

## REFERENCES

- Abdulrahman, B. S. 2012. *Effects and implications of pragmatic competence for enhancing EFL university students written performance*: Author House.
- Ahangar, A. A., Abdullah, S., & Zeynali, S. 2015. "Apology speech act realization in Sarawani Balochi: a case study of male university students". *Acta Scientiarum. Language and Culture*. 3.7(2): p. 157-170.
- Ahar, V., & Eslami-Rasekh, A. 2011. "The Effect of Social Status and Size of Imposition on the Gratitude Strategies of Persian and English Speakers". *Journal of Language Teaching and Research*. 2. (1): p. 120-128.
- Al Falasi, H. 2007. "Just say thank you: A study of compliment responses". *The linguistics journal*. 2.(1): p. 28-42.
- Al-Adaileh, B. A. M. 2007. "*The speech act of apology: a linguistic exploration of politeness orientation in British and Jordanian culture*". Unpublished PhD thesis, University of Leeds, United Kingdom.
- Al-Ali, M. N., & Alawneh, R. 2010. "Linguistic mitigating devices in American and Jordanian students' requests". *Intercultural Pragmatics*. 7,(2): p. 311-339.
- Al-Eryani, A. A. 2007. "Refusal strategies by Yemeni EFL learners". *The Asian EFL Journal*. 9.(2): p. 19-34.
- Alfattah, M. 2010. Apology strategies of Yemeni EFL university students. *MJAL*.2.(3): p. 223-249.
- Al-Issa, A. 2003. "Sociocultural transfer in L2 speech behaviours: Evidence and motivating factors". *International Journal of Intercultural Relations*. 27.(5): p. 581-601.
- Al-Khawaldeh, N. N., & Žegarac, V. 2013. "Gender and the Communication of Gratitude in Jordan". *Open Journal of Modern Linguistics*. 3.(03): p. 268.
- Al-Khresheh, M. 2010. "Interlingual interference in the English language word order structure of Jordanian EFL learners". *European journal of social sciences*. 16.(1): p. 106-113.
- Allan, K. 2010. "Referring as a pragmatic act. *Journal of Pragmatics*". 42.(11): p. 2919-2931.
- Al-Momani, H. S. 2009. "*Caught between two cultures: The realization of requests by Jordanian EFL learners*". Unpublished PhD thesis, Indiana University of Pennsylvania, USA.
- Al-Quraishy, S. W. 2011. The Use of Apology Strategies by Iraqi EFL Learners. *ادب الكوفة*. 1.(9): p.11-37.
- Al-Shboul, Y., & Maros, M. 2013. "Condolences Strategies by Jordanians to an Obituary Status Update on Facebook". *GEMA Online® Journal of Language Studies*. 13.(3): p. 151-162
- Al-Sobh, M. A. 2013. "An Analysis of Apology as a Politeness Strategy Expressed by Jordanian University Students". *International Journal of Humanities and Social Science*. 3.(2): p. 150-154.
- Al-Zumor, A. W. Q. G. 2011. "Apologies in Arabic and English: An inter-language and cross-cultural study". *Journal of King Saud University-Languages and Translation*. 23.(1): p. 19-28.
- Arghamiri, A., & Sadighi, F. 2013. "The impact of metalinguistic knowledge and proficiency level on pragmatic competence of Iranian EFL learners". *International Journal of Language Learning and Applied Linguistics World*. 4.(1): p. 181-192.

- Aribi, I. 2012. "A Socio-Pragmatic Study of the Use of Requests in English by Tunisian EFL Learners". *Journal of Second Language Teaching & Research*. 2.(1): p. 87-120.
- Aridah, A. 2010. Politeness Phenomena as a Source of Pragmatic Failure in English as a Second Language. *TEFLIN Journal: A publication on the teaching and learning of English*. 12.(2): p. 112-125.
- Arksey, H., & Knight, P. T. 1999. *Interviewing for social scientists: An introductory resource with examples*: Sage.
- Arsie, K. S. 2012. "Investigating the challenges and opportunities for developing pragmatic competence of EFL students: the case of st. Joseph school in adama". Unpublished Master thesis, Adama Science and Technology University, Ethiopia.
- Austin, J. L. 1962. *How to Do Things with Words*: Oxford: Oxford University Press.
- Aydin, M. 2013. "Cross-cultural Pragmatics: A study of Apology Speech Acts by Turkish speakers, American English Speakers and Advance Nonnative Speakers of English in Turkey". Unpublished Master thesis, Minnesota State University, Mankato, Turkey.
- Bachman, L. F. 1990. *Fundamental considerations in language testing*: Oxford University Press.
- Banikalef, A., Abdullah, A. E., & Maros, M. 2013. "Social Beliefs for the Realization of the Speech Acts of Apology among Jordanian EFL Graduate Students". *English Linguistics Research*. 2.(2): p. 134-145.
- Bardovi-Harlig, K. 1999. "Researching method". *Pragmatics and language learning*. . p. 237-264.
- Bardovi-Harlig, K. 2010. "Exploring the pragmatics of interlanguage pragmatics: Definition by design". *Pragmatics across languages and cultures*. 7. p. 219-259.
- Bardovi-Harlig, K., & Hartford, B. (2005). *Interlanguage pragmatics: Exploring institutional talk*: Routledge.
- Bardovi-Harlig, K., Mossman, S., & Vellenga, H. E. 2015. "The effect of instruction on pragmatic routines in academic discussion". *Language Teaching Research*. 19.(3): p. 324-350.
- Barron, A. 2008. The structure of requests in Irish English and English English. *Pragmatics and beyond new series*. 178. p. 35-67.
- Bataineh, A. M. 2014. "The Effect of Electronic Dictionaries and Hypermedia Annotations on English Major Students' Reading Comprehension and Vocabulary Learning". *International Journal of Linguistics*. 6.(4): p. 102-115.
- Bataineh, R. F. 2004. "A cross-cultural study of the speech act of apology in American English and Jordanian Arabic". Unpublished PhD thesis, Indiana University of Pennsylvania, USA.
- Bataineh, R. F., & Aljamal, M. A. 2014. "Watch out and beware: differences in the use of warning between American and Jordanian undergraduate students". *SKASE Journal of Theoretical Linguistics*. 11.(1): p. 87-111.
- Bataineh, R. F., & Bataineh, R. F. 2006. "Apology strategies of Jordanian EFL university students. *Journal of Pragmatics*". 38.(11): p. 1901-1927.
- Bataineh, R. F., & Bataineh, R. F. 2008. "A cross-cultural comparison of apologies by native speakers of American English and Jordanian Arabic". *Journal of Pragmatics*. 40.(4): p. 792-821.
- Beebe, L., & Zhang Waring, H. 2001. *Sociopragmatic vs. pragmalinguistic failure: How useful is the distinction*. Paper presented at the annual NYSTESOL Applied Linguistics Winter Conference, New York, NY.

- Beebe, L. M., & Martha, C. Cummings. 1996. "Natural speech act data versus written questionnaire data: How data collection method affects speech act performance". *Speech acts across cultures: Challenges to communication in a second language*, p. 65-86.
- Beebe, L. M., Takahashi, T., & Uliss-Weltz, R. 1990. "Pragmatic transfer in ESL refusals. Developing communicative competence in a second language", ed. by Robin C. Scarcella, Elaine S. Andersen, and Stephen D. Krashen, 55-74. New York: Newbury House.
- Bella, S. 2014. "A contrastive study of apologies performed by Greek native speakers and English learners of Greek as a foreign language". *Pragmatics*. 24.(4): p. 679-713.
- Belza, A. 2008. "A questionnaire-based comparative study of Irish English and Polish speech act of requesting". Unpublished PhD thesis, Faculty of Philosophy of Silesia, Katowice.
- Bergman, M. L., & Kasper, G. 1993. "Perception and performance in native and nonnative apology". *Interlanguage pragmatics*. 4.(1): p. 82-107.
- Binasfour, H. S. 2014. "Apology strategies: A comparison of Saudi English learners and native speakers of American English": Unpublished Master thesis, Southern Illinois University at Carbondale. USA.
- Blum-Kulka, S. 1982. "Learning to say what you mean in a second language: A study of the speech act performance of learners of Hebrew as a second language". *Applied Linguistics*. 3.(1): p. 29-59.
- Blum-Kulka, S. 1991. Interlanguage pragmatics: "The case of requests". *Foreign/second language pedagogy research*, p. 255-272.
- Blum-Kulka, S., House, J., & Kasper, G. 1989. *Cross-cultural pragmatics: Requests and apologies* (Vol. 31): Ablex Pub.
- Blum-Kulka, S., & Olshtain, E. 1984. "Requests and Apologies: A Cross-Cultural Study of Speech Act Realization Patterns (CCSARP)". *Applied Linguistics*. 5.(3): p. 196-213.
- Bousfield, D. 2008. *Impoliteness in interaction* (Vol. 167): John Benjamins Publishing.
- Brown, P. 1987. *Politeness: Some universals in language usage* (Vol. 4): Cambridge University Press.
- Brown, P., & Levinson, S. 1978. Universals in language usage: Politeness phenomena. Questions and politeness: Strategies in social interaction, ed. by E. Goody, 56-311: Cambridge, England: Cambridge University Press.
- Bruning, R., & Igo, L. B. 2008. "An Interview with Roger Bruning". *Educational Psychology Review*. p. 207-216.
- Bu, J. 2011. "A Study of Pragmatic Transfer in Suggestion Strategies by Chinese Learners of English". *Studies in Literature & Language*. 3.(2): p. 112-123.
- Canale, M., & Swain, M. 1980. "Theoretical bases of communicative approaches to second language teaching and testing". *Applied Linguistics*. 1.(1): p. 1-47.
- Chang, S. 2006. "The speech act of complaining in Mandarin Chinese: Perceptions and productions among four age groups". Unpublished Master's thesis, National Kaohsiung Normal University, Kaohsiung, Taiwan.
- Chang, Y.-F. 2009. How to say no: An analysis of cross-cultural difference and pragmatic transfer. *Language Sciences*. 31.(4): p. 477-493.
- Chang, Y.-F. 2011. "Interlanguage pragmatic development: the relation between pragmalinguistic competence and sociopragmatic competence". *Language Sciences*. 33.(5): p. 786-798.

Chen, H. J. 1996. "Cross-Cultural Comparison of English and Chinese Metapragmatics in Refusal". Unpublished PhD thesis, National Sun Yat-sen University, Taiwan.

Chen, M.-t. 2006. "An interlanguage study of the speech act of disagreement made by Chinese EFL speakers in Taiwan". Unpublished master thesis, National Sun Yat-sen University, Taiwan.

Chen, R. 1993. "Responding to compliments A contrastive study of politeness strategies between American English and Chinese speakers". *Journal of Pragmatics*. 20.(1): p. 49-75.

Chen, R., He, L., & Hu, C. 2013. "Chinese requests: In comparison to American and Japanese requests and with reference to the "East-West divide". *Journal of Pragmatics*. 55. p. 140-161.

Clark, V. L. P., Huddleston-Casas, C. A., Churchill, S. L., Green, D. O. N., & Garrett, A. L. 2008. "Mixed methods approaches in family science research". *Journal of Family Issues*. 29.(11): p. 1543-1566.

Cohen, A. D. 1996. "Developing the ability to perform speech acts". *Studies in second language acquisition*. 18.(02): p. 253-267.

Cohen, A. D. 1997. "Developing Pragmatic Ability: Insights from the Accelerated". *New trends & issues in teaching Japanese language & culture*. 3.(15): p. 133.

Cohen, A. D., & Olshtain, E. 1981. "Developing a measure of sociocultural competence: the case of apology". *Language learning*. 31.(1): p. 113-134.

Cohen, A. D., & Sykes, J. 2013. "Strategy-based learning of pragmatics for intercultural education". *Linguistics for intercultural education*. p. 210-232.

Cohen, J. 1968. "Weighted kappa: Nominal scale agreement provision for scaled disagreement or partial credit". *Psychological bulletin*. 70.(4): p. 213.

Creswell, J. W. 2011. "Controversies in mixed methods research". *The Sage handbook of qualitative research*. 4. p. 269-284.

Creswell, J. W. 2012. *Qualitative inquiry and research design: Choosing among five approaches*: Sage publications.

Creswell, J. W. 2013. *Research design: Qualitative, quantitative, and mixed methods approaches*: Sage.

Creswell, J. W., & Tashakkori, A. (2007). Editorial: Differing perspectives on mixed methods research. *Journal of mixed methods research*. 1.(4): p. 303-308.

Crystal, D. 1997. *A dictionary of linguistics and phonology*: Oxford: Blackwell.

Cutting, J. 2008. "Spoken grammar: Vague language and EAP". *Spoken English, TESOL and Applied Linguistics: Challenges for Theory and Practice*. 6.(2): p. 159-181.

Daftari, G. E., & Tavit, Z. M. 2015. "The intersection of pragmatics and applied linguistics in teaching speech acts: Apologies perspective". *International Journal of Curriculum and Instruction*. 7.(2): p. 1-17.

Economidou-Kogetsidis, M. 2010. "Cross-cultural and situational variation in requesting behaviour: Perceptions of social situations and strategic usage of request patterns". *Journal of Pragmatics*. 42.(8): p. 2262-2281.

Economidou-Kogetsidis, M. 2011. "Please answer me as soon as possible": Pragmatic failure in non-native speakers'e-mail requests to faculty. *Journal of Pragmatics*. 43.(13): 3193-3215.

- Economidou-Kogetsidis, M. 2013. "Strategies, modification and perspective in native speakers' requests: A comparison of WDCT and naturally occurring requests". *Journal of Pragmatics*. 53. p. 21-38.
- Eisenstein, M., & Bodman, J. W. 1986. "I very appreciate': expressions of gratitude by native and non-native speakers of American English". *Applied Linguistics*. 7.(2): p. 167-185.
- El-Khalil, H. 1998. "*Variation in apology strategies among friends and acquaintances in Jordanian Arabic*". Unpublished master thesis, Yarmouk University, Irbid, Jordan.
- Ellis, R. 1994. *The study of second language acquisition*: Oxford University Press.
- Eshreth, M. K. 2014. "*A cross-cultural socio-pragmatic study of invitations in Palestinian Arabic and American English*". Unpublished PhD thesis, Universidad Complutense de Madrid, Madrid, Spain.
- Eslami, Z. R., & Mirzaei, A. 2014. "Speech act data collection in a non-Western context: oral and written DCTs in the Persian language". *Iranian Journal of Language Testing*. 4(1): p.137-154.
- Eslami-Rasekh, A., & Mardani, M. 2010. "Investigating the effects of teaching apology speech act, with a focus on intensifying strategies, on pragmatic development of EFL learners": The Iranian context. *The International Journal of Language Society and Culture*. 30(1): p. 96-103.
- Farahian, M., & Rezaee, M. 2012. "A case study of an EFL teacher's type of questions: An investigation into classroom interaction". *Procedia-Social and Behavioral Sciences*. 47.(8): p. 161-167.
- Farashaiyan, A., & Hua, T. K. 2012. "A cross-cultural comparative study of gratitude strategies between Iranian and Malaysian postgraduate students". *Asian Social Science*. 8.(7): p.139.
- Félix-Brasdefer, J. C. 2010. "Data collection methods in speech act performance". *Speech act performance: Theoretical, empirical and methodological issues*. 12.p. 26, 41.
- Fernández Amaya, L. 2008. "Teaching culture: is it possible to avoid pragmatic failure"? *Revista Alicantina de Estudios Ingleses*.21. p. 11-24.
- Fraser, B. 1990. "Perspectives on politeness". *Journal of Pragmatics*. 14.(2): p. 219-236.
- Fraser, B. 1996. "Pragmatic markers". *Pragmatics*. 6. p. 167-190.
- Fukushima, S. (1996). "Request strategies in British English and Japanese". *Language Sciences*. 18.(3): p. 671-688.
- Gajasen, C. 1994. *A contrastive study of compliment responses in American English and Thai including the effect of gender and social status*. University of Illinois at Urbana-Champaign.
- Gilks, K. 2010. "Is the Brown and Levinson (1987) Model of Politeness as useful and influential as originally claimed? An assessment of the revised Brown and Levinson (1987) Model". *INNERVATE Leading Undergraduate Work in English Studies*. 2. p. 94-102.
- Goffman, E. (1971). *Strategic Interaction, Conduct and communication*: Philadelphia, University of Pennsylvania Press.
- Goffman, E. (1981). *Forms of talk*: University of Pennsylvania Press.
- Golato, A. 2003. "Studying compliment responses: A comparison of DCTs and recordings of naturally occurring talk". *Applied Linguistics*. 24.(1): p. 90-121.
- Greene, S., & Hogan, D. 2005. *Researching children's experience: Approaches and methods*: Sage.

- Guest, G., Bunce, A., & Johnson, L. 2006. "How many interviews are enough? An experiment with data saturation and variability". *Field methods*. 18.(1): p. 59-82.
- Hall, E. T. 1976. *Beyond Culture*. Garden City, Nueva York: Anchor Press, Doubleday.
- Harlow, L. L. 1990. "Do they mean what they say? Sociopragmatic competence and second language learners". *The Modern Language Journal*. 74.(3): p. 328-351.
- Hatch, E. M., Lazaraton, A., & Joliffe, D. A. 1991. *The research manual: Design and statistics for applied linguistics*: Newbury House Publishers New York.
- Haugh, M. 2007. "The co-constitution of politeness implicature in conversation". *Journal of Pragmatics*. 39.(1): p. 84-110.
- Hofstede, G., Hofstede, G. J., & Minkov, M. 1991. *Cultures and organizations: Software of the mind* (Vol. 2): Citeseer.
- Holmes, J. 1990. *New Zealand ways of speaking English*: Multilingual Matters.
- Holmes, J. 1991. Discourse Shoshana Blum-Kulka, Juliane House, and Gabriele Kasper (eds.), *Cross-cultural pragmatics: Requests and apologies* (Advances in Discourse Processes, XXXI). Norwood, NJ: Ablex, 1989. Pp. ix+ 300. *Language in society*. 20.(01): p. 119-126.
- Hou, Y.-c. 2006. "A Cross-cultural Study of the Perception of Apology—Effect of Contextual Factors, Exposure to the Target Language, Interlocutor Ethnicity and Task Language". Unpublished Master thesis, National Sun Yat-sen University, Taiwan.
- Hsieh, H.-F., & Shannon, S. E. 2005. "Three approaches to qualitative content analysis". *Qualitative health research*. 15.(9): p. 1277-1288.
- Huberty, C. J., & Morris, J. D. 1989. "Multivariate analysis versus multiple univariate analyses". *Psychological bulletin*. 105.(2): p. 302.
- Hudson, T., Brown, J. D., & Detmer, E. 1995. *Developing prototypic measures of cross-cultural pragmatics* (Vol. 7): Natl Foreign Lg Resource Ctr.
- Hussein, R. F., & Hammouri, M. T. 1998. "Strategies of apology in Jordanian Arabic And American English". *Grazer Linguistische Studien*.(49): p. 37-50.
- Hymes, D. 1962. "The ethnography of speaking". *Anthropology and human behavior*. 13.(53): p. 11-74.
- Ifantidou, E. 2014. *Pragmatic Competence and Relevance* (Vol. 245): John Benjamins Publishing Company.
- Jebahi, K. 2011. "Tunisian university students' choice of apology strategies in a discourse completion task". *Journal of Pragmatics*. 43.(2): p. 648-662.
- Ji, S. 2008. "What do paragraph divisions indicate in narrative texts?" *Journal of Pragmatics*. 40.(10): p. 1719-1730.
- Jingwei, T. 2013. "Analysis of Pragmatic Failure from the Perspective of Adaptation". *Cross-Cultural Communication*. 9.(3): p. 75-79.
- John, L. Austin. 1962. *How to do Things with Words*.
- Johnson, R. B., Onwuegbuzie, A. J., & Turner, L. A. 2007. "Toward a definition of mixed methods research". *Journal of mixed methods research*. 1.(2): p. 112-133.
- Jucker, A. H. 2009. "Speech act research between armchair, field and laboratory: The case of compliments". *Journal of Pragmatics*. 41.(8): p. 1611-1635.
- Kashkouli, Z., & Eslamirasekh, A. 2013. "The Effect of Context-External Factors on Context-Internal Factors in Apology Perception: A Case in Iranian Context". *Procedia-Social and Behavioral Sciences*. 70. p. 1590-1599.
- Kasper, G. 1992. "Pragmatic transfer". *Second language research*. 8.(3): p. 203-231.
- Kasper, G. 1997. "Can pragmatic competence be taught". *NetWork*. 6. p. 105-119.

Kasper, G. 2009. "Locating cognition in second language interaction and learning: Inside the skull or in public view?" *IRAL-International Review of Applied Linguistics in Language Teaching*. 47.(1): p. 11-36.

Kasper, G., & Blum-Kulka, S. 1993. *Interlanguage pragmatics*: Oxford University Press.

Kasper, G., & Dahl, M. 1991. "Research methods in interlanguage pragmatics". *Studies in second language acquisition*. 13.(02): p. 215-247.

Kasper, G., & Roever, C. 2005. *Pragmatics in second language learning. Handbook of research in second language teaching and learning*: Wiley-Blackwell.

Kasper, G., & Rose, K. R. 2002. *Pragmatic development in a second language*: Wiley-Blackwell.

Kecskes, I. 2013. "Why do we say what we say the way we say it?" *Journal of Pragmatics*. 48.(1): p. 71-83.

Kim, D.-Y. 2001. "A descriptive analysis of Korean and English apologies with implication for interlanguage pragmatics". Unpublished PhD thesis, University of Florida, USA.

Koester, J., & Lustig, M. W. 2015. "Intercultural communication competence: Theory, measurement, and application". *International Journal of Intercultural Relations*. 48. p. 20-21.

Koike, D. A. 1989. "Pragmatic competence and adult L2 acquisition: Speech acts in interlanguage". *The Modern Language Journal*. 73.(3): p. 279-289.

Kousar, S. 2015. "Politeness Orientation in Social Hierarchies in Urdu". *International Journal of Society, Culture & Language*. 3.(2): p. 85-96.

Koutsantoni, D. 2007. *Developing academic literacies: understanding disciplinary communities' culture and rhetoric* (Vol. 4): Peter Lang.

Kramsch, C. 1993. *Context and culture in language teaching*: Oxford University Press.

Krulatz, A. M. 2012. *Interlanguage pragmatics in Russian: The speech act of request in email*. The University of Utah.

Kwon, J. 2004. "Expressing refusals in Korean and in American English". *Multilingua-Journal of Cross-Cultural and Interlanguage Communication*. 23.(4): p. 339-364.

Lakoff, G. 1973. "Hedges: A study in meaning criteria and the logic of fuzzy concepts". *Journal of philosophical logic*. 2.(4): p.458-508.

Lee, J. S. 1999. *Analysis of pragmatic speech styles among Korean learners of English: A focus on complaint-apology speech act sequences*. Stanford University, Palo Alto.

Leech, G. N., & Leech, G. 1983. *Principles of pragmatics* (Vol. 1): Longman London.

Levinson, S. C. 1983. *Pragmatics* (Cambridge textbooks in linguistics).

Lin, M.-F. 2014. "An Interlanguage Pragmatic Study on Chinese EFL Learners' Refusal: Perception and Performance". *Journal of Language Teaching and Research*. 5.(3): p. 642-653.

Lin, M.-X. 2008. Pragmatic Failure in Intercultural Communication and English Teaching in China. *China Media Research*. 4.(3): p.43-52.

LIU, S.-Z., & OU, J. 2004. Pragmatic Failure in Crosscultural Communication: Manifestations, Causes and Counter-Measures in Teaching [J]. *Journal of Yulin Teachers College*. 6. p. 1-17.

- Longhurst, R. 2003. "Semi-structured interviews and focus groups". *Key methods in geography*. p. 117-132.
- Luo, X., & Gao, J. 2011. "On Pragmatic Failures in Second Language Learning". *Theory and Practice in Language Studies*. 1.(3): p. 283-286.
- Lyuh, I. 1992. "*The art of apology: Comparison of Korean and American cultures*". Unpublished PhD thesis, Indiana University, Bloomington, IN, USA.
- Mackey, A., & Gass, S. M. 2005. *Second language research: Methodology and design*: Routledge.
- Maeshiba, N., & Yoshinaga, N. K. G. and Ross, S.1996. "Transfer and Proficiency in Interlanguage Apologizing. *Speech acts across cultures*". Berlin: Mouton de Gruyter. p. 155-187.
- Malaysia. Statistics of Higher Education of Malaysia. [http://www.mohe.gov.my/web\\_statistik/perangkaan\\_2010.pdf](http://www.mohe.gov.my/web_statistik/perangkaan_2010.pdf). acceded: February 2015.
- Mallard, G., Lamont, M., & Guetzkow, J. 2009. Fairness as Appropriateness Negotiating Epistemological Differences in Peer Review. *Science, Technology & Human Values*, 34(5), 573-606.
- Maros, M. 2006. "Apologies in English by adult Malay speakers: Patterns and competence". *The International Journal of Language, Society and Culture*. 19. p. 1-14.
- Maros, M., Stapa, S. H., & Yasin, M. S. M. 2012. "English language proficiency levels and needs of international postgraduate students: Implications and recommendations". *Asian Social Science*. 8.(13): p.181.
- Martínez-Flor, A. 2012. "Learners' production of refusals: Interactive written DCT versus oral role-play". *Refusals in instructional contexts and beyond*. p. 175-213.
- Martínez-Flor, A., & Usó-Juan, E. 2010. *Speech act performance: Theoretical, empirical and methodological issues* (Vol. 26): John Benjamins Publishing.
- Matsumoto, Y. 1988. "Reexamination of the universality of face: Politeness phenomena in Japanese". *Journal of Pragmatics*. 12.(4): p. 403-426.
- McCarthy, T. 2001. Critical theory today: "An interview with Thomas McCarthy. Conducted by Shane O'Neill and Nick Smith". *Pluralism and the pragmatic turn. The transformation of critical theory: Essays in honor of Thomas McCarthy*. p. 413-429.
- McNamara, T. 2006. *Language testing: The social dimension* (Vol. 1): John Wiley & Sons.
- Meier, A. J. 1997. "Teaching the universals of politeness". *ELT journal*. 51.(1): p. 21-28.
- Merriam, S. 1995. "What Can You Tell From An N OFL?: Issues of validity and reliability in qualitative research". *PAACE Journal of Lifelong Learning*. 4. p. 50-60.
- Mey, J. L. 2007. "Developing pragmatics interculturally". *Explorations in Pragmatics, Mouton de Gruyter, Berlin*. p. 165-189.
- Mir, M. 1995. The Perception of Social Context in Request Performance. *Pragmatics and Language Learning. Monograph Series*. 6. p.24-134.
- Mirzaei, A., Roohani, A., & Esmaeili, M. 2012. "Exploring Pragmalinguistic and Sociopragmatic Variability in Speech Act Production of L2 Learners and Native Speakers". *Journal of Teaching Language Skills*. 4.(3): p. 79-102.
- Mohammad-Bagheri, M. 2015. "The Status of Pragmatics among Iranian EFL Learners". *English Language Teaching*. 8.(4): p. 67.

- Morkus, N. 2009. "The realization of the speech act of refusal in Egyptian Arabic by American learners of Arabic as a foreign language". Unpublished PhD thesis, University of South Florida. Florida, USA.
- Morris, C. W. 1939. "Esthetics and the Theory of Signs". *Erkenntnis*. 8.(1): p. 131-150.
- Muir, P. Y., & Xu, Z. 2011. "Exploring Pragmatic Failure into the Writing of Young EFL Learners: A Critical Analysis". *English Language Teaching*. 4.(4): p.254.
- Murray, N. 2010. "Pragmatics, awareness raising, and the Cooperative Principle". *ELT journal*. 64.(3): p. 293-301.
- Nakhle, M., Naghavi, M., & Razavi, A. 2014. "Complaint Behaviors among Native Speakers of Canadian English, Iranian EFL Learners, and Native Speakers of Persian (Contrastive Pragmatic Study)". *Procedia-Social and Behavioral Sciences*. 98. p. 1316-1324.
- Nelson, G. L., Carson, J., Al Batal, M., & El Bakary, W. 2002. "Cross-Cultural Pragmatics: Strategy Use in Egyptian Arabic and American English Refusals". *Applied Linguistics*. 23.(2): p. 163-189.
- Nurani, L. M. 2009. "Methodological issue in pragmatic research: Is discourse completion test a reliable data collection instrument". *Journal Sosteknologi Edisi*. 17.(8): p. 667-678.
- Nureddeen, F. A. 2008. "Cross-cultural pragmatics: Apology strategies in Sudanese Arabic". *Journal of Pragmatics*. 40.(2): p. 279-306.
- Nydell, M. K. 2005. *Understanding arabs*: Intercultural Press.
- O'Driscoll, J. 2007. "Brown & Levinson's face: How it can—and can't—help us to understand interaction across cultures". *Intercultural Pragmatics*. 4.(4): p. 463-492.
- Ogiermann, E. 2009. *On apologising in negative and positive politeness cultures* (Vol. 191): John Benjamins Publishing.
- Ohashi, J. 2013. *Thanking and Politeness in Japanese: Balancing Acts in Interaction*: Palgrave Macmillan.
- Olshtain, E. 1983. "Sociocultural competence and language transfer: The case of apology". *Language transfer in language learning*. p. 232-249.
- Olshtain, E. 1989. "Apologies across languages". *Cross-cultural pragmatics: Requests and apologies*. p. 155-173.
- Olshtain, E., & Cohen, A. 1983. "Apology: A speech act set". *Sociolinguistics and language acquisition*. p. 18-35.
- Olshtain, E., & Cohen, A. 1990. "The learning of complex speech act behavior". *TESL Canada Journal*. 7.(2): p. 45-65.
- Olshtain, E., & Cohen, A. D. 1991. "Teaching speech act behavior to nonnative speakers". *Teaching English as a second or foreign language*. p. 154-165.
- Patton, M. Q. 1990. *Qualitative evaluation and research methods*: SAGE Publications, inc.
- Pattawut, C. 2014. "A Cross-Cultural Pragmatic Study: Politeness Strategies and Realizations of the Strategies Used to Perform Student-Lecturer Multiple Disagreements by Native Speakers of Thai and English". *Journal of Educational and Social Research*. 4.(1): p. 147.
- Peetz, D. 2010. "Are individualistic attitudes killing collectivism? *Transfer*": *European Review of Labour and Research*. 16.(3): p. 383-398.
- Rababah, G. 2003. "Communication and linguistic problems facing Arab learners of English". *Indian journal of applied linguistics*. 29.(1): p. 127-142.

- Roever, C. 2011. "Testing of second language pragmatics: Past and future". *Language Testing*. 28.(4): p. 463-481.
- Rose, K. R. 1992. "Speech acts and questionnaires: The effect of hearer response". *Journal of Pragmatics*. 17.(1): p. 49-62.
- Rose, K. R. 1994. "On the Validity of Discourse Completion Tests in Non-Western Contexts<sup>1</sup>". *Applied Linguistics*. 15.(1): p. 1-14.
- Rose, K. R. 2009. "Interlanguage pragmatic development in Hong Kong, phase 2". *Journal of Pragmatics*. 41.(11): p. 2345-2364.
- Rose, K. R., & Ono, R. 1995. "Eliciting speech act data in Japanese: The effect of questionnaire type". *Language learning*. 45.(2): p. 191-223.
- Ryan, G. W., & Bernard, H. R. 2000. Data management and analysis methods. In N. K. Denzin, & Y. S. Lincoln (Eds.), *Handbook of qualitative research* 2nd ed. p. 769–802. Thousand Oaks, CA: Sage.
- Sa'ida, B. S. i. D., & Al-Sayyed, W. 2010. "Analyzing the cultural content of action pack 12". *International Journal of Social Sciences, Languages and Linguistics*. 40.(1): p. 1126-1141.
- Salehi, R. 2014. "A Comparative Analysis of Apology Strategy: Iranian EFL Learners and Native English Speakers". *Procedia-Social and Behavioral Sciences*. 98. p. 1658-1665.
- Sattar, H. Q. A., Lah, S. C., & Suleiman, R. R. R. 2011. "Refusal strategies in English by Malay University students. *GEMA: Online Journal of Language Studies*. 11.(3): p. 69-81.
- Savić, M. 2014. *Politeness through the prism of requests, apologies and refusals: A case of advanced Serbian EFL learners*: Cambridge Scholars Publishing.
- Schauer, G. 2009. *Interlanguage pragmatic development: The study abroad context*: Bloomsbury Publishing.
- Searle, J. R. 1969. *Speech acts: An essay in the philosophy of language* (Vol. 626): Cambridge University press.
- Seliger, H., & Shohamy, E. 1989. What is research? A paradigm for second language research. *Second Language Research Methods*. 1. (2): p. 1-41.
- Selinker, L. 1972. "Interlanguage". *IRAL-International Review of Applied Linguistics in Language Teaching*. 10.(1-4): p. 209-232.
- Shardakova, M. 2005. "Intercultural pragmatics in the speech of American L2 learners of Russian: Apologies offered by Americans in Russian". *Intercultural Pragmatics*. 2.(4): p. 423-451.
- Shih, H.-y. 2006. "An interlanguage study of the speech act of apology made by EFL learners in Taiwan". Unpublished master thesis, National Sun Yat-sen University, Taiwan.
- Spencer-Oatey, H. 2012. What is culture. A compilation of quotations. *GlobalPAD Core Concepts*. As available at GlobalPAD Open House <http://go.warwick.ac.uk/globalpadintercultural>.
- Spencer-Oatey, H., & Franklin, P. 2014. *Intercultural interaction*: Wiley Online Library.
- Tabachnick, B. G., & Fidell, L. S. 2001. *Using multivariate statistics*. (ed). USA: A Pearson Education Company 160 Gould street Needham Heights, MA 02094.
- Tabatabaei, S., & Farnia, M. 2015. "Learner's English Proficiency and their Pragmatic Competence of Refusal Speech Acts". *Beyond Words*. 3.(1): p. 53-77.
- Taguchi, N. 2009. *Pragmatic competence* (Vol. 5): Walter de Gruyter.

- Taguchi, N. 2013. Rather Variation in the Assessment of Speech Acts. *Pragmatics*. 21.(3): p. 453-471.
- Takahashi, S. 1996. "Pragmatic transferability". *Studies in second language acquisition*. 18.(02): p. 189-223.
- Takimoto, M. 2009. "The effects of input-based tasks on the development of learners' pragmatic proficiency". *Applied Linguistics*. 30.(1): p. 1-25.
- Takimoto, M. 2012. "Assessing the effects of identical task repetition and task-type repetition on learners' recognition and production of second language request downgraders". *Intercultural Pragmatics*. 9.(1): p. 71-96.
- Tanaka, H., & Yokoo, A. 1999. *An efficient statistical speech act type tagging system for speech translation systems*. Paper presented at the Proceedings of the 37th annual meeting of the Association for Computational Linguistics on Computational Linguistics.
- Tang, C.-H., & Zhang, G. Q. 2009. "A contrastive study of compliment responses among Australian English and Mandarin Chinese speakers". *Journal of Pragmatics*. 41.(2): p. 325-345.
- Taylor, S. J., & Bogdan, R. 1998. In-depth interviewing. *Introduction to qualitative research methods*.3. p. 87-116.
- Teddle, C., & Tashakkori, A. 2003. Major issues and controversies in the use of mixed methods in the social and behavioral sciences. *Handbook of mixed methods in social & behavioral research*. p. 3-50.
- Thijittang, S. 2010. *A Study of pragmatic strategies of English of Thai university students: Apology speech acts*. University of Tasmania.
- Thomas, J. 1983. "Cross-cultural pragmatic failure". *Applied Linguistics*. 4.(2): p. 91-112.
- Timpe, V. 2012. "Strategic decoding of sociopragmatic assessment tasks—An exploratory think-aloud validation study". *Second Language Studies*. 30.(2): p. 109-246.
- Todey, E. 2011. "Apology strategies as used by native & non-native speakers of English". Unpublished Master thesis, Iowa State University, USA.
- Triandis, H. C., Brislin, R., & Hui, C. H. 1988. "Cross-cultural training across the individualism-collectivism divide". *International Journal of Intercultural Relations*. 12.(3): p. 269-289.
- Trosborg, A. 1995. *Interlanguage pragmatics: Requests, complaints, and apologies* (Vol. 7): Walter de Gruyter.
- Trosborg, A. 2010. *Pragmatics across languages and cultures* (Vol. 7): Walter de Gruyter.
- Tsutagawa, F. S. 2013. "Pragmatic Knowledge and Ability in the Applied Linguistics and Second Language Assessment Literature: A Review". *Teachers College, Columbia University Working Papers in TESOL & Applied Linguistics*. 13.(2), 1-20.
- Umale, J. 2011. "Pragmatic failure in refusal strategies: British versus Omani interlocutors". *Arab World English Journal*. 2. (1): p. 18-46.
- Wagner, L., & Roebuck, R. 2010. "Apologizing in Cuernavaca, Mexico and Panama City, Panama: A cross-cultural comparison of positive-and negative-politeness strategies". *Spanish in Context*. 7.(2): p. 254-278.
- Wierzbicka, A. 2003. *Cross-cultural pragmatics: The semantics of human interaction*: Walter de Gruyter.
- Wolfson, N. 1989. *Perspectives: sociolinguistics and TESOL*: Newbury House Publishers.

- Woodfield, H. 2012. Pragmatic variation in learner perception: The role of retrospective verbal report in L2 speech act research. *Pragmatic Variation in First and Second Language Contexts: Methodological Issues*. John Benjamins. p. 209-223.
- Wunderle, W. D. 2006. *Through the lens of cultural awareness: A Primer for United States Armed Forces Deploying in Arab and Middle Eastern Countries*: Government Printing Office.
- Yaghoobi, B. 2002. "A cross-linguistic study of requestive speech acts in email communication". Unpublished PhD thesis, University of Leeds. Leeds, United Kingdom.
- Yamashita, S. 2008. Investigating interlanguage pragmatic ability: What are we testing. *Investigating pragmatics in foreign language learning, teaching and testing*. p. 201-223.
- Yates, L. 2010. Pragmatic challenges for second language learners. *Pragmatics across languages and cultures*. 7. p. 287-308.
- Yates, L. 2010. Pragmatic challenges for second language learners. *Pragmatics across languages and cultures*. 7. p. 287-308.
- Yee, C. P., & Mokhtar, A. H. A. 2013. International students' learning experiences at private higher education institutions in Malaysia. *092 Proceeding of the Global Summit on Education (GSE 2013)*.
- Yu, M.-c. 2011. "Learning how to read situations and know what is the right thing to say or do in an L2: A study of socio-cultural competence and language transfer". *Journal of Pragmatics*. 43.(4): p. 1127-1147.
- Yule, G. 2014. *The study of language*: Cambridge University Press.
- Zayed, N. M. 2014. Jordanian EFL Teachers' and Students' Practice of Speech Acts in the Classroom. *Arab World English Journal*. 5.(2): p.1-10.
- Ziran, H. 1988. *A Survey of Pragmatics*. Changsha: Hunan Education Press