP1	Thanks I don't smoke
56	AR(PF-G), SP1	oh, thanks for the offer but I don't really smoke
57	SP1, AR(G)	I'm not a smoker sir, thank you
58	D2, AR(G)	No. thanks
59	D2, AR(G), SP1	No, thanks but I don't smoke
60	D2, AR(G)	No. thanks



Number of Respondent	Situation 4 (Refusal Code)	Situation 4 (Statement of Refusal)
1	SR, E	Sorry, I want to learn for mid term
2	AR(F), E	I would like to come but I have midterm and I need to concentrate
3	AR(F), E	I'd like it, but I should concentrate on my midterm test next day
4	AR(G), D2, E, SR	Thank you for inviting but I can't join because I'm having a midterm test tomorrow. Sorry
5	SR, E, A(P)	Sorry, I should study hard for the mid term tomorrow. Maybe we can do it at another time
6	AR(F), E, SR, D2	It's nice to watch movie together, but I have midterm test coming. I'm so sorry I can't join you guys
7	E, A(P), SR	I have to concentrate with my test tomorrow. Maybe next day. I am sorry
8	SR, AD(C-G)	Sorry sis, you know I have a midterm, why you ask me to have fun? Are you crazy enough?
9	SR, D2, E	Dude, sorry I can't come, I need to concentrate my upcoming midterm, which is tomorrow
10	SR, E, D2	I'm sorry I have a midterm tomorrow, so I cannot join
11	A(P), E	next time yaw! I want to focus on my midterm hehe.... Have fun wih others :)
12	AR(F), E, SA	As much as I want to go, I really need to study can we watch it next week?
13	SR, E, A(P)	Sorry I'm very busy now. Maybe next time ya...
14	AR(F), E, SR	I'd love to join you guys. But I have to concentrate on my midterm. I'm sorry
15	AR(F), E	I'd like to join you guys but I have to concentrate on my midterm
16	AR(F), E, SA	I'd glad to join with you guys but I have to concentrate on my midterm. How about next week?
17	SR, D2, E	Sorry I can't join you because I have a midterm for the next day
18	AR(F), SR, E, AR(G)	I'm very happy to join with you but sorry I must focus on my midterm test and I should study hard for it. Thanks for inviting me
19	SR, D2, E	Sorry I can't. Tomorrow I have a midterm test.
20	SR, E	Sorry, I have a midterm
21	SR, D2, E	I am sorry can't. I have to concentrate at midterm examination tomorrow
22	AR(F), E	I'd like to join with you but tomorrow I have a midterm
23	SR, D2, E	Sorry, I can't join with you becasue I have midterm tomorrow
24	SR, D2, E	I am sorry I can't because tomorrow I have to midterm

25	SR, D2	Sorry I can't
26	SR, E	Sorry bro, I have a midterm so I will concentrate on my midterm
27	D2	No. I can't
28	D2, E	I can't come because I have midterm
29	AR(F), D2, E, SA	What a shame I can't join you, got test to do, another time?
30	SR, D2	Sorry I can't
31	AR(F), E	I'd love to go but I have midterm
32	E, D2, SR	I have a midterm test next day so I think I could not join you this time. Sorry
33	SR, E	I am sorry mate, I have to study
34	SR, D2, E	Sorry I can't I have an exam tomorrow
35	SR, E, D2	Sorry, I'm very busy with my business.. I can't join you
36	AR(G), SR, A(P), E	Thank you for asking me to join, but sorry maybe next time. Because I have a lot of work to do and prepare my exams
37	AR, D2, E	I'm sorry I can't join with you. I have to study for preparing myself to do a midterm tomorrow
38	SR, D2, E, PFA	Sorry, I can't make it because I have test tomorrow and I promise to watch movie with you when I finish my test
39	AR(F), D2, E, SR	I love to but I can't come. I have test tomorrow sorry
40	A(P), E	Maybe next time, I need to study for my midterm test
41	SR, D2	Sorry I can't join you this weekend
42	SR, E, A(P)	Sorry I have to concentrate on my midterm, Maybe next time?
43	E	want to concentrate first on my midterm
44	SA	can we re-arrange to watch my movie?
45	AR(PF), AR(G), E, D2	Oh thank you, but tomorrow I have midterm so I can't join
46	SR, D2, E	Sorry guys I can't join you tonight. I need to study for tomorrow exam
47	SR, D2, E, PFA	Bro, sorry. I can't join with you tonight. I have a midterm tomorrow, so I need to prepare myself. I'll join next time
48	AR(F), E, SR, D2	So bad that the time I will have a midterm, so I am sorry I can't go with you
49	SE, D2, E	Sorry, I can't join today, I have to learn for my midterm

50	SR, D2, E	I'm sorry, I can't come. I have a midterm exam and I gotta study hard
51	AR(PF), W, SR, E	Oh I wish. But sorry, I have to prepare my midterm
52	SR, E	Sorry, dude. I have o prepare for the midterm tomorrow
53	AR(F), A(H), E	I really want to join but I'm not sure I'm having a midterm tomorrow
54	AR, D2, E	I really sorry, i can't join. Because tomorrow I have a midterm test
55	AR(F), E	You know I'd very glad to join you however I'm having midterm test so not for now I guess
56	AR(F), E, A(P)	man I would love to come, but tomorrow I'm having a midterm, so maybe later
57	E, SA	I have midterm test soon dude, I'll pass this time or maybe you can re-schedule for the date
58	SR, D2, E	Sorry I couldn't join because I should take more time to study
59	AR(F), SR, D2, E, W	thank you for asking me but I'm sorry I can't. I have to prepare for my midterm. I hope it is okay with you
60	SR, D2, A(P)	Sorry I can't join, maybe next time



Number of Respondent	Situation 5 (Refusal Code)	Situation 5 (Statement of Refusal)
1	A (P)	Auntie, can we do it next time?
2	SR, E, SA	I'm sorry, today I have meet with my friend, maybe other days?
3	SR, E, A(P)	Sorry auntie, I already had appointment with may friend. Maybe next time?
4	SR, E	I'm sorry auntie but I have an appoinment with my friend
5	SR, E, SA	Sorry, I have an appointment yet. How if we celebrate it tomorrow?
6	SA, E,SR	Let's go shopping tomorrow. I already have an appointment with my friend today. I'm so sorry, auntie.
7	SR, E, A(P)	I am sorry auntie, I have already an appointment with my friend. Maybe next time we'll go together
8	AD(G-C)	You forgot my birthday and now you ask me to accompany you? Go to hell!
9	SR, D2	You can go shopping, but I'm sorry I can't come
10	D1, D2, E	I apologize I cannot accompany you because another appointment I have
11	SR, E, PFA	auntie, sorry maybe this night because I have already had on appointment my friend. I'll tell you later the time :)
12	AR(F), E, SA	Auntie it would be great for us, but unfortunately I have to go somewhere right now. What if we do it tomorrow?
13	AR(G), SR, E	Thank you so much, but sorry I already have appointment
14	SR, D2, E	Sorry Auntie, i can't go with you. I have appointment with my friends.
15	SR, D2, E	Sorry auntie, i can't go, I have appointment
16	SR, D2, E	I'm sorry auntie I can't go because I have already an appointment wiht my friend
17	SR, SA, E	Sorry auntie can we go on another day because I already have an appointmnet with my friend
18	AR(G), SR, E	Thank you for your attention but sorry because I already have another appointment
19	SR, D2, E, SR	Sorry auntie I can't go with you because already have an appointment with my friend today, I'm so sorry auntie
20	SR, E	I'm sorry auntie, I have another business with my friend
21	SR, E	Would I say sorry, but I have another appointment, then?
22	E, SR, AR(G)	My bag is still good, No. need to buy right now auntie, and my friends was wanting me for meeting now, sorry but thank you so much. I love you
23	SR, E	I am sorry I already have an appointment with my friend
24	SR, E	I am sorry, I have appointment with my friends now

25	SR, D2	Sorry I can't
26	SR, E	I am sorry auntie, I have an appointment with my friend
27	SR, D2	I'm sorry, I can't go
28	SR, E	I'm sorry auntie, I have appointment with my friend
29	SR, D2, E	Sorry auntie, I really not to go with you, but I got meeting now
30	SR, D2	Sorry I can't
31	AR(F), E, A(P)	I love it but my friend can't wait , please next time auntie
32	SR, E, SA	Sorry auntie, I have another appointment with my friend, can we go the next day?
33	SR, E	I am sorry, auntie since I have an appointment
34	SR, E	Sorry auntie I will meet my friends first
35	SR, D2, E , AR(G)	I'm so auntie, I can't follow you, I have another appointment. Thanks for your gift
36	SA, E	How about tomorrow auntie? I already have and appointment with my friends
37	SR, E	I'm sorry auntie but I have an appointment with my best friend
38	SA	It is okay if auntie does not give the gift because my birthday was yesterday. But, she can treat me anyway
39	SR, D2, E	Auntie sorry I can't because I have appointment with my friend now, bye
40	SR, E	Sorry I already have an appointment with my friend
41	SR, D2	Sorry auntie, I can't go with you
42	SR, E	Sorry auntie but I already have an appointment with my friend
43	SR, D2	say sorry, because can't go shopping with her
44	SR, E, SA	I'm sorry, I have another agenda, but we can still fo to shopping at evening
45	SR, E	I am so sorry auntie but I have appointment with my friend, I will see you at home ok
46	D2	I can't.
47	SR, A(P), E	I'm so sorry auntie, Maybe not now. I have an appointment with my friend, I can't delay it.
48	SR, D2, E	I am really sorry ma'am. I cannot go wiuth you dan I have an appointment with you
49	SR, E	Sorry auntie, My friend was waiting me in the outside
50	SR, E	I'm sorry, aunt. I already have a plan

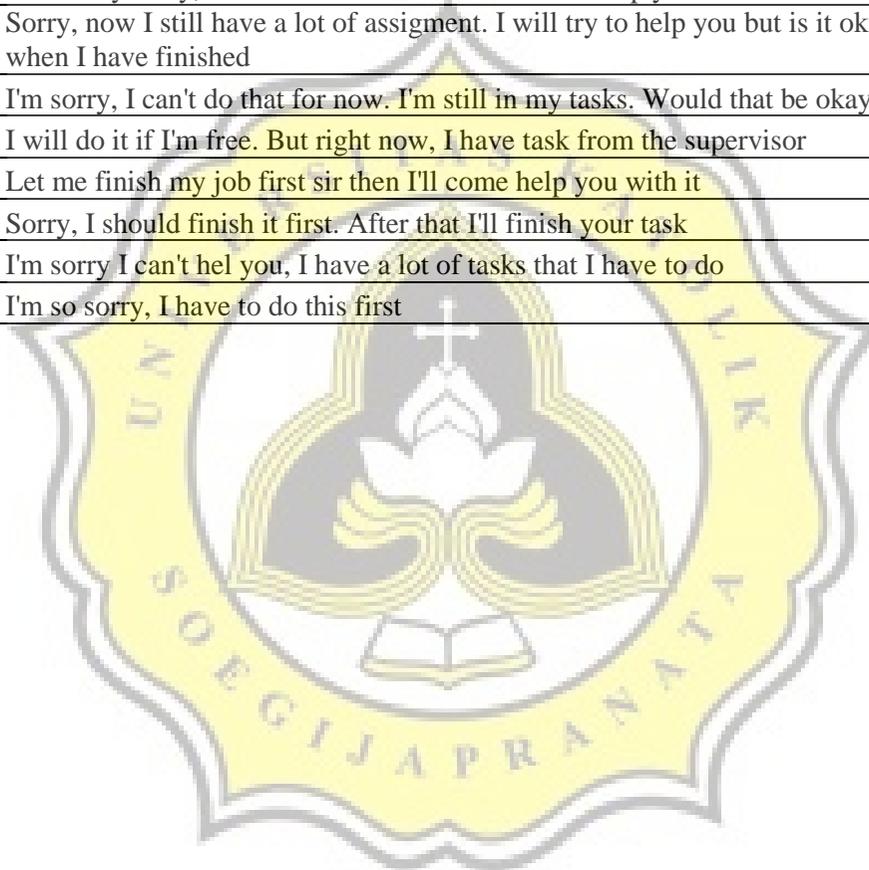
51	SR, E	Sorry, auntie. I already made an appointment with my friend
52	SR, E	I'm sorry auntie, but today I have an appointment with my friend
53	E, AR(G)	I've and appointment with my friend auntie, Thanks in advance
54	SR, D2, E	Auntie sorry I cannot help you. Because I have an appointment with my friend
55	AD(Req), E	Auntie would you mind if I leave you? I've had an appointment with my mate
56	AR(G), D2, E	Thank you very much auntie but I can't come along right now I already have an appointent with my friend
57	SR, E	I really sorry to say this but I already have an appointment with my friend, bye
58	SA, SR, D2	How about Saturday? I'm sorry I can't go today
59	AR(F), D2, SR, E	It was such a great idea but I can't, I'm sorry, I have an appointment with my friend
60	SR, D2, E	Sorry I can't go now I already have an appointment with my friends



Number of Respondent	Situation 6 (Refusal Code)	Situation 6 (Statement of Refusal)
1	SR, E	Sorry, I still have to finish my task first
2	SR, E	I'm sorry, but I have something to finish today
3	SR, E	I am sorry, I have to finish the assigned task from the supervisor
4	SR, E, PFA	I'm sorry mam, I have to finish the task from my supervisor. I'll help you after this
5	SR, E, PFA	I am sorry. I have to finish my assignment first. I will help you after my task are done
6	PFA	I'll help you when I've done mine
7	SR, PFA	I am sorry I will do your job after I finish my work from our direct supervisor
8	D2	I can't.
9	SR, E	I'm sorry sir, I need to get my own responsibility first
10	SR, E	Sorry, I have some other tasks from my supervisor
11	SR, E, SA	Sorry sir, but I have already had a job from my direct supervisor, how if later?
12	AR(F), E, SA	I would really like to help but I need to finish some or my task first. Will you wait for me?
13	SA, E	Please wait me, I need to finish my tasks first
14	SA, PFA	Let me finish my assignment first and I will help you then.
15	PFA	I will help you but let me finish my assignment first
16	SR, E	I'm sorry,. I have to finish my assigned tasks.
17	SR,D2, E	Sorry I can't help you because I have to finish my assigned task from my direct supervisor
18	SR, AR(F), E	I am very sorry, I really want to help you but I also have assigment
19	SR, D2, E	I'm sorry I cant' help you today, I have to finish my tasks
20	AR(PF), A(H), E	Well I can help you a little but don't depend on me, I aslo have many tasks that I have to do
21	SR, E	I am sorry, I have to prepare an assignment which already finished yet, please!
22	SR, E, PFA	Sorry, I'm too busy right now, I'll help you after this Mr. Andrew
23	SR, E	I am sorry, I have to finish my assigned task now
24	SR, E	I am sorry, now I have to finish my assigned tasks

25	SR,D2	Sorry I can't
26	SR, E	I'm sorry, I have to finish my assigned tasks
27	SR	I'm sorry
28	SR, D2	I'm sorry I cant' help
29	PFA	I will help you as soon as I finish mine sir
30	SR, D2	Sorry I can't
31	AD(G)	Do it by yourself
32	SR, D2	Sorry bro, I can not help you now
33	SR, E	I am sorry mate , i also have to do it
34	D2	I can't
35	SR, E	Sorry I'm too busy with my business
36	SR, D2, E	I'm sorry, I can't. I have a lot of works to do
37	SR, D2, E	I'm sorry I couldn't help you because I have some important assigned task
38	E, PFA	First, I will finish my tasks and then I will help the colleauge as soon as possible
39	AR(PF), SA, E	oh, wait a minute. I need to don't this work first
40	SR, E	I'm sorry, I have another work to do
41	SR, E, PFA	Sorry, I have to finish my assigned tasks right now. I can help you after I have finished
42	SR, E	I'm sorry but I have to finish my assigned task first
43	E, SR	I'll finish my assigned task today, sorry
44	SR, E	I'm sorry, I have another task
45	PFA	OK, I will finish it after my assigned finish ok
46	SR, D2, E	I'm sorry I can't help you right now, cause I have some tasks to do first
47	SR, AR(F), E, PFA	I'm sorry mam, i want to help you actually, but I have another duty now, I'll help you later
48	PFA	Okay, But I have to finish then I can finish my assigned task first and then I can help you
49	SR, SA, E	Sorry, maybe elsa can help you, my supervisor call me right now
50	AR(F), E, PFA	I'd love to help but I have work to finish I can help you after I finished my works

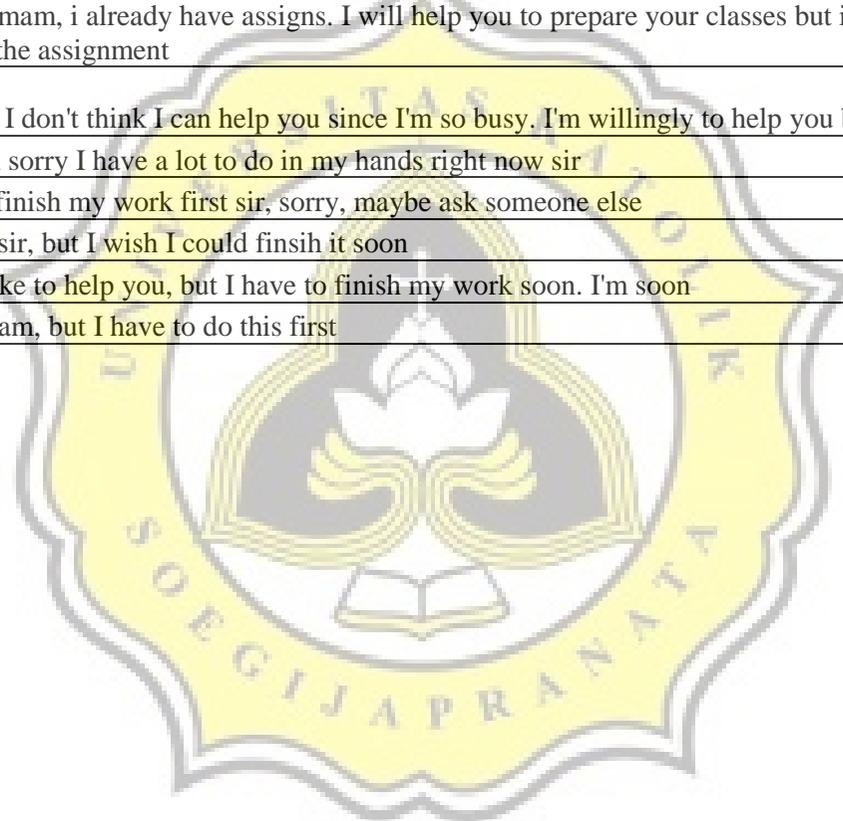
51	AR(F), SR, E	I want to help you but I'm very sorry because I also have to finish my assigned task from my direct supervisor
52	SR, E, PFA	I'm sorry, kak. I still have some tasks from my supervisor. I'll help you if I have already finished my tasks
53	SR, E	I do really sorry, doesn't mean that I don't want to help you but I have another work to do from our supervisor
54	SR, E, PFA	Sorry, now I still have a lot of assignment. I will try to help you but is it ok for you to do it first. Then I will continue it when I have finished
55	SR, D2, E, SA	I'm sorry, I can't do that for now. I'm still in my tasks. Would that be okay if I made it after this?
56	SC, E	I will do it if I'm free. But right now, I have task from the supervisor
57	SA, PFA	Let me finish my job first sir then I'll come help you with it
58	SR, E, PFA	Sorry, I should finish it first. After that I'll finish your task
59	SR, D2, E	I'm sorry I can't hel you, I have a lot of tasks that I have to do
60	SR, E	I'm so sorry, I have to do this first



Number of Respondent	Situation 7 (Refusal Code)	Situation 7 (Statement of Refusal)
1	SR, D2	Sorry, I can't help you this time
2	SA	Can you ask me the other teacher?
3	SR, E	Sorry, I need to go
4	SR, E	I'm sorry mam, I have some tasks that I need to finish from Mr. Harry
5	SR, D2, E, SA	I am sorry, I cannot do it as soon. I still have a lot things to do. Can you give me more time?
6	SR, E	I'm so sorry but I also have a lot to do
7	SR, E, PFA	I am sorry I have to finish my work as soon as possible. After I finish my work I will help you.
8	AD(C), E	Sir, please i'm not a robot, I can't finish a lot of tasks. I only have 2 hand not 6
9	SR, E, PFA	I'm sorry, my work already too much but I can help you when I'm done
10	SR, E	I am sorry, the principal has given me some other task to do
11	SR, E, SA	Sorry sir I have to finish my work first. How if you ask others?
12	SR, E	I'm terribly sorry. I need to do this assignment from the principal right now
13	SR, D2, E, PFA	I'm so sorry, I can't do it now, because I have something to do, But I will do it after that
14	SR, W, D2, E	I'm sorry I wish that I could help you but I can't, I should finish mine too
15	AR(F), E	I would like to help your work but I should finish mine too
16	SR, D2, E	I'm sorry that I can't help you right now because I have to finish it soon
17	SR, D2, E	Sorry I can't help you to prepare your classes because I have to finish my work
18	SR, E	I'm very sorry because I've a lot of work to finish soon
19	D2	I can't
20	D2, E	I can't help you with that, I still have another job to do
21	SA	Could I take a time for preparing the class after working at my work, please?
22	SR, E	Pardon me, I have to do my work first
23	SR, E	I am sorry, I have to finish my work soon
24	SR, E	I am sorry, I have to finish my work soon

25	SR, D2	Sorry I can't
26	SR, E	I'm sorry, I have to finish my work soon
27	SR, E	I'm sorry I'm busy
28	SR, E	I'm sorry I busy
29	AD(Let), PFA	Don't worry I will help you as soon as I finish mine
30	SR, D2	Sorry I can't
31	SR, SA, E	Sorry, can you ask Elia to help you cause I have to do my work first
32	SR, D2	Sorry I can not help you
33	SR, D2	I am sorry I cannot do it , mate
34	SA	I already done
35	D2	I can't
36	AR(F), E, SR	I want to help you but the principal already assigned me a lot of work to finish soon, sorry
37	SR, D2, E	I'm sorry I can't help you. I have some work to finish soon
38	E, SC	I will finish my work first and if I have time I will help my senior
39	E, PFA	I need finish this first. After that, I will help you
40	SR, E	I'm sorry I need to finish my work first
41	SR, PFA	Sorry, I will help you after I finish my assigns
42	SR, D2	Sorry I can't help you
43	D1, SR, E	Apologize, sorry. I need to finish it first
44	SR, E	I'm sorry, I already have another task
45	SR, E, SA	I am so sorry but I have some assigns to finish soon, I will ask other teacher to help you
46	SR, D2, E, PFA	I'm sorry miss I can't help you right now. The principal asked me to finish some work as soon as possible, but I will help you after finish it.
47	SR, E, PFA	I'm sorry sis. I have another duty. I'll help you soon after this
48	SR, E	I am so sorry, but I have to finish this task soon
49	SR, E, PFA	Sorry Mrs. Dewi, I'm busy right now, I'll help you after this

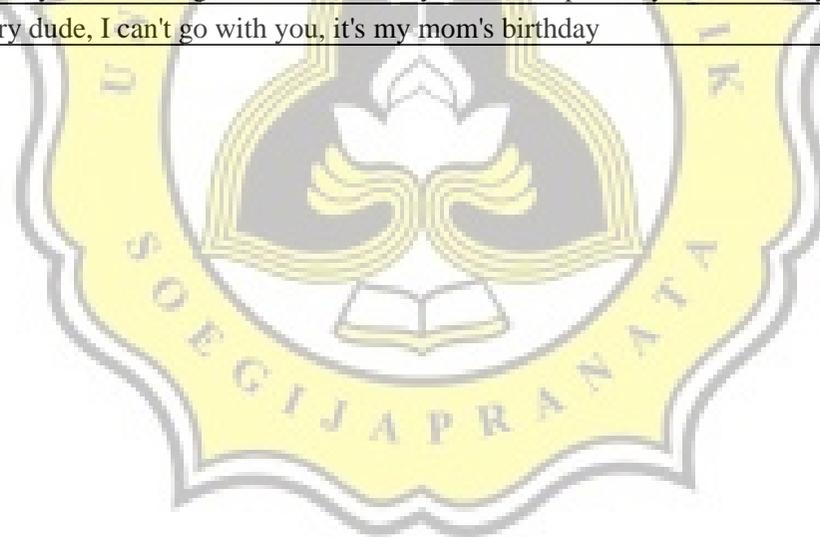
50	E, SR	I'm already booked. I'm sorry
51	PFA	I will help you if I already finish it, okay?
52	SR, E	Sorry but I still have lots of work to finish soon
53	SR, E, PFA	Pardon me Ms, but I need to finish my work first, cause the principal told me to finish ti soon. After done, i will help you then
54	SR, E, PFA, SA	I'm sorry mam, i already have assigns. I will help you to prepare your classes but if is okay for you, can you give me extra time for me to do the assignment
55	SR, D2, E, AR,(F)	I'm sorry. I don't think I can help you since I'm so busy. I'm willingly to help you but you know the situation
56	D2, SR, E	I can't I'm sorry I have a lot to do in my hands right now sir
57	E, SR, SA	I need to finish my work first sir, sorry, maybe ask someone else
58	SR, W	I'm sorry sir, but I wish I could finsih it soon
59	AR(F), E	I would like to help you, but I have to finish my work soon. I'm soon
60	SR, E	Sorry ma'am, but I have to do this first



Number of Respondent	Situation 8 (Refusal Code)	Situation 8 (Statement of Refusal)
1	SR, E	Sorry I have something to do
2	SR, D2, A (P)	I'm sorry, I can't go with you. Maybe next time?
3	SR, SC	Sorry, I am go if its new year party
4	AR(G), E	Thank you for inviting but I already have another event with my mother
5	SR, E	Sorry, I have an appointment to celebrate my mom's birthday.
6	AR(G), D2, E	Thank you for your invitation, but I really can't go with you. Today's my Mom's birthday. So I'd like to spend the day with her.
7	SR, E, A(P)	I am sorry, I have an appointment with my mother. And the day is today too. So maybe another time
8	SR, D2	Sorry I can't, bye :)
9	SR, E	I'm sorry, I have to spend time with my family
10	SR, AR(F), SR, E	I'm sorry, actually I want to, but sorry I I have appointment with my mom
11	SR, E, D2, A(P)	Sorry!! My mom is birthday. I can't go with you... Next time yeah :)
12	E, SR	my mom is having her birthday today so I'm going to the party. Sorry!
13	SR, E	Sorry but I need to go to my mother's birthday party.
14	SR, E	I'm sorry but I should go with my mom to celebrate her birthday party.
15	SR, E	I'm really sorry but I should to go with my mom to celebrate her birthday party
16	SR, D2	I'm sorry I can't come to christmas party
17	D2, E	I can't go to christmas party because I want to go to my mother birthday party and I want to spend my time with my mother
18	SR, E	I'm really sorry I've an important thing with my mother
19	SR, E, A(P)	I'm sorry I must go with my mother, maybe another time, OK
20	SR, E	I'm sorry guys! I have another business, Today is my mother's birthday, I want to spend my time with her.
21	SR, SA, E	I am sorry, would I have another time to spend with you because I would accompany my mother, please?
22	SR(G), E	Thanks anyway, but I will attend my mother birthday today
23	SR, D2, E	I am sorry, I can't go with you, because I want to accompany my mom

24	SR, D2, E	I am sorry, I can't go with you, because my mom's birthday
25	SR, D2	Sorry I can't
26	SR, D2, E	I'm sorry, I can't go with you, because it is my mom's birthday
27	SR, D2	I'm sorry I can't go
28	SR	I'm sorry mom
29	E, SR, D2	I got my mom's birthday party. Sorry can't do that now
30	SR, D2	Sorry I can't
31	D2, AR(G), E	No. thanks, today my mother's birthday
32	SR, E	Sorry I need to spend my time with my mother
33	SR, E	I am sorry man, I love my mom and need to spend my time with her
34	SR, D2	Sorry I can't
35	SR, E	I'm so sorry. I will spend my time with my mither because today it's her birthday
36	AR(F), SR, E	Thats sounds nice, but I'm sorry I have to go to se my mother
37	SR, D2, E	I'm sorry I can't go with you because today is my mother birthday. I would like to spend my time with her
38	SR, E	Say sorry because I have an appointment with my mom first and I want to have a quality time with my mom
39	AR(F), D2, SR	I am love to come. But I can't go I have important meeting. So sorry
40	SR, E	I'm sorry but I have another appointment with my mother
41	SR, D2, E	Sorry I cant come to your party because I have to go with my mother
42	SR, E, D2	Sorry but today is my mom's birthday so I can't go with you
43	SR, D2, E	Sorry, I can't because I've another appointment
44	SR, SA	I'm sorry, before that, I would like to ask my mother. Maybe my present can be setup in ourr christmas party
45	AR(G), E	Thank you very much. But I want to spend my time with my mother because this day is my brother's birthday's party
46	SR, D2, E	Sorry guys I can't joined you because I would like to spend the christmas with my mom since it's her birthday too
47	AR(PF), SR, E, PFA	Oh sorry, I have appointment with my mother. Next time I promise I'll join
48	AR(PF), SR, D2	Oh sorry i cannot join with you

49	SR, D2, E	Sorry, I really can't come, today is my mother's birthday
50	AR(F), E	I'd love to come, but unfortunately, My mom is having a birthday at the same time
51	SR, E	I'm very sorry because I have family gathering
52	SR, E	Sorry, kak. But tomorrow is my mother's birthday party
53	SR, E, D2	Sorry, but today it's my mother birthday party, I can't join you
54	SR,D2, E	I'm sorry I can not going to your party. Because tonight is my mom's birthday party. I really sorry
55	E, W	Fortunately, my mother's having a birthday party at that time, I hope you don't mind If I go with my mother
56	AR(PF), AR(G), E	Oh thanks for the invitation but today Is my mother's birthday. And I have to be with my mom
57	E, SR, SA	Today is my mom birthday and we have birthday party tonight, sorry, maybe you can ask someone else
58	SR, D2, E, AR(G)	Sorry I couldn't, because today is my mother's bday, thanks for inviting me.
59	AR(G), SR, E	Thank you for asking me. But I am sorry I want to spend my time with my mother
60	SR, D2, E	Sorry dude, I can't go with you, it's my mom's birthday



CHAPTER 1
INTRODUCTION

1.1. Background
Refusals are situations which may cause unintended offense and or failure in communication. The actions of refusals can break the face of an interlocutor because they go against the perception of the hearer. Some refusal expressions are difficult to comprehend. People would use different refusal strategies to express their feelings. People have their own styles to refuse a request. They can express it by saying directly or saying indirectly. Some people would avoid saying 'no' when they are being offered something. Usually, they will answer these questions using polite sentences to avoid misunderstanding or hurting the speaker's feeling. Indirect refusals are commonly used by people who barely know one another or between people who have higher status and lower status (Meyer, 2001).

One of the learning approaches that is suggested to be able to create a conducive learning situation active, creative, effective, and fun is a pragmatic approach. Pragmatic studies of speech acts have been widely practiced by experts from the perspective of politeness (Brown & Levinson, 1978; Holmstrom & Jeong-ann, 1990) and investigating strategies of speech acts and contextual influences (Holmstrom & Jeong-ann, 1990; Meyer, 2001). Through a pragmatic approach, students are invited to speak in context and real speaking situations by applying the comprehensive use of language principles. In a pragmatic approach, teachers try to provide opportunities for students to develop language skills in real contexts and complex situations. Teachers also provide experience to students through integrative learning using interrelated processes in real situations and natural communication contexts. So it can be said that refusal strategies are important in order to maintain politeness.

Many studies on refusal strategies have been conducted. Some studies focused on cross-cultural pragmatics (Gua, 2012; Tanck, 2004) while others examined the realization of refusal strategies in different settings such as business (Sara, 2015), classroom (Marnati, 2014; Tunzer, 2016), and family (Septian, 2015). These previous studies on refusal strategies suggested that refusal strategies vary depending on the status of the interlocutors, age, and level of proficiency (Bata, 2015; Tunzer, 2016). The realization of refusal strategies among people of different ages and power relationship indicates that power relationship determines the use of indirect and direct strategies.

In this paper, the writer intends to examine refusal strategies among English language learners in a private university.

1.2. Field Of The Study
The field of this study is Linguistics. To be more specific, this study focuses on Pragmatics.

1.3. Scope Of The Study
The scope of this study is Pragmatics.

1.4. Problem Formulation
1
In this study, there is one research question formulated as follows.
- What kind of refusal strategies do students commonly use?

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dengan judul : The Realization of Refusal Strategies
among English Language Learners

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