

A CORPUS-BASED ANALYSIS OF THE SPEECH ACT OF COMPLAINT BY URDU SPEAKERS

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ABSTRACT

The present study is a corpus-based analysis of speech act of complaint for exploring the complaint strategies adopted by Urdu speakers. It is a stereotype, that male Urdu speakers are more annoyed and threatening as compared to female Urdu speakers in their linguistic behaviour. A convenient sampling technique was adopted and Discourse Completion Task (DCT) was formulated and used to gather data. We have used both methods of analysis i.e. qualitative method and quantitative method for the interpretation of the data. The percentage of female Urdu speakers performing a Directive Act of Request (DA/R) in complaining situations is more than males. The study implies that efforts should be made to overcome illiteracy and real-life situations should be practised at institutes so that whole Urdu-speaking community may become eligible to behave politely in real life and use language in a polite and civilized way.

Keywords: Speech act of complaint, ELF, CMC, TripAdvisor

INTRODUCTION

The present study is a corpus-based analysis of speech act of complaint for exploring the complaint strategies adopted by Urdu speakers. It is a stereotype, that male Urdu speakers are more annoyed and threatening as compared to female Urdu speakers in their day-to-day life. If we deem the routine behaviour of both groups i.e. male and female of Urdu speaking community, there is also a general belief about the dominance of the former and the submissiveness of the latter.

To know the extent to which the above-mentioned consideration can be taken true, a corpus-based study of their complaint strategies has been carried out. This study although falls in the domain of pragmatics, but it can be taken as a corpus study as the focus of the present study is upon the comparison of different strategies adopted by both groups through the application of corpus methodology.

This study focuses on Urdu speakers. According to Collier, individuals are united by the same origin, heritage and history from which traditions, rituals, codes of language, norms etc. in this type of study.

Complaints are valuable measures of customer satisfaction. That is why many business organizations provide free complaints services to their customers. Some public and business organizations have forms for international customers e.g. *Internet Service Providers*.

From a linguistic point of view, a complaint is analyzed as a speech act which is "An act that a speaker performs by saying something." This speech act may consist of many "smaller" speech acts.

Objectives of the Study

Following are the objectives of this research:

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1. to identify complaint strategies of speakers of Urdu
2. to explore pragmatic choices Urdu speakers make in their formal complaining

Research Questions:

These two questions are considered the basis of our research.

1. What are the various types of Complaint strategies in Urdu?
2. How do complaint strategies be categorized based on corpus analysis?

REVIEW OF LITERATURE

Research in speech act is ongoing, yet there is dire need that this be expanded into a variety of languages and speech acts. Although few researchers have tried (Kachru, 1991) to apply this research to various languages, however further research needs to be carried out. Plethora of studies investigated the phenomenon of the speech acts of apologies and requests (Cohen & Olshtain, 1981; Barron, 2003; Hassall, 2003; Flores Salgado, 2011; Göy, Zeyrek & Otcu, 2012; Woodfield, 2010, 2012).

This study provides general detail of the idea of a ‘speech act’. It also justifies a specific description of the speech act of complaint. This study tests the real-life situations of Urdu speakers.

Speech Acts

*“A speech act is an utterance considered as an action,
particularly with regard to its intention, purpose, or effect”*

The first language philosopher was Austin who introduced the concept of ‘speech act’. Searle further developed his theory of speech act. (Austin, 1962)

In the ordinary use of the language, Austin (1962) points out that, speakers do not utter for the sake of saying something but instead they utter for the sake of doing things. We can say, in the words of Austin “People use language to perform certain actions.” For example, if we consider the following statement,

1. I will take you to Dubai.

In the above utterance, the speaker is carrying out a speech act of promise.

Austin distinguished three fundamental proportions of a speech act which points out different acts that a speaker performs (or may perform) in saying something (Graham, 1977). These dimensions are: locution, illocution and per-locution.

A. The **Locution** dimension, on one hand, considers the physiological process of producing speech sounds, and on the other hand, considers the grammatical components and literal meanings of the actual sentence uttered. For example, a speaker utters the following sentence:

2. There is a strike today.

The speaker is not only producing sound but instead, he is saying something about the law and order situation. According to Austin, a speaker performs a “locutionary” act when he/she utters a sentence (1962).

B. The **Illocution** dimensions involve the intentions which the utterance conveys or we can say that these dimensions involve the intentions of the speaker.

For **example**, in sentence (2), it is important to note that either the speaker is merely describing the bad situation outside or he/she is perhaps warning the hearer against going outside.

According to Austin, when a speaker produces an utterance for the sake of doing something like complaining, apologizing, warning, ordering and requesting, etc., he/she performs an “illocutionary” act (1962).

C. The effect produced by a speaker’s utterance on the hearer is referred to as the **Perlocutionary** dimension. For example, by uttering sentence (2), the speaker, may be trying to convince the hearer not to go outside in such a situation.

According to Austin, the speaker performs a perlocutionary act when he/she produces certain effects on the hearer by saying something

All three dimensions of speech acts are very comprehensive. It can be noted that in the performance of an illocutionary act considering the utterance “*there is strike today*” the orator may want to inform (illocutionary act) the listener about the danger of going outside; and as a result of conveyed information (warning), the listener may not go outside due to that particular dangerous situation about which he was informed by the orator i.e. strike and it will be the perlocution i.e. effect of that utterance.

According to Austin, the performance of an illocutionary speech act can fail in its effectiveness when the felicity conditions are not satisfied for the performance of a specific act.

If we consider the following sentence,

3. Ali has ordered you to stay here.

This will be only successful if the *Subject (Ali)* will have proper rights to order.

Austin (1962) states: “illocutionary acts are usually performed in uttering sentences that contain a performative verb”.

A verb which indicates the action performed by the actor or in some cases speaker in a sentence is a speech act verb.

Austin (1962) classifies illocutionary acts into five categories in the light of speech act verbs found in English.

- A. **Verdictives** are those acts which are carried out for evaluation. These acts are carried out by uttering sentences which include verbs of assessing, acquitting, judging, estimating, decreeing, condemning, and so on.
- B. **Exertives** are those speech acts which are carried out to exercise rights and power. These acts are carried out by making utterances which include naming verbs.
- C. **Commissive** speech acts are those illocutionary acts performed for the expression of commitments or undertakings. These acts are carried out by uttering sentences which include verbs of committing, promising, betting, guaranteeing, etc.
- D. **Behavitives** are illocutionary acts that are related to social behaviors and attitudes. These acts are carried out by uttering sentences which include verbs of commending, apologizing, complaining, etc.
- E. **Expositives** are those types of speech acts which are carried out for the sake of expanding one’s views to explain. These acts are carried out by making utterances of sentences which include verbs which show any one of the following actions statement, illustration, description, argument, etc.

Developing Austin’s (1962) speech act theory, Searle (1988) classifies speech acts into the following five basic types.

- A. **Representatives** are those speech acts which describe events or states in this world. Representative speech acts are performed when the intention of the orator is any of the following i.e. suggestion, swearing, hypothesizing etc.
- B. **Directive** speech acts involve; commands, requests, and invitations.
- C. **Commissive** speech is related to future actions. For example, promise, threat, and undertaking.
- D. **Expressives** are related to the expression of feelings. For example, thanking, congratulating etc.
- E. **Declarative** speech acts change or attempts to change the state of the listener. For example:
 4. I order you to investigate the case.

In the above-mentioned case, the state of the listener is changed i.e. from officer to investigation officer.

Furthermore, face-threatening and face-saving acts are also involved. Moreover, they are not only involved but also play an important role in the performance of speech acts.

RESEARCH METHODOLOGY

The data for a corpus analysis should be in a machine-readable form. The data for the present research includes the responses of Urdu speakers in .txt format that can be used as input for AntConc. The analysis of the type of speech act is conducted by the input of categorizing words (like please, otherwise) in the AntConc manually. I kept both files i.e. responses of male speakers and those of female speakers separate and even renamed the files as male.txt and female.txt.

Because the responses were not in machine-readable form, so I converted them into digital format with the help of some friends and colleagues by requesting them to compose. Finally, I got the complete text files of responses. All complaint strategies were analyzed with the help of AntConc v.3.5.8 (2019)

We’ve selected students and faculty of “Federal Government College Gujranwala Cantt” as the target population of our study. Moreover, a convenient sampling technique was adopted.

In the technique of convenient sampling, whoever and whatever is available is studied. The data was collected from two groups. The first group included 05 female students and 02 teachers whose

ages were between 18 - 30 years from F.G. College. The second group included 05 male students and 03 teachers whose ages were between 18 - 35 years belonging to the same college.

The students were contacted by one of the College professors and their consent was obtained to make sure they would participate in the study.

The Technique of Collecting the Data

To gather data for our study, an open-ended questionnaire was chosen to be used because it provides freedom for the respondents to answer what they would do in real-life situations.

Since our study is concerned with the corpus and had limited time to collect data, the discourse completion task (DCT) seemed to be the most suitable method. Nurani (2009) has pointed out the advantages of discourse completion task (DCT), as it is a proper method for carrying out research.

Instrument

The DCT was created after a review of corpus studies in the domain of Pragmatics. The situations in the DCT were adapted to suit the Pakistani context.

Controlled methods such as DCTs provide information about the kinds of semantic formulas that researchers utilize to investigate different categories of speech acts. Moreover, such methods are those which enable a researcher to collect data in a very short period.

The present study involves seven different situations in terms of contextual variables. I consulted some linguistic professors to obtain the validity of my questionnaire (DCT). The respondents were requested to write down their verbal reactions which they show in their real-life situations like the situations mentioned in DCT.

After the collection of the responses, these responses were translated into roman English to be analyzed with the help of Antconc v.3.5.8.

The following strategies were then analyzed with the help of Antconc.

Strategies

Hint Giving

Hint giving does not have any sub-category. The speaker usually uses hinting strategies to avoid any clash because a complaint is an illocutionary face-threatening act. The speaker does not directly say something is bad which this strategy is considered the most indirect.

Hint Giving

“Not going to play since last week, do you? (Trosborg 1995).”

Expression of Annoyance

This category is used to express a complainer's negative judgment of the complainees act. If we compare it to *Hint Giving*, it is a more face-threatening act.

“This is not the way, come here in no time.”

Directive Act of Request

“Please repair my phone if possible”

Directive Act of Threat

This category involves threatening words like otherwise, if etc.

“I'll change my internet connection if you will not repair it within two hours.”

DATA ANALYSIS AND RESULTS

This chapter describes the corpus analysis of complaint strategies and their classification.

Situation 1

The first situation that was looked into is as follows:

Suppose your internet is not working properly. How will you make a complaint to a customer representative?

Results for male speakers

It can be seen in Table 1, the Directive Act of Threat is the most frequently used strategy by male Urdu speakers.

Threat example:

Hamara net connection theak kro wrna badal len gy.

You have to repair our internet connection, otherwise, we'll change it.

The findings also indicate that Request (DA/R) is the second abundant strategy by a male group in this situation. Expression of Annoyance (An) is the least used strategy in this situation by this group.

The results also show that Hint Giving (H) is not used by this group in this situation.

Table 1 Results for situation 1

Cat. No.	Category Name	Frequency	Percent
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	2	28.571 %
4	Threat (DA/T)	4	57.143 %
	Total	7	100 %

Results for female speakers

It can be seen in Table 1.1, the Directive Act of Request (DA/R) is the most frequently used strategy by female Urdu speakers.

Request's example: Barae meharbani hamara net connection theak kar den.

Please repair our internet connection.

The findings also indicate that the Directive Act of Threat (DA/T) and Annoyance (An) are used equally in this situation by this group.

The results also show that Hint Giving (H) is not used by this group in this situation.

Table 1.1 Results for situation 1

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	5	71.429 %
4	Threat (DA/T)	1	14.286 %
	Total	7	100 %

Situation 2

The second supposed situation was as under-mentioned.

Suppose you are a university professor. While you are taking class, the neighbouring class is making a lot of noise. How will you complain?

Results for male speakers

It can be seen in Table 2, the Directive Act of Request (DA/R) and Directive Act of Threat (DA/T) are the most frequently used strategies by this group.

Request's example: Barae meharbani bacho ko chup kerwaen.

Please keep your students quiet.

Threat's example: Bachon ko chup kerwayn warna main principal ko batau ga.

Keep your students silent otherwise, I'll go to the principal.

The findings also indicate that Expression of Annoyance (An) is the least used strategy in this situation by this group.

The results also show that Hint Giving is not used by this group in this situation.

Table 2 Results for situation 2

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	3	42.857 %
4	Threat (DA/T)	3	42.857 %
	Total	7	100 %

Results for female speakers

It can be seen in Table 2.1, the Directive Act of Request (DA/R) is the most frequently used strategy by female Urdu speakers.

Request's example: Barae meharbani bacho ko chup kerwaen.

Please keep your students quiet.

The findings also indicate that Expression of Annoyance (An) is the least used strategy in this situation by this group.

The results also show that Hint Giving (H) is not used by this group.

Table 2.1 Results for situation 2

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	4	57.143 %
4	Threat (DA/T)	2	28.571 %
	Total	7	100 %

Situation 3

The third situation that was looked into is as follows:

Suppose you are a meter reader and one of your consumers has not paid one's electricity bill. How will you make a complaint?

Results for male speakers

According to table 3, Threat (DA/T) is the first most used strategy and Request (DA/R) is the second most used strategy by Urdu speakers.

Threat's example: Apna bijli ka bill jama kerwaen warna meter kaat diya jaye ga.

Deposit your bill otherwise, we will cut your meter.

The results also show that Hint Giving (H) and Annoyance (An) are not used by this group in this situation.

Table 3 Results for situation 3

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	0	0 %
3	Request (DA/R)	2	28.571 %
4	Threat (DA/T)	5	71.429 %
	Total	7	100 %

Results for female speakers

According to table 3.1, Request (DA/R) is the first most used strategy and Threat (DA/T) is the second most frequently used strategy by Urdu speakers.

Request's example: Barae meharbani apna bijli ka bill jama kerwaen.

Please deposit your bill.

Threat's example: Bill jama kerwayn wrna main meter kat dun ga.

Deposit your bill otherwise, I'll cut your electricity connection.

The results also show that Hint Giving (H) and Annoyance (An) are not used by this group in this situation.

Table 3.1 Results for situation 3

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	0	0 %
3	Request (DA/R)	5	71.429 %
4	Threat (DA/T)	2	28.571 %
	Total	7	100 %

Situation 4

The fourth situation that was tested was:

Suppose you are an employee in a company. Your boss hasn't paid you for two months. How will you complain?

Results for male speakers

It is obvious from the table; the Directive Act of Threat (DA/T) and Expression of Annoyance (An) are the most used strategies by male Urdu speakers.

Threat's example

Sir, mujy meri tankhwah de denwarna me job chor du ga.

Sir, give me my salary, otherwise, I'll resign.

- Hint Giving (H) is the least used strategy in this situation by this group.

Table 4 Results for situation 4

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	1	14.29 %
2	Annoyance (An)	3	42.86 %
3	Request (DA/R)	0	0 %
4	Threat (DA/T)	3	42.86 %
	Total	7	100 %

Results for female speakers

The obtained results for this situation are presented in Table 4.1.

It can be seen in the table; the Directive Act of Request (DA/R) is the most used strategy by this group in this situation.

Request's example: Sir, please mujy meri tankhwah de den mujy ashad zarurat he.

Sir, please give me my salary, I need it badly.

Directive Act of Threat (DA/T) is the second occurred strategy while Hint Giving (H) and Consequence (Cq) are not adopted by this group.

Table 4.1 Results for situation 4

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	0	0 %
3	Request (DA/R)	6	85.71 %
4	Threat (DA/T)	1	14.29 %
	Total	7	100 %

Situation 5

The fifth situation that was looked into is as follows:

Suppose you are waiting in a line for a long time to buy a concert ticket, and suddenly a person breaks the line and enters in front of you. How will you make a complaint?

Results for male speakers

In the fifth hypothetical situation, it is obvious from table 5; a Directive act of Threat (DA/T) is the most often used strategy by male Urdu speakers.

Threat example:

Apni bari per ticket len warna tufan aa jaye ga.

Take your ticket on your turn; otherwise, there'll be a storm.

Directive act of Request (DA/R) is the second; Annoyance (An) is the third highly used strategy while Hint Giving (H) is not adopted by this group in this situation.

Table 5 Results for situation 5

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.29 %
3	Request (DA/R)	2	28.57 %
4	Threat (DA/T)	4	57.14 %
	Total	7	100 %

Results for female speakers

In the fifth hypothetical situation, it is obvious from table 5.1; a Directive act of Request (DA/R) is the most often used strategy by Urdu speakers.

Request's example:

Barae meharbani apni bari per ticket len hame kafi time ho gya he line me lagy huwy.

Please take the ticket on your turn; we are waiting in this line for a long time.

Directive act of Threat (DA/T) is the second while Hint Giving (H) is the third most occurred strategy.

Moreover, Annoyance (An) is not used by this group in this situation.

Table 5.1 Results for situation 5

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	1	14.29 %
2	Annoyance (An)	0	0 %
3	Request (DA/R)	4	57.14 %
4	Threat (DA/T)	2	28.57 %
Total		7	100 %

Situation 6

The sixth tested situation was:

Suppose you are ill and want to take some rest but neighbours are making a lot of noise. How will you make a complaint?

Results for male speakers

According to Table 6 in such a situation, male Urdu speakers make use of a Directive Act of Threat (DA/T) most of the time.

Threat example:

Apna shor band kren warna nataij k ap khud zimadar hon gy.

Mute your noise otherwise you'll be responsible for the results.

Expression of Annoyance (An) and Directive Act of Request (DA/R) are used at the same frequency in this situation. Hint Giving (H) is not used by this group in this situation.

Table 6 Results for situation 6

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	0	0 %
2	Annoyance (An)	1	14.29 %
3	Request (DA/R)	1	14.29 %
4	Threat (DA/T)	5	71.43 %
Total		7	100 %

Results for female speakers

According to Table 6.1 in such a situation, female Urdu speakers make use of a Directive Act of Request (DA/R) most of the time.

Request's example:

Please shor band kren keyun k men ny sona he meri tabiyat pehly hi kharab he.

Please mute your noise because I've to sleep, I'm already ill.

Directive Act of Threat (DA/T) is second while Hint Giving (H) is the third frequent strategy.

Table 6.1 Results for situation 6

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	1	14.29 %
2	Annoyance (An)	0	0 %
3	Request (DA/R)	4	57.14 %
4	Threat (DA/T)	2	28.57 %
Total		7	100 %

Situation 7

The seventh tested situation was:

Suppose you have made a wooden door but the carpenter has made it out of size, (it does not meet your requirement). How will you make a complaint?

Results for male speakers

According to Table 7, in such a situation, male Urdu speakers use a Directive Act of Threat (DA/T) most of the time.

Threat example:

Darwaza size k mutabiq banao wrna drwaza ly jao ham kisi or sy kam kerwa len gy.

Adjust the size of the door otherwise take the door with you; I'll call some other carpenter to do our job.

The frequency of a Directive Act of Request (DA/R) is at a second stage, Hint Giving (H) and Expression of Annoyance are used at the same rate.

Table 7 Results for situation 7

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	1	14.286 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	2	28.571 %
4	Threat (DA/T)	3	42.857 %
Total		7	100 %

Results for female speakers

According to Table 7.1, in such a situation, female Urdu speakers use a Directive Act of Request (DA/R) most of the time.

Request's example:

Please Darwaza size k mutabiq bana do.

Please adjust the size of the door.

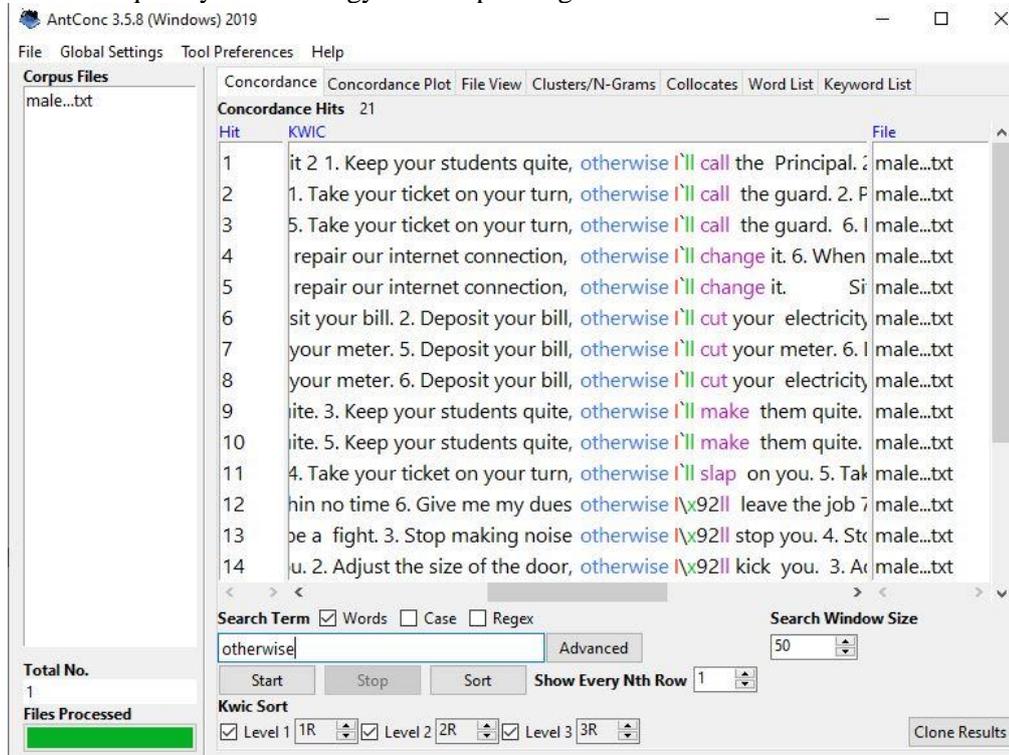
The frequency of a Directive Act of Threat (DA/T) is at a second stage, Hint Giving (H) and Expression of Annoyance are used at the same rate.

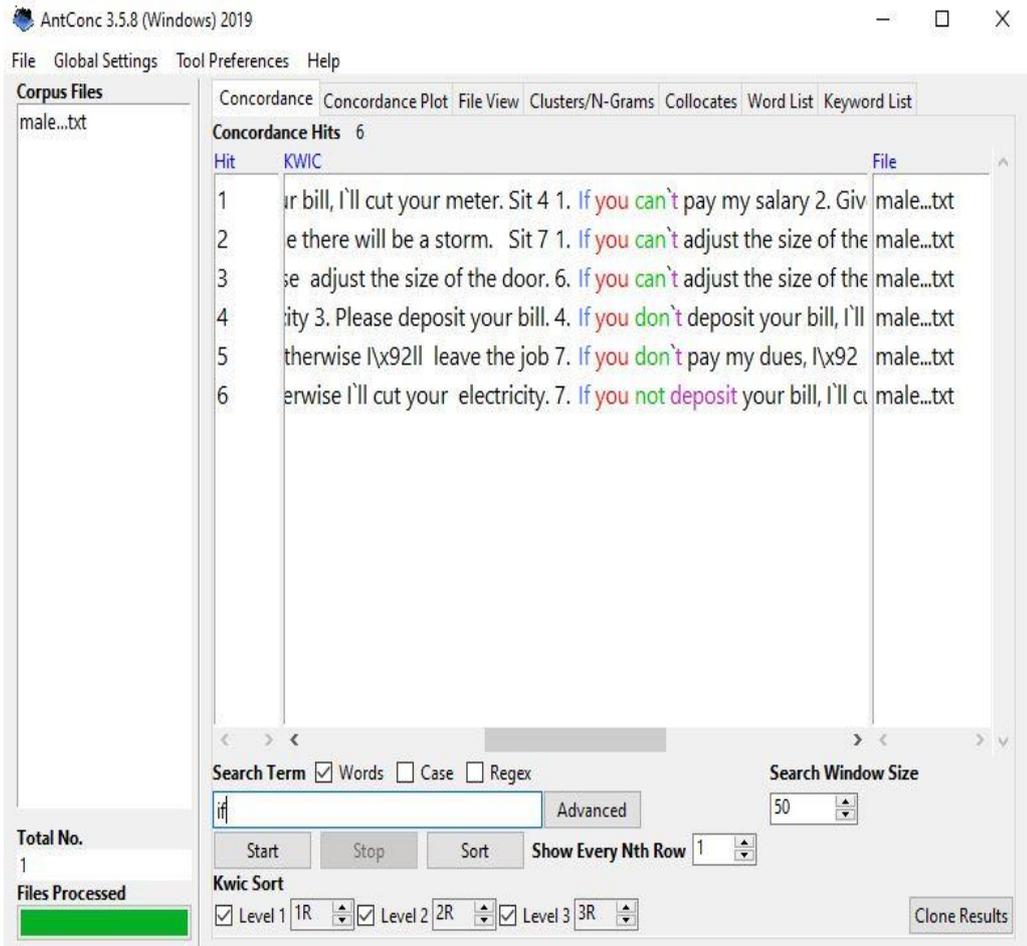
Table 7.1 Results for situation 7

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	1	14.286 %
2	Annoyance (An)	1	14.286 %
3	Request (DA/R)	3	42.857 %
4	Threat (DA/T)	2	28.571 %
Total		7	100 %

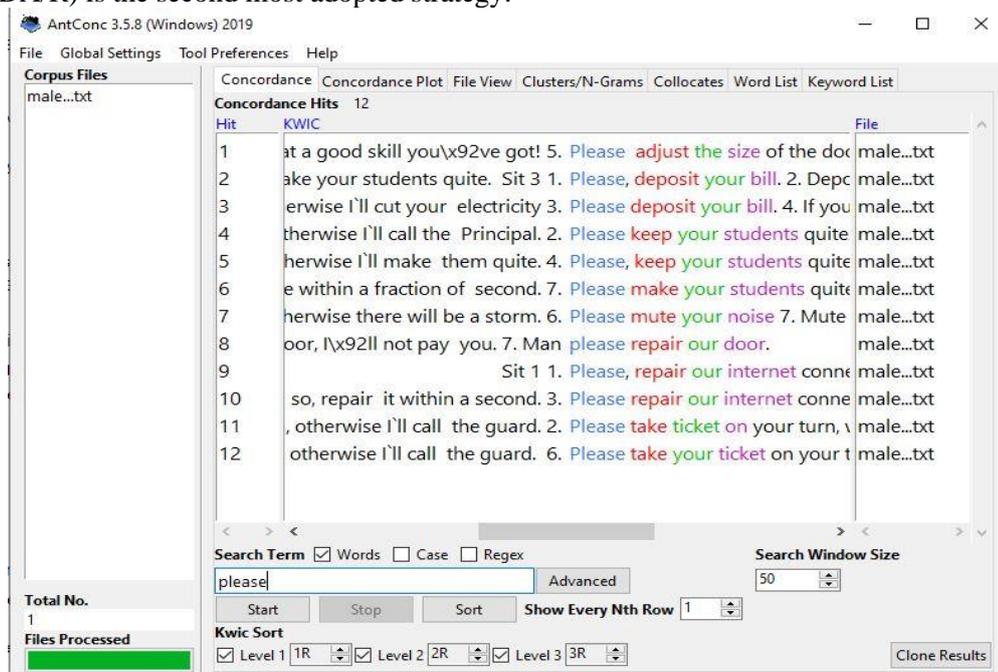
Overall Strategies' Usage

Having analyzed and described the obtained findings for each of the seven situations, Antconc screenshots below represent the overall use of each strategy adopted by male Urdu speakers. The following screenshots show that as far as male Urdu speakers are concerned, the Directive Act of Threat (DA/T) is the most frequently used strategy for complaining about situations.



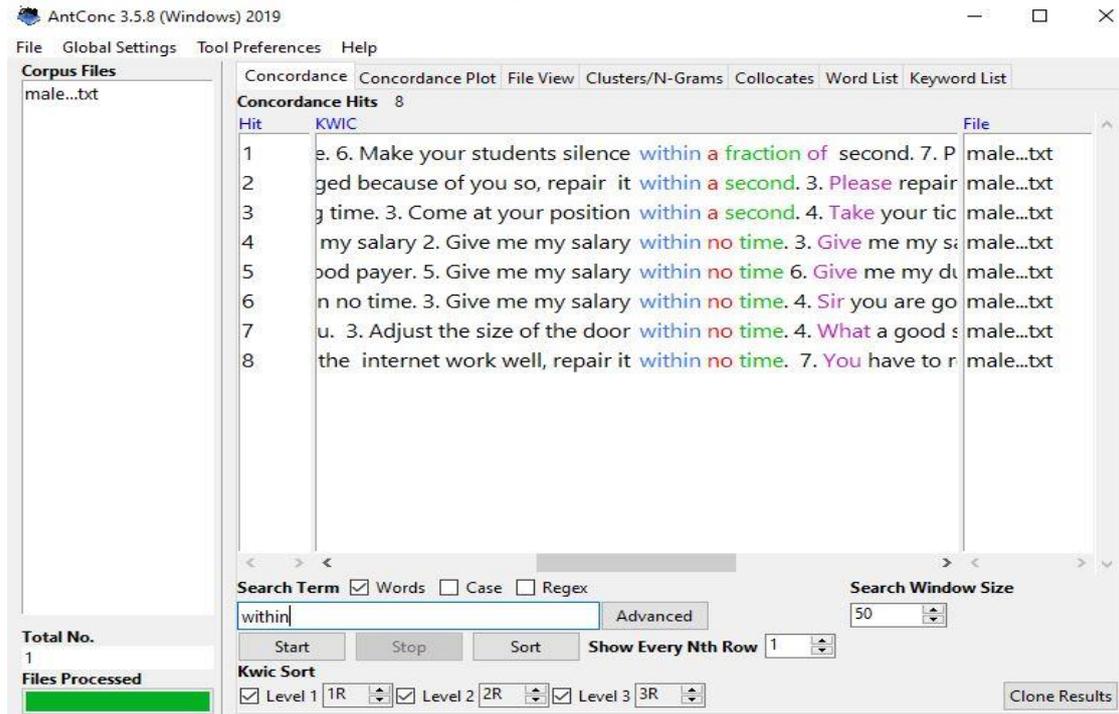


We can see 21 hits of the word “otherwise” and “6” hits of the word “if” which clearly show that the Directive Act of Threat (DA/T) is the most frequently used strategy in all situations by male speakers and it is 55.1%. It can also be seen through the following screenshots that the Directive Act of Request (DA/R) is the second most adopted strategy.



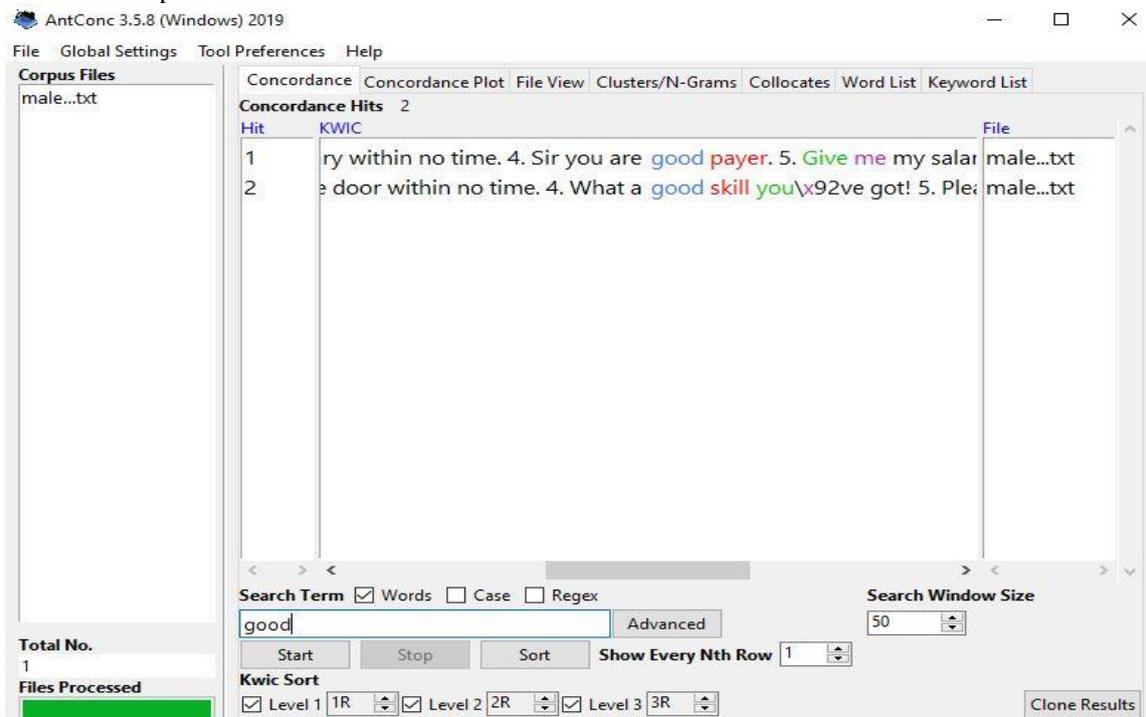
This screenshot depicts the number of hits of the word “please” (showing request) 12 times and is 24.49 % of the total.

After the Directive Act of Request (DA/R), expressions of annoyance occurred most.



This screenshot depicts the number of hits of the word “within” (showing annoyance) is 08 times and is 16.33 % of the total.

It can be seen through the following screenshots that Hint Giving (H) is a least-used strategy by male Urdu speakers.



The number of hits of the word “good” (showing) is 08 times and is only 4.082 % of the total. All the strategies adopted by male Urdu speakers are shown in the following table.

Table 8 Results for overall strategies used by males

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	2	4.082 %
2	Annoyance (An)	8	16.33 %
3	Request (DA/R)	12	24.49 %
4	Threat (DA/T)	27	55.1 %
Total		49	100 %

8.1 Chart Representation for Male speakers

The following chart represents the statistical analysis.

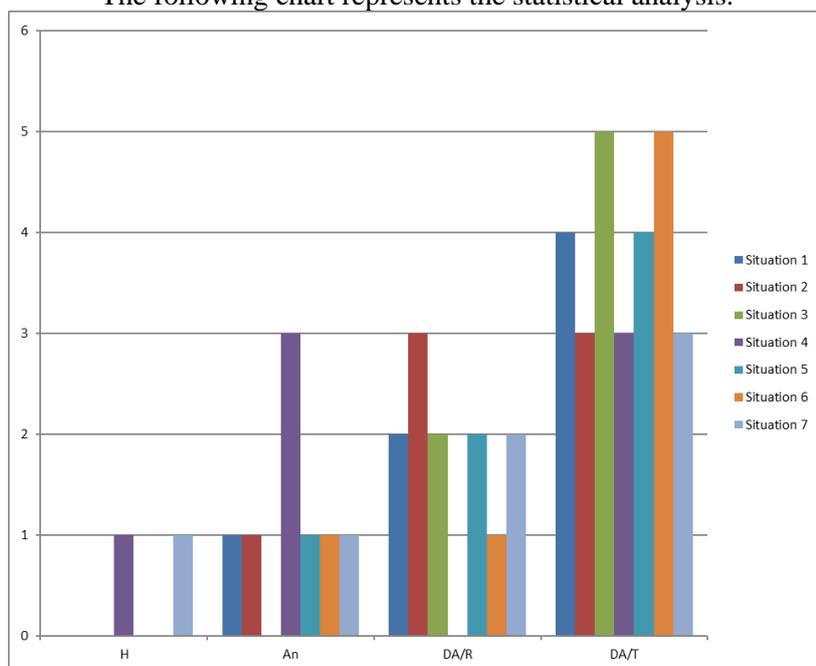
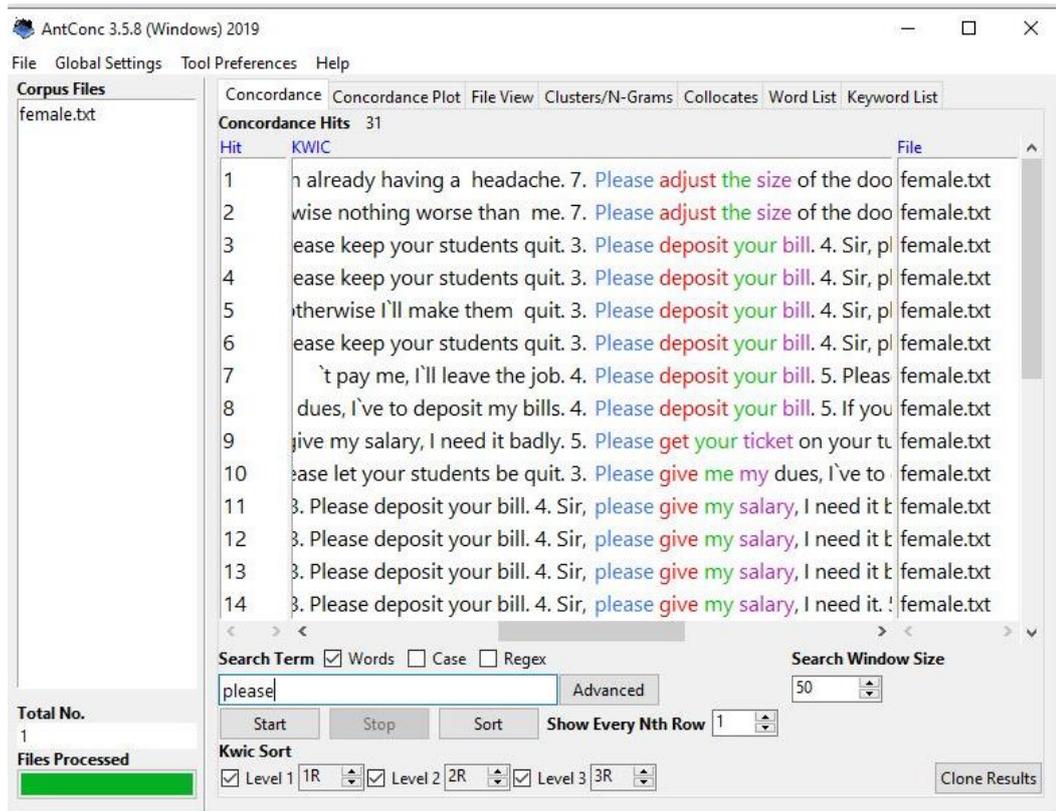


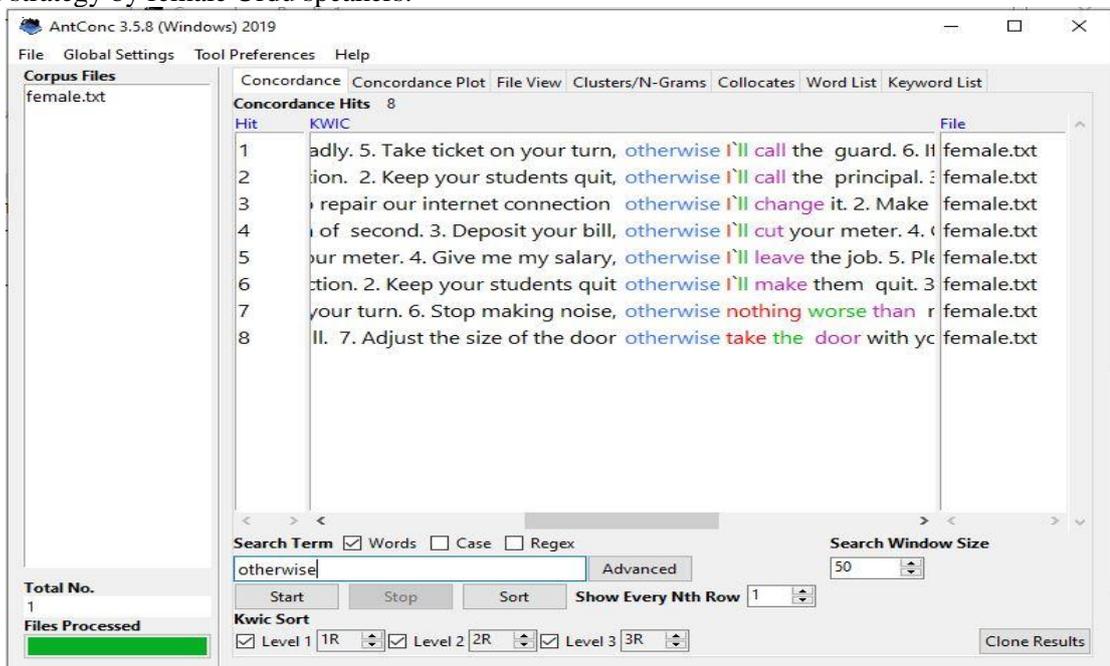
Fig. 1

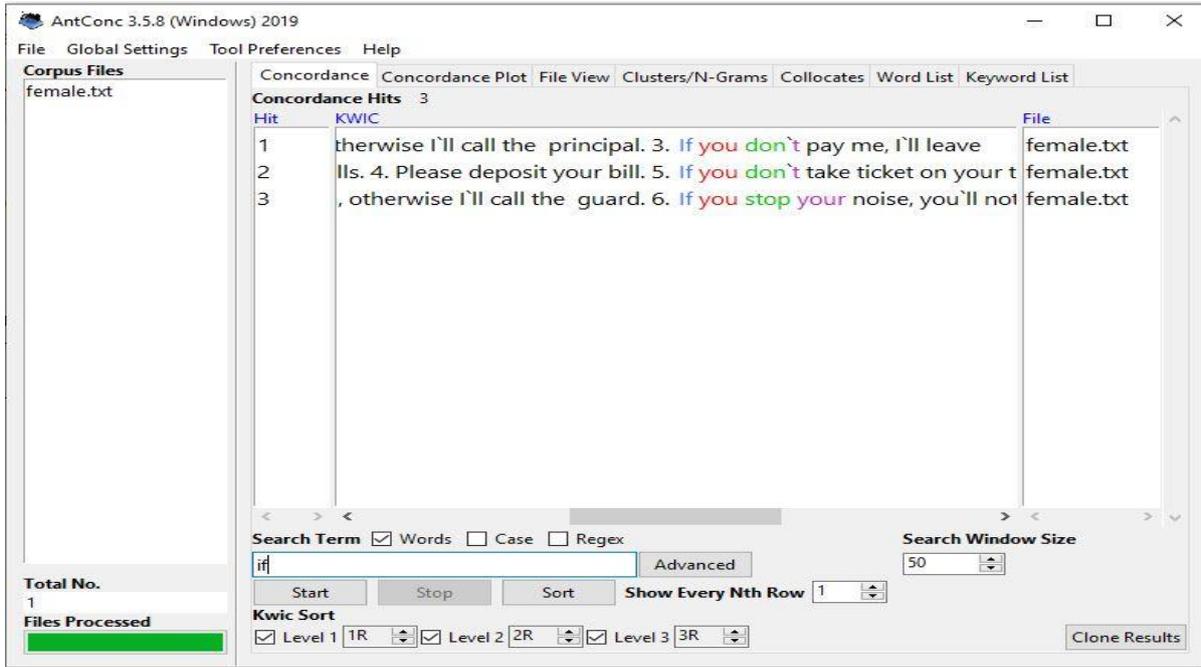
8.2 Overall Strategies' Use by female Urdu speakers.

Having analyzed and described the obtained findings for each of the seven situations, AntConc screenshots below represent the overall use of each strategy adopted by female Urdu speakers. The following screenshots show that as far as female Urdu speakers are concerned, the Directive Act of Request (DA/R) is the most frequently used strategy for complaining situations.

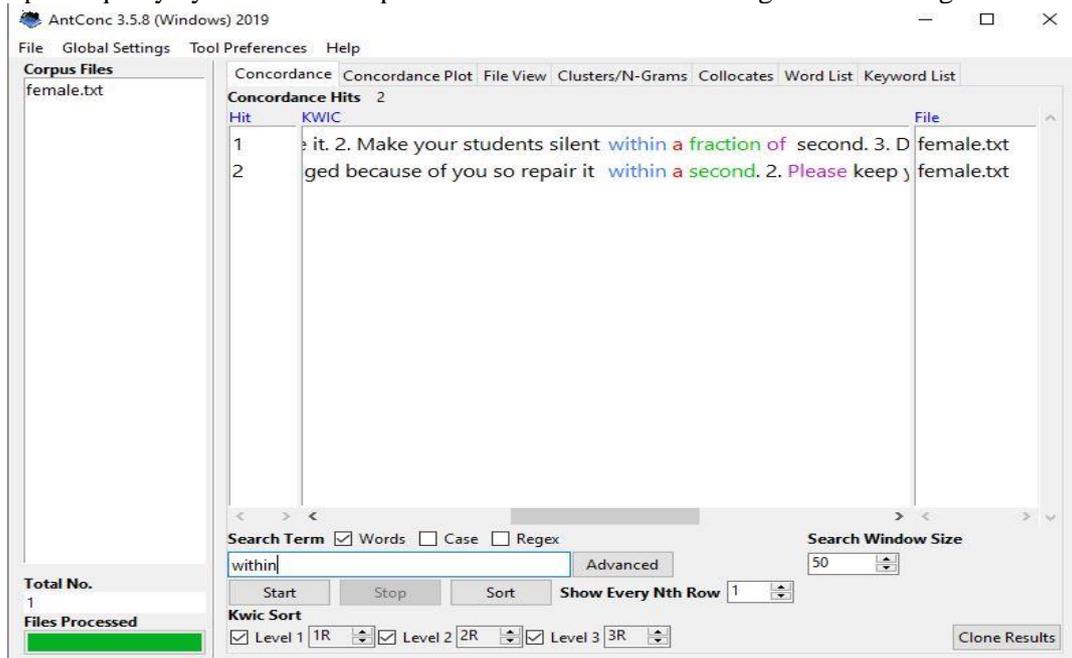


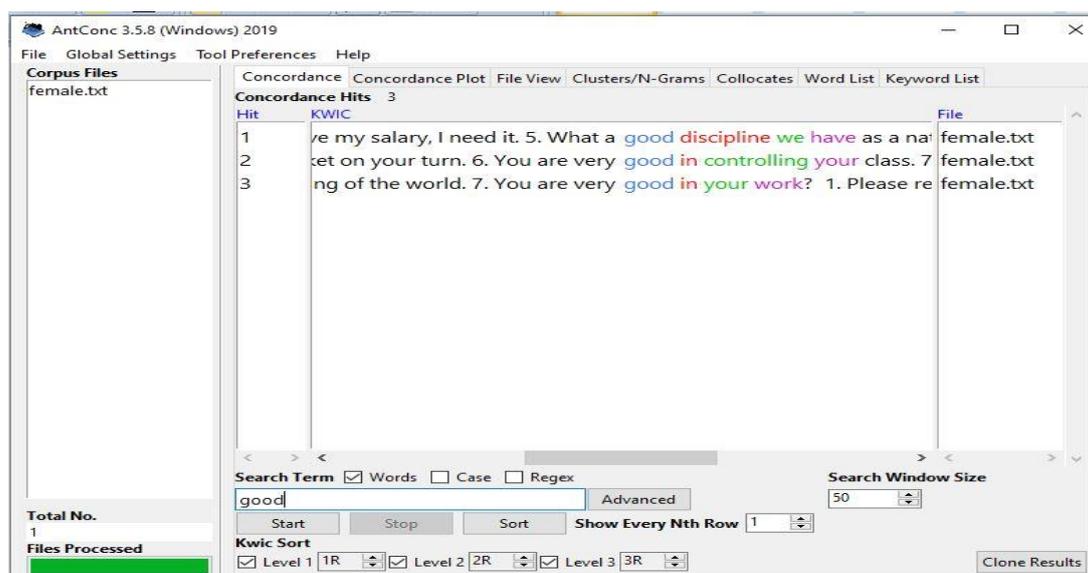
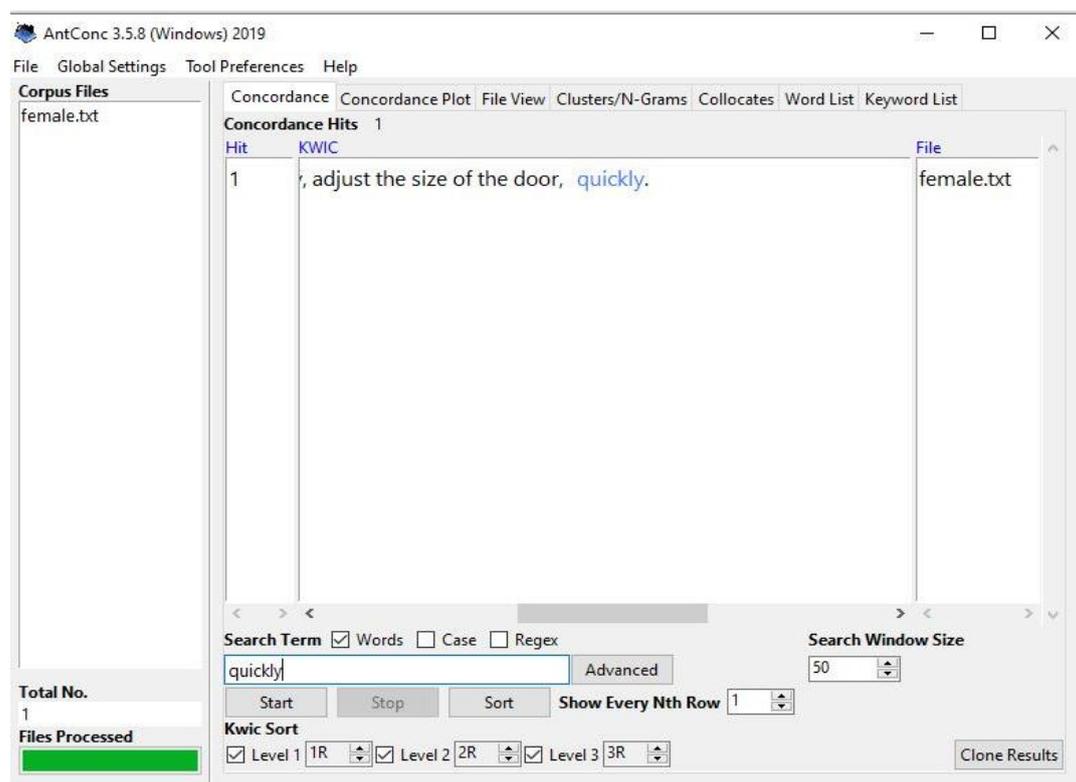
We can see 31 hits of the word “please” which shows that Directive Act of Request (DA/R) is the most frequently used strategy in all situations by female speakers and it is 63.265 %. It can also be seen through the following screenshots that a Directive Act of Threat (DA/T) is the second most adopted strategy by female Urdu speakers.





These screenshots depict the number of hits of words “otherwise”, “if”, and “or” (showing threat) 12 times and are 24.49 % of the total. Expression of annoyance (An) and Hint Giving (H both strategies) are adopted equally by female Urdu speakers and are illustrated through the following screenshots.





These screenshots depict the number of hits of words “within” and “quickly” (showing annoyance) as 2+1=3 and that of the word “good” (showing hint-giving strategy) is also 3 and each comprises 6.1224 % of the total. All the strategies adopted by female Urdu speakers are shown in the following table.

Table 8.2 Results for overall strategies used by females

Cat. No.	Category Name	Frequency	Percentage
1	Hint Giving (H)	3	6.1224 %
2	Annoyance (An)	3	6.1224 %
3	Request (DA/R)	31	63.265 %
4	Threat (DA/T)	12	24.49 %
	Total	49	100 %

Chart Representation for Female speakers

The following chart represents the statistical analysis.

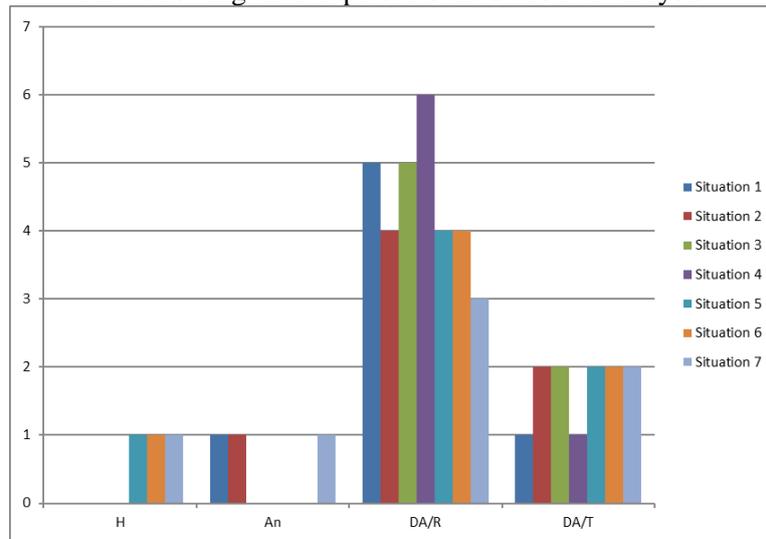


Fig. 2

Gender Variation

Considering gender variation for each of the seven situations, Table 9 below represents the overall use of each strategy by Urdu speakers. The table shows that as far as male persons are concerned Directive Act of Threat (DA/T) is the most frequently used strategy 55.1 % which is less than half of the value of female speakers in which it is 24.49 %. If we consider female Urdu speakers, it can be seen that Directive Act of Request (DA/R) is the most adopted strategy by this group i.e. 63.265 % but males adopted this strategy only 24.49 % which is far less than even half of the value of females. Expression of Annoyance (An) is abundant in the male group i.e. 16.33 % while less in Urdu-speaking female persons i.e. 6.1224 %. However, Hint Giving (H) is slightly abundant in the female group i.e. 6.1224 % while less in Urdu-speaking male persons i.e. 4.082 % and is the least used strategy by both groups. Moreover, Consequence (Cq), Direct Accusation (D/Ac), Indirect Accusation (I/Ac), Modified Blame (MB), Explicit Blame (EB) and Personal Blame (PB) are not used by any group in any situation. The following table shows the comparison of different strategies adopted by both groups.

Table 9 Results for Gender Variation

Cat. No.	Category Name	Sub. Category	Frequency in Male	Percentage	Frequency in Female	Percentage
1	Hint Giving (H)	-----	2	4.082 %	3	6.1224 %
2	Expression	Annoyance (An)	8	16.33 %	3	6.1224 %
3	Directive Act	Request (DA/R)	12	24.49 %	31	63.265 %
4	Directive Act	Threat (DA/T)	27	55.1 %	12	24.49 %
			49	100 %	49	100 %

CONCLUSION

The percentage of female Urdu speakers performing a Directive act of Request (DA/R) in complaining situations is more than males in whom the percentage of a Directive act of Threat (DA/T) is more than female Urdu speakers. Efforts should be made to overcome illiteracy and real-life situations should be practised at schools, colleges and universities so that learners, and, in turn, societies, and finally whole Urdu-speaking community may become eligible to behave politely in real life and use language in a polite and civilized way.

Limitations of the study

Following are some of the limitations of this study.

Many researchers have criticized the technique of Discourse Completion Task (DCT) for data collection. Kasper (2000) stated that “the responses in DCT cannot be compared to the complaints that

occur in real-life situations. So, the strategies of request that appeared in the study may differ from the strategies used in real-life situations.”

Moreover, it does not seem reasonable to apply the response of 14 persons to the whole Urdu-speaking community but due to the limited scope of study and time constraints, we have done this.

There is still a gap to study in the Urdu context. So corpus analysis of the Urdu language is still an unexplored area with vast possibilities and with substantial research potential.

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