Speech Act of Apology by Pakistani English Speakers through the Theory of Politeness

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Abstract

The current research aims at analyzing the speech act of apology articulated by Pakistan English speakers in the theoretical framework of politeness given by Brown and Levinson (1987). Politeness theory given by Brown & Levinson highlights four strategies of politeness a speaker uses while dealing with the listener which are bald on-record, positive politeness, negative politeness and off- record. Which strategy is to be employed in which scenario depends upon relationship between speaker and listener.The research design for the current research is quantitative and the research instrument used for the current research is multiple choice discourse completion task comprising 15 situations. The data was collected from a sample of 193 respondents and analyzed by using SPSS. Findings reveal that most of the respondents chose positive politeness strategy to apologize from the friends with different gender. Bald off record strategy was also used widely by respondents but comparatively less than positive politeness. Positive politeness is reported to be used by maximum respondents when dealing with strangers whether they belong to same gender or opposite one. The findings implicate the patterns of politeness used by Pakistani English language learners and level of formality and gender has been found to have potential impact on choosing the politeness strategies.

Keywords: Politeness strategies, apology, speech act, politeness theory

Introduction

Apology is one of the speech acts that is useful when speaker has committed a behaviour that has been proved and seen as 'costly' to hearer (Ellis, 2012). It is an expressive 'illocutionary act' that has been defined as "a speech act addressed to V's face needs to remedy an

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offence for which A takes responsibility and this to restore equilibrium between A and V (where A is the apologist, and V is the victim or person offended" (Jebahi, 2011). The person who has done some mistake or a sort of misbehaviour with the other person should seek forgiveness and apologize from the hearer. It is a part of manners as well as a way to be normal again with the other party.

Apologies play important role in every culture even when they show differences in the use of exactly the same strategies as a remedy for the offence (Werbicka, 2003). It is a very important decision for the person to seek apology after creating offense. (Schumann, 2018) Vaquero et. al (2015)is of the view that apology is the way that won't lead to destruction of agreement. The speech of apology has been widely studied across the globe and finds multiple articulations and ways to voice it in different cultures like on Polish by Lubecks, (2000) and Russians by Savina (2002), English speaking Hindus by Bharuthram (2003) and on Korean learners' of English by Jung (2004). The study by Alfattah (2010) and revealed that Yemeni learners (EFL) understood that 'all apologies are needed to be accompanied or started by statement of regret'. Shariati and Chamani (2010) reported the Persians used the expression of apology more widely than any of the other strategies. Murad (2012) analyzed the speech act of apology by Israeli Arab EFL learners and found that the most widely used strategies of apology are expression of apology and 'acknowledgement of responsibility'. Jeter & Brannon (2018) studied and found that people like type of forgiveness in which some kind of compensation is made.These studies led to the conclusion that there are variations in the speech act of apology across cultures. Thus it is important to analyze the speech act of apology as articulated by Pakistani English speakers which is the purpose of the current research. The current research aims at analyzing the speech act of apology articulated by Pakistan English speakers in the theoretical framework of politeness.

Literature Review

The concept of politeness has been conceptualized in the modern times as strategic conflict avoidance or strategic construction of social interaction(Eelen 2001, Watts 2003). The theory of politeness has been an important theory of pragmatics within linguistics for more than four decades. The roots of this theory can be traced back to the work done by Grice (1975) as the theory of cooperative principle (CP) is considered its foundation (Brasdefer&Ceser, 2008). The cooperative principle stands on four conversational maxims named as quality, quantity, manner and

relevance (Grice, 1975). Leech (1983) proposed politeness Principle (PP) and discussed the concept of politeness as an active factor in communication with the set of maxims with the purpose of minimizing the expression of impolite beliefs. Leech (1983) considered politeness as key phenomenon for indirectly conveying what people mean during communication as well as the reason of deviating from cooperative principle. He gives a list of maxims related to politeness principle which are tact, generosity, approbation, modesty, agreement and sympathy.

The most influential model of politeness to date is given by Brown and Levinson (1987). They introduced the concept of politeness strategies which they define as speech acts to show concern for others and lessen threats involved about self-regard. Politeness strategies propose that people use politeness strategies to save the face of others during communication. Politeness theory highlights four strategies of politeness a speaker uses while dealing with the listener which are bald on-record, positive politeness, negative politeness and off- record. Which strategy is to be employed in which scenario depends upon relationship between speaker and listener.

It has generally been observed that the language variation has their roots in two important concepts namely the identity of the speaker and the situation sensitivity (Montgomery, 2008). The way we use politeness is also according to our identity which is defined in terms of who we are which formulates the concept of identity. The second type of variation is the variation according to the situation in which we found our self. The study of the variation in politeness is approached through the concept of register or stylistic variation which is also the concern of the present study.

The concept of register implies that the use of language connected with the context of situation. It is required from the speaker to handle different type of situations in different ways articulated through politeness strategies. Graham (2007) is of the view that ideas of politeness vary from one individual to the other individual and there are multiple gradations of less or more polite behaviour. The level of formality between the interlocutors is an important contributor to the linguistic articulations in the theory of politeness. Formality has been an important concept of research for linguist and socio linguist (Krishnan and Eisenstein 2015, Reiter and Frank 2010, Pavlick and Tetreault 2016, Lahiri 2015).

Another important aspect of context has been gender. There are differences in the way we interact with the people with same gender and

the people with opposite gender. There are a number of studies who have clarified the relationship of gender and language use (Mills, 2003; Holtgraves, 2013; Coates, 2015). The variables like gender and formality that contribute potentially to the concept of context play an important role in describing the speech act of apology. Butler (2001) has quite early referred to it as appropriateness of apology. The present study also adopts a similar position to the study of speech act of apology within the theoretical framework of politeness given by Brown and Levinson (1987) and analyzes the variability across gender and formality.

Research Procedure
The research design for this study is quantitative and the research instrument used is multiple choice discourse completion task. The instrument contained 15 situations and each situation was followed by four different options based on the strategies present in the theory presented by Brown and Levinson (1987). Those strategies were bald on record, bald off record, positive politeness and negative politeness. The respondents were given four sub situations within each situation that varied on the basis of gender and formality (See Appendix for details). Population for this research study consists of all Pakistani English language learners. The data was collected from a sample of 193 respondents and the demographic profile of the respondents is given in Table 1.

Table 1: Demographical Profile of the Sample

Gender	Male		Female	
	123 (63.7)		70 (36.3)	
Age	Less than 18 years	Between 19 and 20 years	Between 21 and 25 years	Equal or above 26 years
	26 (13.5)	62 (32.1)	65 (33.7)	40 (20.7)
Background	Rural		Urban	
	76 (39.4)		117 (60.6)	

The above table shows that there were 123 males (63.7%) and 70 (36.3%) femaleswho participated in this research**.** Total number of respondents who belonged to rural background was 76 (39.4%) while he participants who belonged to urban background were 117 (60.6 %). The pilot study was conducted before this research in order to validate the research instrument which led to further refinement and improvement of the research instrument. After making necessary changes, the instrument

was distributed among the sample of the study. Once the data was collected, it was analyzed by using SPSS which is given in detail in the next heading.

Results And Interpretation
The present study required the respondents to identify the politeness strategies they would use in 15 situations while interacting the same gender as well as opposite gender and with strangers (formal scenario) and friends (informal scenario). The collected data was analyzed by using SPSS and the results and interpretation is given in Table 2;
Table 2: Situation Wise Analysis of 15 Situations of Discourse Completion Task

Sit #	Strategy	Description	Friend		Stranger	
			Same gender	Opposite gender	Same gender	Opp gen
1	Bald on Record	Oh, I broke your glassware. Sorry	110 (57.0%) Very High	67 (34.7%) Moderate	35 (18.1%) Low	35 Lov
	Bald off Record	Glassware that was placed here was expensive one. Unfortunately I felt a jerk and this happened. Forgive me please.	32 (16.6%) Low	45 (23.3%) Moderate	88 (45.6%) High	49 Mc
	Positive Politeness	Oh my God, it's broken. I didn't do it willingly. I seek forgiveness from you .Will you please pardon me?	32 (16.6%) Low	44 (22.8%) Moderate	57 (29.5%) Moderate	75 Hig
	Negative politeness	I hope you won't complaint as it was just an accident. Will you forgive me?	19 (9.8%) Low	37 (19.2%) Low	13 (6.7%) Low	34 Lov
2	Bald on Record	I just hit you up as I didn't see you. I am sorry.	111 (57.5%) Very High	62 (32.1%) Moderate	43 (22.3%) Moderate	25 Lov
	Bald off Record	I think you were carrying these packages to market but I really didn't do it intentionally. So forgive me.	24 (12.4%) Low	44 (22.8%) Moderate	79 (40.9%) High	33 Lov
	Positive Politeness	Will you forgive me please as I damaged your packages but	44 (22.8%)	55 (28.5%) Moderate	49 (25.4%)	82 Hig

		believe me it was not an intentional act?	Moderate		Moderate	
	Negative politeness	Whatever happened is not good. I am really sorry for that. I am looking for forgiveness.	14 (7.3%) Low	32 (16.6%) Low	22 (11.4%) Low	53 Mo
3	Bald on Record	I ruined your shirt. I am sorry.	96 (49.7%) High	62 (32.1%) Moderate	43 (22.3%) Moderate	25 Lo
	Bald off Record	I think you were eager to taste this delicious soup. It will take time now to clear you shirt and taste it. Sorry for all this.	39 (20.2%) Moderate	44 (22.8%) Moderate	79 (40.9%) High	33 (17 Lo
	Positive Politeness	I made you feel bad, I am sorry for this. Please forgive me.	39 (20.2) Low	55 (28.5%) Moderate	49 (25.4%) Moderate	82 Hig
	Negative politeness	I did wrong with you I know. Will it be possible for you to let it go?	19 (9.8%) Low	32 (16.6%) Low	22 (11.4%) Low	53 Mo
4	Bald on Record	I do not have money to return you. Sorry.	70 (36.3%) High	22 (11.4%) Low	13 (6.7%) Low	43 Mo
	Bald off Record	I understand that everyone needs money to fulfill his needs. I'm facing financial crisis. I am really sorry.	61 (31.6%) Moderate	62 (32.1%) Moderate	65 (33.7%) Moderate	21 (10 Lo
	Positive Politeness	I promised but could not make it possible. Please forgive me as I could not return you the amount on time.	37 (19.2) Low	62 (32.1%) Moderate	64 (33.2%) Moderate	58 Mo
	Negative politeness	I promised to return by the end of this month but it could not happen. I hope you will understand forgive me?	25 (13.0%) Low	47 (24.4%) Moderate	51 (26.4%) Moderate	71 Hig
5	Bald on Record	I didn't say anything to insult you. Anyhow I am sorry.	94 (48.7%) High	60 (31.1%) Moderate	37 (19.2%) Low	46 Mo
	Bald off	People take some things	40	65 (33.7%)	70	80

	Record	personally but it wasn't for you. It was a casual talk. But still I apologize.	(20.7%) Moderate	Moderate	(36.3%) High	(41 Hig
	Positive Politeness	I'm sorry for whatever happened here just now. Will you please let it go?	35 (18.1) Low	50 (25.9%) Moderate	51 (26.4%) Moderate	38 Lov
	Negative politeness	I hope it will not be that much serious and it will be feasible for you to forgive me.	24 (12.4%) Low	18 (9.3%) Low	35 (18.1%) Low	29 Lov
6	Bald on Record	I got late due to some serious issue. Sorry.	92 (47.7%) High	44 (22.8%) Moderate	40 (20.7%) Moderate	44 Mo
	Bald off Record	You know there are some responsibilities at home that are to be fulfilled. I'm extremely sorry for this conduct	53 (27.5%) Moderate	60 (31.1%) Moderate	52 (26.9%) Moderate	41 (21 Mo
	Positive Politeness	I apologize for being late. Will you please pardon me as I have told you the reason as well?	32 (16.6) Low	66 (34.2%) Moderate	59 (30.6%) Moderate	67 Mo
	Negative politeness	I hope I have not wasted much of your time. Will it be easy for you to forget about it and forgive me?	16 (8.3%) Low	23 (11.9%) Low	42 (21.8%) Moderate	41 Mo
7	Bald on Record	I will change it right now, sorry.	75 (38.9%) High	45 (23.3%) Moderate	46 (23.8%) Moderate	32 Lov
	Bald off Record	You can understand that a great crowd is here so it happened by mistake. I'm sorry for this.	50 (25.9%) Moderate	45 (23.3%) Moderate	61 (31.6%) Moderate	51 (26 Mo
	Positive Politeness	I apologize for wrong serving, it was my mistake. Will you please let it go?	44 (22.8) Moderate	70 (36.3%) High	47 (24.4%) Moderate	53 Mo
	Negative politeness	I hope the correct order will not take time. Will it be convenient to wait for five more minutes?	24 (12.4%) Low	33 (17.1%) Low	39 (20.2%) Low	57 Mo
8	Bald on	I didn't do it consciously.	101	57 (29.5%)	44	42

	Record	Sorry.	(52.3%) V. High	Moderate	(22.8%) Moderate	Mo
	Bald off Record	You know that bus was jerking and it happened just because of it. I'm really sorry for it.	47 (24.4%) Moderate	76 (39.4%) High	66 (34.2%) Moderate	42 (21 Mo
	Positive Politeness	You bore a lot of pain because of these long boots. Will you please forgive me?	24 (12.4%) Low	34 (17.6%) Low	47 (24.4%) Moderate	40 Mo
	Negative politeness	It was because of the loading of passengers and heavy jerks. I hope it won't hurt you much. Will it be possible to let it go?	21 (10.9%) Low	26 (13.5%) Low	36 (18.7%) Low	69 Hig
9	Bald on Record	Oh, it hurt you because of brakes. Sorry.	96 (49.7%) High	55 (28.5%) Moderate	35 (18.1%) Low	35 Lo
	Bald off Record	You see that there is no other space to place luggage so I placed here. I'm sorry for it.	32 (16.6%) Low	52 (26.9%) Moderate	52 (26.9%) Moderate	44 (22 Mo
	Positive Politeness	I'm really sorry for this disturbance and hit. Will please you pardon me?	34 (17.6%) Low	51 (26.4%) Moderate	71 (36.8%) High	76 Hig
	Negative politeness	I hope it didn't injure you. Will it be possible to let it go?	31 (16.1%) Low	35 (18.1%) Low	35 (18.1%) Low	38 Lo
10	Bald on Record	I forgot the book at home sir. Sorry.	90 (46.6%) High	37 (19.2%) Low	24 (12.4%) Low	36 Lo
	Bald off Record	Sir, you know exams are near and under the burden I could not bring it today. I'm really sorry for it	49 (25.4%)	72 (37.3%) High	42 (21.8%) Moderate	47 (24 Mo
	Positive Politeness	Sir, I'm ashamed that I could not return it to you on time. Will you please forgive me?	34 (17.6%) Low	58 (30.1%) Moderate	79 (40.9%) High	72 Hig
	Negative politeness	Sir, I hope you won't mind much that I forgot it. Will it be possible to pardon me?	20 (16.1%) Low	26 (13.5%) Low	48 (24.9%) Moderate	38 Lo
11	Bald on	I gave you the wrong format.	95	42 (21.8%)	39	30

	Record	Sorry.	(49.2%) High	Moderate	(20.2%) Low	Lo
	Bald off Record	You see the heap of files on my table. In hurry, I gave you the wrong one. Sorry for it.	51 (26.4%) Moderate	72 (37.3%) High	51 (26.4%) Moderate	48 (24 Mo
	Positive Politeness	I'm sorry that I gave you not the right format. I admit my mistake. Please forgive me?	35 (18.1%) Low	58 (30.1%) Moderate	86 (44.6%) High	71 Hig
	Negative politeness	I hope it won't trouble you much as you have to retype the document. Will it be possible for you to pardon me?	12 (6.2%) Low	21 (10.9%) Low	17 (8.8%) Low	44 Mo
12	Bald on Record	I gave you the wrong format. Sorry.	72 (37.3%) High	43 (22.3%) Moderate	19 (9.8%) Low	29 Lo
	Bald off Record	You see the heap of files on my table. In hurry, I gave you the wrong one. Sorry for it.	39 (20.2%) Moderate	42 (21.8%) Moderate	47 (24.4%) Moderate	32 (16 Lo
	Positive Politeness	I'm sorry that I gave you not the right format. I admit my mistake. Please forgive me?	63 (32.6%) Moderate	79 (40.9%) High	91 (47.2%) High	85 Hig
	Negative politeness	I hope it won't trouble you much as you have to retype the document. Will it be possible for you to pardon me?	19 (9.8%) Low	29 (15.0%) Low	36 (18.7%) Low	47 Mo
13	Bald on Record	Your car is affected by accident. I am sorry.	62 (32.1%) Moderate	35 (18.1%) Low	21 (10.9%) Low	25 Lo
	Bald off Record	It was difficult to control car in such a big jam. I lost my nerves and damaged it. I'm really sorry for this.	67 (34.7%) Moderate	68 (35.2%) Moderate	66 (34.2%) Moderate	50 (25 Mo
	Positive Politeness	I seek forgiveness as I damaged your car. I didn't do it intentionally. Please excuse me.	39 (20.2%) Low	58 (30.1%) Moderate	73 (37.8%) High	75 Hig

	Negative politeness	I hope you won't shout at me for this. It was merely a mishap. Will you pardon me?	25 (13.0%) Low	32 (16.6%) Low	33(17.1%) Low	43 Mo
14	Bald on Record	I forgot the time of meeting sir. Excuse me.	73 (37.8%) High	42 (21.2%) Moderate	20 (10.4%) Low	23 Lov
	Bald off Record	I was too much busy in office these days because of new induction that I forgot about meeting. I'm really sorry for that.	64 (33.2%) Moderate	74 (38.3%) High	62 (32.1%) Moderate	49 (25 Mc
	Positive Politeness	You faced trouble because of me. I apologize for this sir. Will you please pardon me?	34 (17.6%) Low	52 (26.9%) Moderate	73 (37.8%) High	69 Hig
	Negative politeness	Sir, I hope that work was not affected much. Will it be possible for you to forgive me?	22 (11.4%) Low	26 (13.5%) Low	38 (19.7%) Low	52 Mc
15	Bald on Record	Accidently, it slipped away from my hand. Sorry.	85 (44.0%) High	46 (23.8%) Moderate	30 (15.5%) Low	35 Lov
	Bald off Record	Everyone was around me for a picture and I was just rotating it and it fell down in a hurry. Someone else could have done this as well but I'm really sorry for this.	42 (21.8%) Moderate	60 (31.1%) Moderate	71 (36.8%) High	66 (34 Mc
	Positive Politeness	Your parents will definitely scold you but this is my mistake. I will seek forgiveness from them as well. Will you please let it go?	43 (22.3%) Moderate	57 (29.5%) Moderate	59 (30.6%) Moderate	49 Mc
	Negative politeness	I hope you won't fight as it was an accident. Will it be possible for you to forgive me?	23 (11.9%) Low	30 (15.5%) Low	33 (17.1%) Low	43 Mc

The first situation is that you visit someone's home and accidently hit the valuable glassware and break it. The results show that that in expressing response to friend with same gender, the respondents preferred the very

high use of bald on record politeness strategy (N = 110, 57 %) with low use of all other strategies while in responding to friend with opposite gender, the respondents used all used all strategies except negative politeness (which was used low) with moderate frequency. In responding to the stranger with same gender, the respondents preferred the high use of bald off record strategy (N = 88, 45.6%) while the respondents preferred the use of positive politeness (N = 75, 38.9%), using positive politeness with moderation (N =57, 29.5%) but when they interacted with stranger of opposite gender, they used positive politeness with high frequency (N = 75, 38.9%), the use of bald off record politeness was found moderate (N = 49, 25.4%) while the use of bald on record and negative politeness strategies was low.

The second situation was when you were passing from a street and suddenly you hit a man who was carrying many packages on his head. After the hit, he dropped those packages. Table 2 reveals that in expressing response to friend with same gender, the respondents preferred the very high use of bald on record politeness strategy (N=111, 57.5%) with low and moderate use of all other strategies while in responding to friend with opposite gender, the respondents used moderate strategy the most and negative politeness, the least (N= 32. 16.6%). In responding to the stranger with same gender, the respondents preferred the high use of bald off record strategy (N=79, 40.9%) while the respondents preferred the use of positive politeness and bald on record strategy is moderate with the low use of negative politeness. Respondents when interacted with stranger of opposite gender, they used positive politeness with high frequency (N=82, 42.5%), the use of bald off record and bald on record politeness was found moderate while the use of negative politeness strategy was low among all (N=25, 13.0%).

The third situation is that while pouring soup into the bowl in a party, you feel a jerk and soup spills over the person's shirt standing beside you. Table 3 indicates that in expressing response to friend with same gender, the respondents preferred high use of bald on record politeness strategy (N = 96, 49.7 %) with low use of negative politeness and moderately used other two strategies. While responding to friend with opposite gender, the respondents used bald on record strategy, the most (N=62, 32.1%). In responding to the stranger with same gender, the respondents preferred the high use of bald off record strategy (N = 79, 40.9%) while the respondents preferred the use of positive politeness (N = 49, 25.4%), using positive politeness and bald on record with moderation (N =43, 22.3%) but when they interacted with stranger of

opposite gender, they used positive politeness with high frequency (N = 82, 42.5%), with the moderate use of negative politeness.

The fourth situation is that you borrowed some amount from a person but could not return it on time. One day, he approaches you and the responses are presented in Table 4. In expressing response to friend with same gender, the respondents preferred high use of bald on record politeness strategy (N = 70, 36.3 %) with moderate use of bald off record strategy. While responding to friend with opposite gender, the respondents used bald on record strategy, the least (N=22, 11.4%) with moderate use of other three strategies. In responding to the stranger with same gender, the respondents preferred the moderate use of all the three strategies and bald on record the least i.e. (N=13, 6.7%) but when they interacted with stranger of opposite gender, they used negative politeness with high frequency (N = 71, 36.8%), with low use of bald off record strategy (N=21, 10.9%).

The fifth situation is that you are in a meeting and you uttered something in a casual way which is taken by listener as offence. Table 5 shows that in expressing response to friend with same gender, the respondents preferred high use of bald on record politeness strategy (N = 94, 48.7 %) with moderate use of bald off record strategy. While responding to friend with opposite gender, the respondents preferred to use negative politeness strategy, the least (N=18, 9.3%) with moderate usage of the other three strategies. In responding to the stranger with same gender, the respondents preferred the high use of bald off record strategy (N=70, 36.3%) and positive politeness is used with moderate frequency and other two with low frequency but when they interacted with stranger of opposite gender, they used bald off record strategy with high frequency (N = 80, 41.5%), with others at low and moderate frequency.

The sixth situation is that you were writing a joint research paper with one of your class fellows but you got late due to some domestic reason. According to table 6, the respondents preferred high use of bald on record politeness strategy (N = 92, 47.7 %) with low use of negative politeness in expressing response to friend with same gender. While responding to friend with opposite gender, negative politeness was least used (N=23, 11.9%) with others used moderately. In responding to the stranger with same gender, the respondents preferred to respond using all the strategies with a moderate frequency and when they interacted with stranger of opposite gender, same response is observed as in the previous case i.e. responding to stranger with same gender.

The seventh situation is that you were a waiter in a restaurant. You have served the person multiple times there. Once you brought pork instead of chicken and the responses are given in table 7. In expressing response to friend with same gender, the respondents preferred moderate use of first three strategies and negative politeness was least used (N = 24, 12.4 %) among all. While responding to friend with opposite gender, positive politeness was used highly (N=70, 36.3%) whereas negative politeness was used least with moderately used bald on and bald off record strategies. In responding to the stranger with same gender, the respondents preferred to respond using all the strategies with a moderate frequency and when they interacted with stranger of opposite gender, bald on record strategy was used the least (N=32, 16.6%) and all others were used moderately.

The eighth situation is that you ask a passenger to exchange seat with you so that you could sit next to your child. While exchanging seat, you tread upon passenger's toe. Table 8 reveals that in expressing response to friend with same gender, the respondents preferred to use bald on record strategy with high frequency (N=101, 52.3%) whereas bald off record was used moderately. While responding to friend with opposite gender, bald off record strategy was used highly (N=76, 39.4%) whereas bald on and bald off record strategy was used with moderate frequency. In responding to the stranger with same gender, the respondents preferred to respond using all the strategies with a moderate frequency except negative politeness that was used with low frequency (N=36, 18.7%) and when they interacted with stranger of opposite gender, all the strategies were used with moderate frequency.

The ninth situation is that you are travelling in a bus and you put the luggage in rack. When the bus brakes, luggage fells down and hits the other passenger. As indicated in table 9, the respondents preferred to use bald on record strategy with high frequency (N=96, 49.7%) whereas other three strategies were used moderately in expressing response to friend with same gender. While responding to friend with opposite gender, negative politeness strategy was used with low frequency (N=35, 18.1%) and all the other strategies were used with moderate frequency. In responding to the stranger with same gender, the respondents preferred to use positive politeness with high frequency (N=71, 36.8%) and bald off record strategy with moderate frequency whereas others were used low and when they interacted with stranger of opposite gender, same pattern that was noted for stranger with same gender is observed.

The tenth situation is thatyou are a student. You brought a book from some professor but forgot to return. Table 10 reveals that in expressing response to friend with same gender, the respondents preferred to use bald on record strategy with high frequency (N=90, 46.6%) whereas bald off record strategy was used with moderate frequency. While responding to friend with opposite gender, bald off record and positive politeness strategy was used with moderate frequency (N=58, 30.1%) and other two strategies were used with low frequency. In responding to the stranger with same gender, the respondents preferred to use positive politeness with high frequency (N=79, 40.9%) whereas bald off record strategy and negative politeness strategy was used with moderate frequency and when they interacted with stranger of opposite gender, positive politeness strategy with high frequency (N=72. 37.3%) was used.

The eleventh situation is you asked your colleague to type some document for boss. When the colleague comes, you realize that you gave wrong format to get typed. According to table 11, in expressing response to friend with same gender, the respondents preferred to use bald on record strategy with high frequency (N=95, 49.2%) whereas bald off record strategy was used with moderate frequency. While responding to friend with opposite gender, bald off record and positive politeness strategy was used with high frequency (N=72, 37.3%) and negative politeness was used with low frequency (N= 21, 10.9%). In responding to the stranger with same gender, the respondents preferred to use positive politeness with high frequency (N=86, 44.6%) whereas negative politeness strategy was used with low frequency (N= 17, 8.8%) and when they interacted with stranger of opposite gender, again, positive politeness strategy with high frequency (N=71. 36.8%) was used.

The twelfth situation is that the new trainee lent you his new laptop to finish your work. While answering your phone, you smashed it. Table 12 shows that in expressing response to friend with same gender, the respondents preferred to use bald on record strategy with high frequency (N=72, 37.3%) whereas negative politeness strategy was used with low frequency. While responding to friend with opposite gender, positive politeness strategy was used with high frequency (N=79, 40.9%) and negative politeness was used with low frequency (N= 29, 15.0%). In responding to the stranger with same gender, the respondents again preferred to use positive politeness with high frequency (N=91, 47.2%) whereas bald on record strategy was used with low frequency (N= 19, 9.8%) and when they interacted with stranger of opposite gender, again,

positive politeness strategy with high frequency (N=85, 44.0%) was used by respondents.

The thirteenth situation is that that you borrow your manager's car to pick your spouse. You met an accident and car got terribly affected. Table 13 indicates that in expressing response to friend with same gender, the respondents preferred to use negative politeness strategy with low frequency (N=25, 13.0%) whereas all other strategies were used with moderate frequency. While responding to friend with opposite gender, positive politeness strategy and bald off record strategy were used moderately whereas other two were used with low frequency. In responding to the stranger with same gender, the respondents preferred to use positive politeness with high frequency (N=73, 37.8%) whereas bald off record strategy was used with moderate frequency (N= 66, 34.2%) and upon interaction with stranger of opposite gender, again, positive politeness strategy with high frequency (N=75, 38.9%) was used by respondents with low use of bald on record strategy (N=25, 13.0%).

The fourteenth situation is that you forget an important meeting with your boss. His assistant makes you a call and asks where you are? The responses given in table 14 show that the respondents preferred to use bald on record strategy with high frequency (N=73, 37.8%) whereas bald off record strategy was used with moderate frequency in expressing response to friend with same gender. While responding to friend with opposite gender, bald off record strategy was used with high frequency (N= 74, 38.3) whereas negative politeness was used with low frequency. In responding to the stranger with same gender, the respondents preferred to use positive politeness with high frequency (N=73, 37.8%) whereas bald off record strategy was used with moderate frequency (N= 62, 32.1%) and upon interaction with stranger of opposite gender, respondents used bald on record strategy with low frequency (N=23, 11.9%).

The fifteenth situation is that your class fellow brought a new digital camera. You ask him to let you try it, suddenly you dropped it. Table 15 reveals that in expressing response to friend with same gender, the respondents preferred to use bald on record strategy with high frequency (N=85, 44.0%) whereas negative politeness was used with low frequency (=23, 11.9%). While responding to friend with opposite gender, three strategies out of four were used moderately whereas negative politeness was used with low frequency (N=30, 15.5%). In responding to the stranger with same gender, the respondents preferred to use positive politeness with moderate frequency whereas the bald off

record strategy was used with high frequency (N=71, 36.8%) while upon interaction with stranger of opposite gender, respondents used bald on record strategy with low frequency (N=35, 18.1%) and other three strategies with moderate frequency.

The above results show the situation wise analysis of 15 situations and the use of politeness strategies while responding to different gender and different levels of formality. The summary of the analysis is given in Table 3 as to highlight the frequency of strategy use in different scenarios.

Table 3: Strategy Wise Use of Politeness in Different Interactional Contexts

Strategy	Frequency of use	Talking to friend with same gender	Talking to friend with opposite gender	Talking to stranger with same gender	Talking to stranger with opposite gender
Bald on Record	Very High	3	None	None	None
	High	11	None	None	None
	Moderate	1	12	5	3
	Low	None	3	10	12
	Total Situations	15	15	15	15
Bald off record	Very High	None	None	None	None
	High	None	4	4	1
	Moderate	10	11	11	10
	Low	5	None	None	4
	Total Situations	15	15	15	15
Positive politeness	Very High	None	None	None	None
	High	None	2	6	9
	Moderate	4	12	9	5
	Low	11	1	None	1
	Total Situations	15	15	15	15
Negative politeness	Very High	None	None	None	None
	High	None	None	None	2
	Moderate	None	1	3	9
	Low	15	14	12	4
	Total Situations	15	15	15	15

Conclusion

The study concludes that there is variation when apologizing from friends of same gender that is why some preferred to use bald off record

strategy as well and other strategies too but maximum people used directness and were least formal while apologizing from people they know and if they have same gender.Coming to the next condition i.e. apologizing from friend of different gender, it is seen that most of the respondents have chosen "positive politeness" strategy to apologize from the friends with different gender. Bald off record strategy was also used vigorously by respondents but comparatively less than positive politeness. In the third and fourth condition, again positive politeness is reported to be used by maximum respondents when dealing with strangers whether they belong to same gender or opposite one. People tried to remain formal and no directness was involved in apologizing. The findings implicate the patterns of politeness used by Pakistani English language learners and level of formality and gender has been found to have potential impact on choosing the politeness strategies.

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