SOUTH-WEST UNIVERSITY “NEOFIT RILSKI”

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PhD THESIS

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PRAGMATIC ASPECTS OF COMPLAINTS, REQUESTS AND APOLOGIES IN THE ENGLISH AND MACEDONIAN CULTURAL CODE

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List of abbreviations

ANOVA – Analysis of variance'

AE – American English

DCT – Discourse Competion Task

EFL – English as a Foreign Language

ESL – English as a Second Language

NMK – North Macedonia / North Macedonian

SA – Speech Acts

SAS – Speech Act Schema

SAT – Speech Act Theory

SPSS - Statistical Package for the Social Sciences

SUA – Socially Unacceptable Act

FTA – Face Threatening Act

L1 – first language/native language

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DECLARATION OF ORIGINALITY

I hereby declare that I am the sole author of this thesis. This is to certify that the dissertation I have submitted is an original research work. I further certify that I have not used any material or literature that infringes copyright. All mentioned material from the work of other people has been fully referenced and acknowledged.

Signed: Date:

_____ _____

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Abstract

Successful intercultural communication is conditioned by interlocutors' pragmatic knowledge. The appropriate use of language is shaped by the sociocultural and contextual factors of a speech situation. Since speech acts are constant and inseparable part of people's daily communication, their successful application depends on the interlocutors' knowledge of the pragmatic use of speech acts. The acts of requesting, apologizing and complaining are essential acts of communication that have a great influence over the social relations between the interlocutors and on the overall communication process between them. I have to acknowledge the numerable research papers on speech acts and speech act theory worldwide. However, the research on speech acts in the Republic of North Macedonia encompasses the last decade and does not offer large numbers nor variable aspects of analysis. Therefore, the aim of my thesis is to offer a contemporary and complex study on speech acts, which are analysed as situation-based acts from various aspects.

The object of my thesis is the pragmatic form of these three speech acts in the American and Macedonian cultural codes. The study was conducted through a quantitative and a qualitative method of analysis in terms of the perspectives and strategies used to express the speech acts, as well as the modification applied within those speech acts. The study has proved that there are differences in the pragmatic structure of requests in relation to the types and frequencies of the used strategies and modifiers; also, it has shown a partial difference in the acts of apologizing and complaining in terms of the applied modifiers. Furthermore, the study has confirmed the variable influence of social parameters over the interlocutors' speech as a result of the cultural differences.

The findings of the study represent valuable resources for learners and teachers of EFL, then practical and up to date corpora of the American and Macedonian cultural code and most importantly a proof of the complex pragmatic structure of speech acts as a set of multiple acts that are socially, contextually and culturally conditioned.