

**INVESTIGATION OF THE SOCIOPRAGMATICS AND  
PRAGMALINGUISTICS OF SPEECH ACT OF APOLOGY  
BETWEEN JORDANIAN AND BRITISH CULTURES: AN INTER-  
LANGUAGE PRAGMATIC STUDY**

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## AUTHOR DECLARATION

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged.

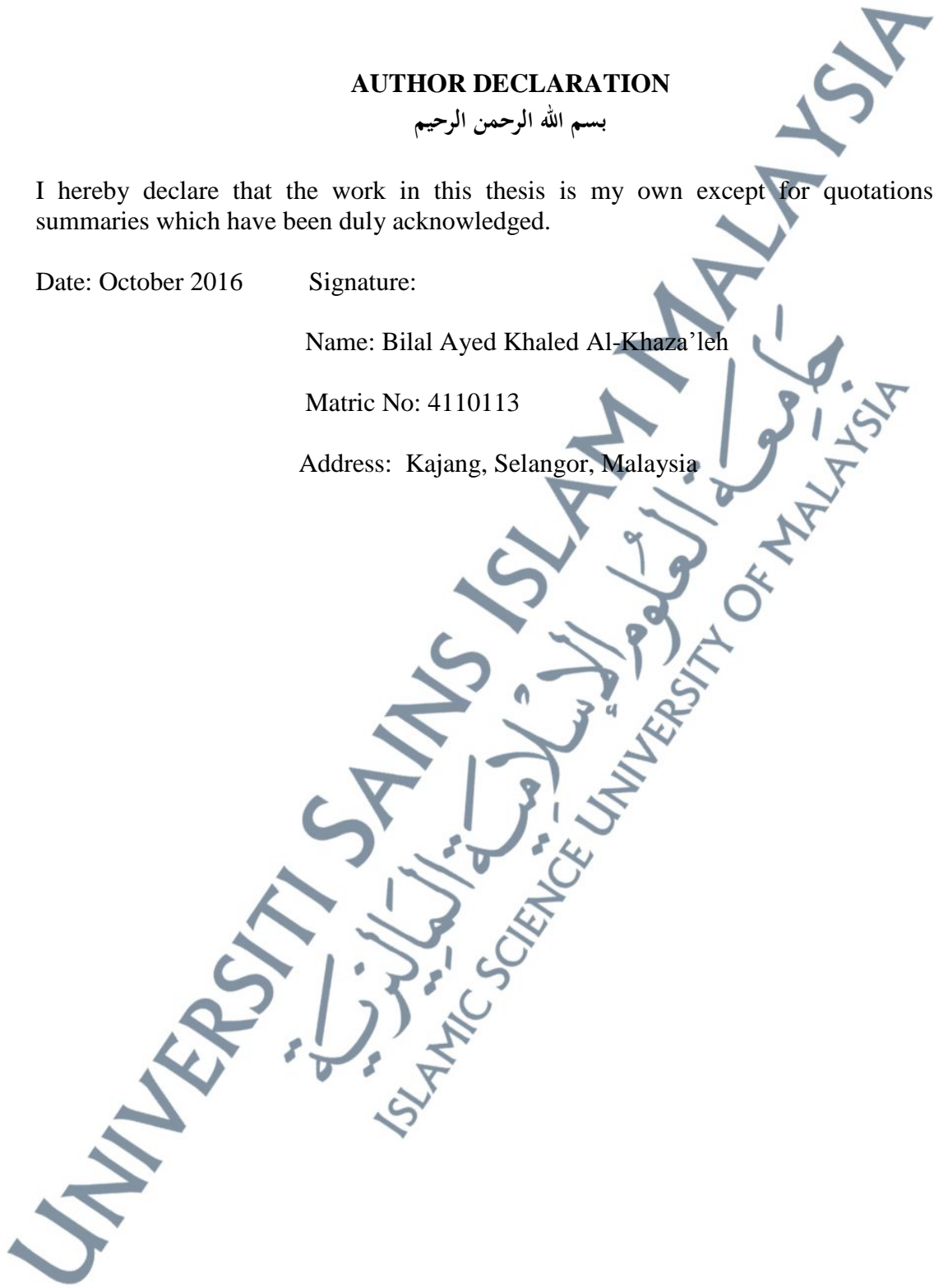
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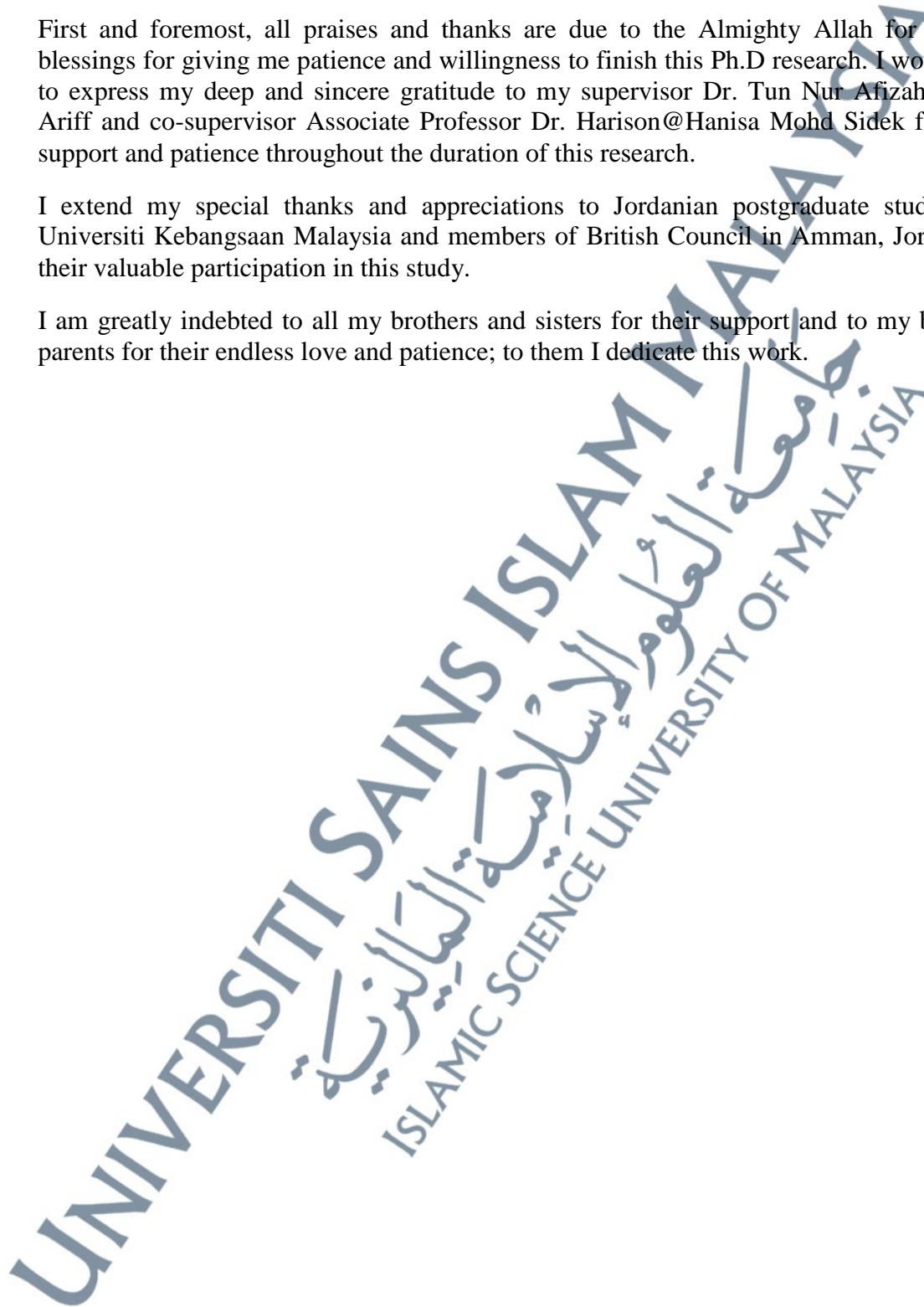


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## ABSTRAK

Perbuatan ucapan secara tradisinya dianggap sebagai salah satu bidang utama kajian pragmatik dan kawasan dominan utama pragmatik dalam penyelidikan bahasa kedua. Perbuatan Ucapan maaf dianggap sebagai satu elemen yang wujud dalam kesopanan. Apology telah menerima perhatian dalam bidang sociolinguistik kerana kepentingan ketara sebagai pertukaran pemulihan bertujuan untuk mewujudkan semula keharmonian sosial dan keseimbangan selepas kesalahan sebenar atau maya telah dilakukan. Kajian ini adalah bertujuan untuk menyiasat akta ucapan permohonan maaf sociopragmatic dan pragmalinguistic oleh 40 penceramah Jordan yang menutur bahasa kedua (JL2Ss) berbanding dengan 40 penceramah Jordan yang menutur tanpa bahasa Inggeris (JNESs) serta 40 penutur asli bahasa Inggeris (ENSs). Selain itu, ia bertujuan untuk menyiasat sama ada terdapat pemindahan pragmatik negatif daripada L1 untuk L2 oleh JL2Ss ataupun tidak. Ujian Kelengkapan Wacana (DCT), Skala Tindakbalas Kaji selidik (SRQ) dan temu bual separa berstruktur telah digunakan untuk mendapatkan data dari tiga kumpulan peserta. Untuk analisis data sehala ANOVA, perbandingan pasangan berjawatan hoc, kekerapan dan analisis tematik telah dianalisis. Dapatan kajian menunjukkan persamaan dan perbezaan budaya antara Jordan dan Inggeris menyebabkan berlakunya pemindahan pragmatik yang negatif oleh JL2Ss. Peserta Jordan didapati dipengaruhi oleh konteks pembolehkan yang luar kuasa sosial dan jarak sosial yang lebih besar dari ENSs. Manakala dari segi sociopragmatic, penemuan menunjukkan terdapat perbezaan purata yang penting dalam tiga kumpulan mengenai persepsi mereka terhadap tiga daripada empat konteks pembolehkan dalaman yang mana mempunyai kesalahan berat apabila dilakukan, kemungkinan memohon maaf dan juga kesukaran memohon maaf. Dari segi pragmalinguistic pula, penemuan menunjukkan bahawa peserta Jordan telah memilih strategi permohonan maaf secara tidak langsung manakala ENSs lebih ke arah kegiatan strategi permohonan maaf secara langsung. Dapatan kajian juga menunjukkan bahawa walaupun JL2Ss bersaing dalam bahasa Inggeris, namun mereka kekurangan kecekapan pragmatik. Hal ini demikian kerana kajian ini mempunyai implikasi teori dan pedagogi. Bagi implikasi teori, dapatan kajian ini tidak mengesahkan tuntutan Brown dan Levinson (1978) daripada kesejagatan teori mereka yang mana Jordan lebih suka menggunakan strategi kesantunan positif manakala ENSs lebih suka menggunakan strategi kesantunan negatif. Bagi implikasi pedagogi, penemuan boleh mendapat manfaat pereka kursus dan guru-guru untuk membangunkan kurikulum EFL dan bahan pengajaran di Jordan. Perkara ini dapat memeperbetulkan kekurangan JL2Ss yang bahasa sasarannya merupakan berpengetahuan pragmatik dan mengurangkan kegagalan pragmatik merentasi budaya.

## ABSTRACT

Speech act of apology is considered as an inherent element of politeness. Apology has received a considerable attention in the field of sociolinguistics due to its significant importance as a remedial interchange aims to re-establish the social harmony and equilibrium after a real or virtual offence has been performed. The present study aimed to investigate the sociopragmatic and pragmalinguistic of the speech act of apology by 40 Jordanian second language speakers (JL2Ss) compared to that of 40 Jordanian non-English speakers (JNESs) and 40 English native speakers (ENSs). Further, it aimed to investigate whether there is negative pragmatic transfer from L1 to L2 by JL2Ss or not. Discourse Completion Test (DCT), Scaled Response Questionnaire (SRQ) and semi-structured interviews were used to elicit data from the three groups of participants. For data analysis one way ANOVA, post hoc pair comparisons, frequency and thematic analysis were employed. Findings revealed cultural similarities and differences between Jordanian and English cultures and the occurrence of negative pragmatic transfer by JL2Ss. Jordanians participants were found to be influenced by the context-external variables of social power and social distance more than ENSs. In terms of sociopragmatic, findings revealed that there were significant mean differences among the three groups regarding their perception of three out of four context-internal variables which are severity of the offence, possibility of apology and difficulty of apology. In terms of pragmalinguistic, findings revealed that Jordanian participants preferred indirect apology strategies whereas ENSs preferred intensified direct apology strategies. Findings also showed that although JL2Ss are competent in English they still lack of pragmatic competence. The study has theoretical and pedagogical implications. As for theoretical implications, the findings of this study did not confirm Brown and Levinson's (1978) claim of the universality of their theory since Jordanians preferred to use positive politeness strategies while ENSs preferred to use negative politeness strategies. Regarding pedagogical implications, findings could benefit EFL course designers and teachers to develop EFL curricula and teaching materials in Jordan which may remedy the JL2Ss lack of pragmatic knowledge of the target language and reduce pragmatic failure across cultures.

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## ABBREVIATION

JL2Ss	Jordanian Second Language Speakers
JNESs	Jordanian Non-English Speakers
ENSs	English Native Speakers
L1	First Language
L2	Second Language
ILP	Inter-Language Pragmatics
CCP	Cross-Cultural Pragmatics
L2Ss	Second Language Speakers
ESL	English As A Second Language
EFL	English As A Foreign Language
FTAs	Face Threatening Acts
UKM	Universiti Kebangsaan Malaysia
EPPT	English Placement Proficiency Test
TOEFL	Test Of English As A Foreign Language
IELTS	International English Language Testing System
NSs	Native Speakers
NNSs	Non-Native Speakers
SRQ	Scaled Response Questionnaire
DCT	Discourse Completion Test
CCSARP	Cross-Cultural Speech Act Realization Project
ANOVA	Analysis Of Variance

