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The Speech Act of Congratulation in Palestinian Society:

Positive Politeness and Gender Differences

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Dedication

This work is dedicated

To my dear parents who taught me the value of education,

*To my cherished husband for his overwhelming support and
encouragement*

To my beloved children who were thoroughly patient,

To my beloved siblings brothers, sisters who helped me in raising my kids

To my late father-in-law who was proud of me,

To my dear school members and university teachers,

To my dear colleagues and friends,

And to my dear students.

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Transliteration Key

The subsequent system of transliteration has been adopted in the current study.
(Eshreteh, 2014, P. xi)

1. Consonants

Phonetic Symbol	Arabic Sound
ʔ	ء
b	ب
t	ت
θ	ث
j	ج
h	ح
x	خ
d	د
ð	ذ
r	ر
z	ز
s	س
ʃ	ش
ʒ	ج
ǰ	ظ
T	ط
Ž	ظ
ς	ع
γ	غ
f	ف

Q	ق
K	ك
L	ل
m	م
n	ن
h	ه
w	و (Semi Vowel)
y	ي (Semi Vowel)

2. Vowels

a	َ (Short Vowel)
ā	ا (Long Vowel)
u	ُ (Short Vowel)
ū	و (Long Vowel)
i	ِ (Short Vowel)
ī	ي (Long Vowel)

List of Abbreviations and Acronyms

B & L = Brown and Levinson

DCT = Discourse Completion Test

E = Equal

FTA = Face Threatening Act

H = Hearer

H = high

IFID= Illocutionary Force Indicating Device

L = low

NP = Negative Politeness

PP = Positive Politeness

S = Speaker

Table of Contents	
Contents	Page
Dedication	I
Acknowledgment	II
Transliteration Key	III-IV
List of Abbreviations and Acronyms	V
Table of Contents	VI-VIII
List of Tables	IX-X
List of Appendices	XI
Abstract in English	XII-XIII
Abstract in Arabic	XIV-XV
Chapter One: Introduction and Background	
1.1. Introduction	1 – 2
1.2. Statement of the Problem	3
1.3. Significance of the Study	3 – 4
1.4. Research Questions	4
1.5. Research Objectives	4 - 5
1.6. Scope and Limitations of the Study	5
Chapter Two: Theoretical framework and Literature Review	
2.1. Introduction	6
2.2. Section One: Theoretical Background	
2.2.1. Speech Act Theory	7 - 8
2.2.2. Speech Act of Congratulation	9-10
2. 2.3. Congratulation as Pragmatic Perspective	10

2.2.4. Felicity conditions of the speech act of congratulation	10-12
2.2.5. Definitions of Congratulation	
2.2.5.1. Definitions of Congratulation in English	12-13
2.2.5.2. Definitions of Congratulation in Arabic	13-14
2.2.6 Politeness Theory	14-17
2.2.6.1 Two variables in Politeness Behaviour	17-18
2.2.6.2 Positive Politeness and Collectivism in Palestinian Society	18-20
2.2.6.3 Brown and Levinson's Theory	21-23
2.2.6.3.1 Positive Politeness Strategies	23-25
2.2.6.3.2 Negative Politeness Strategies	25-27
2.2.7 Strategies and sub-strategies of Congratulation	27-28
2.2.8 Gender and Politeness	29-30
2.2.9 Why do men and women interact differently?	31
Section Two: Literature Review	
2.3.1. Congratulation in one Language	32-35
2.3.2. Congratulation Cross-Culturally	35-42
2.3.3 Conclusion	43-44
Chapter Three: Methodology	
3.1. Introduction	44
3.2. Participants of the study	45-46
3.3. Data collection and study instrument	46-47
Chapter Four: Results and Discussion	
4.1. Introduction	47-48
4.2 Analysis of the situations	
4.2.1 Analysis of the first situation	49-51
4.2.2 Analysis of the second situation	52-54

4.2.3 Analysis of the third situation	54-56
4.2.4 Analysis of the fourth situation	56-58
4.2.5 Analysis of semantic formulas used by males and females respondents in each situation	59-60
4.2.6 Analysis of positive politeness strategies used by males in the DCT	61
4.2.7 Analysis of positive politeness strategies used by females in the DCT	62
4.2.8 Analysis of positive politeness strategies used by males and females in the DCT	63-65
4.2.9 SPSS results of frequency of semantic formulas used by males and females in the four situations regarding gender	64
4.2.10 SPSS results of frequency of positive politeness strategies used by males and females in the four situations regarding gender	64-65
4.3 Discussion of the Research Questions	66 -70
4.4 Conclusion	71
Chapter Five: Conclusion and Recommendations	
5.1. Introduction	71
5.2. Conclusion	72-73
5.2. Research Recommendations	73-74
References	75-82
Tables	83-97
Appendices	98-104

List of Tables

Table	Title	Page
Table # (1)	Participants of the study	83
Table # (2)	Frequency of semantic formula used by males and females respondents in the situation of having a new baby	84
Table # (3)	The number and frequency of preferred strategies used by males and females in the situation of having a new baby	85
Table # (4)	Frequency of semantic formula used by males and females respondents in the situation of having a new possession	86
Table # (5)	The number and frequency of preferred strategies used by males and females in the situation of having a new possession	87
Table # (6)	Frequency of semantic formula used by males and females respondents in the situation of having a new scientific degree	88
Table # (7)	The number and frequency of preferred strategies used by males and females in the situation of having a new scientific degree	89
Table # (8)	Frequency of semantic formula used by males and females respondents in the situation of marriage	90
Table # (9)	The number and frequency of preferred strategies used by males and females in the situation of marriage	91
Table # (10)	Frequency of semantic formulas used by males and females respondents in each situation (1, 2, 3, 4)	92
Table # (11)	Frequency of positive politeness strategies used by males in DCT situations	93

Table # (12)	Frequency of positive politeness strategies used by females in DCT situations	94
Table # (13)	Frequency of positive politeness strategies used by both males and females in DCT situations	95
Table # 14	SPSS results of frequency of semantic formulas used by males and females in the four situations regarding gender	96
Table # 15	SPSS results of positive politeness strategies used by both males and females in the four situations regarding gender	97

List of Appendices

No of the Appendix	Title	Page
Appendix (A)	Discourse Completion Test (DCT)	98-99
Appendix (B)	The Modified Version of the DCT in Arabic	100-101
Appendix (C)	Classification of Congratulation Strategies by Elwood (2004)	102
Appendix (D)	A Modified Version of Positive Politeness Strategies proposed by Brown and Levinson (1987)	103

Abstract

The Speech Act of Congratulation in Palestinian Society:

Positive Politeness and Gender differences

This qualitative/ quantitative study aims at investigating the speech act of congratulation in Palestinian society regarding positive politeness and gender differences. It attempts to find answers to a set of research questions. These questions include: the basic strategies and sub- strategies used by Palestinians to offer congratulation; the positive politeness strategies that are more prevalent in the congratulations of the participants; the gender differences concerning the speech act of congratulation in Palestinian society.

The population of the study included 60 participants who were English and non-English major students. Half of them (30 participants) are male students and the other half (30 participants) are female students from Hebron University. The sample was selected randomly to fill in the Discourse Completion Test (DCT). The DCT consists of four situations. The first situation focuses on having a new born baby; the second situation talks about having a new possession; the third situation explores having a scientific degree and the last situation talks about being married. The DCT was distributed in the second semester of the academic year 2019-2020. To add, the DCT was translated into Arabic and delivered to BA university students in order to fill in.

The results of the study show that the respondents of the current study chose just six types of congratulation strategies out of fourteen . Those strategies were *Illocutionary Force Indicating Devise (IFID)*, *Expression of Validation*, *Offer of good wishes*, *Encouragement*, *Joking* and *Thanking god*. Those types were the most major types used by Palestinians in the study. *Illocutionary Force Indicating Devise (IFID)* was the most used strategy in all situations by both genders while the strategy of *Offer of good wishes* was seen in all situations except in the third situation "Scientific degree" by males. *Expression*

of Validation, Encouragement, Joking and Thanking god were the least utilized strategies in the four situations. What is more, the greatest number of utilized strategies was seen in situation 4 "marriage" and in situation 1 " Having a newly Baby" while the least number of strategies was utilized in situation 2 "getting a new possession" and in situation 3 "getting a scientific degree" .

Furthermore, with respect to the positive politeness strategies within the congratulation speech act, the analysis of the data revealed that the most highly utilized positive politeness strategy was *Giving gifts to listener* exemplified by the word *congratulation* which was used with the highest frequency in all situations by both genders "males and females". In addition, both genders used the positive politeness strategy of *Use of in group identity marker* in most situations. In contrast, the strategies of *Exaggerate, Seek agreement* and *Jokes* got the least number of used types of positive politeness strategies applied by participants of both genders to realize the act of congratulation.

Abstract in Arabic

المخلص باللغة العربية

فن خطاب التهنة في المجتمع الفلسطيني: استراتيجيات اللطف الإيجابي والنوع الاجتماعي

تهدف هذه الدراسة إلى استقصاء فن خطاب التهنة في المجتمع الفلسطيني من حيث الاختلافات في استراتيجيات اللطف الإيجابي والنوع الاجتماعي، وتحاول هذه الدراسة إلى إيجاد إجابات لمجموعة من أسئلة البحث التي تتضمن الاستراتيجيات الأساسية والفرعية التي تم استخدامها من قبل الفلسطينيين لتقديم التهنة، واستراتيجيات اللطف الإيجابي السائدة في التهاني من قبل الفلسطينيين و اختلافات النوع الاجتماعي المتعلقة في فن خطاب التهنة في المجتمع الفلسطيني.

شارك في البحث 60 شخصاً من تخصصات عدة منها اللغة الإنجليزية، حيث تم تقسيمهم إلى قسمين: 30 شخصاً من الذكور و30 شخصاً من الإناث وقد تم اختيار العينة عشوائياً لإكمال اختبار الخطاب المكون من 4 مواقف: حيث يتكلم الموقف الأول عن مولد طفل جديد، ويتكلم الموقف الثاني عن الحصول على ملك جديد، والموقف الثالث يتكلم عن الحصول على درجة علمية، أما الموقف الرابع فيتكلم عن الزواج، وقد تم توزيع اختبار المواقف في النصف الثاني من السنة الدراسية 2019-2020. وبالإضافة إلى ذلك فقد تم ترجمة اختبار المواقف من اللغة الإنجليزية إلى اللغة العربية وتوزيعها على المشاركين في الدراسة لكي يتم تعينتها باللغة العربية.

وقد أظهرت نتائج الدراسة أن المشاركين قاموا باستخدام 6 استراتيجيات من أصل 14 استراتيجية. وهذه الإستراتيجيات تشمل التهنة المباشرة، التعبير عن التحقق من الصحة ، المزح، التشجيع، عرض التمنيات الطيبة، شكر الله. و هذه الإستراتيجيات هي الإستراتيجيات الأساسية التي تم استخدامها من قبل المشاركين بالدراسة. وقد كانت استراتيجية التهنة المباشرة هي الاستراتيجية الأساسية في كل المواقف حيث تم استخدامها من قبل الذكور والإناث معاً. وقد تم استخدام استراتيجية عرض التمنيات الطيبة كذلك في كل المواقف باستثناء الموقف الثالث " الحصول على درجة علمية" من قبل الذكور. أما بالنسبة للإستراتيجيات الأخرى وهي شكر الله، المزح، التشجيع، و التعبير عن التحقق من الصحة فقد كانت من أقل الإستراتيجيات التي تم استخدامها في المواقف الأربعة في الدراسة الحالية. بالإضافة إلى ذلك فإن أكبر عدد من الإستراتيجيات المستخدمة ظهر في كل من الموقفين الأول " مولد طفل جديد " والموقف الرابع

"الزواج" وبالمقارنة مع ذلك فإن عدد من الإستراتيجيات تم استخدامه في الموقف الثاني "امتلاك شيء جديد" والموقف الثالث "الحصول على درجة علمية".

أما بالنسبة إلى استراتيجيات اللطف الإيجابي فإن تحليل هذه الدراسة أظهر أن أكبر عدد من المشاركين سواء كانوا ذكوراً أم إناثاً استخدموا استراتيجية إعطاء الهدايا للمستمع في كل المواقف. و تتجسد هذه الاستراتيجية بقول كلمة مبروك أو مبارك. بالإضافة إلى ذلك فإن المشاركين استخدموا استراتيجية استخدام في علامة هوية المجموعة في المواقف الأربعة، وبالمقارنة مع ذلك فإن استراتيجيات اللطف الإيجابي التي تتمثل في المبالغة، السعي للإتفاق والمزح قد كانت من أقل الإستراتيجيات المستخدمة من قبل المشاركين بالدراسة.

Chapter One

1.1 Introduction:

Glad occasions occur in our life habitually. When individuals interact with each other in their society, they might have delightful or tragic occasions out of interaction. Individuals in their societies might have occasions such as baby birth, getting trophy, graduation, having a degree, and others. These occasions in turn require congratulation or commiseration. Interlocutors express their emotions cheerfully and use various ways to express their happiness in delightful occasions. Otherwise, it might be considered a sign of jealousy if others have delightful occasions and don't obtain congratulations from the other part.

Interlocutors congratulate each other in various occasions differently. They might express their happiness through saying an utterance, body language and others. Therefore, these occasions require different utterances of congratulations which will be investigated in the current study. For more clarifications, delivering a baby boy might need different utterances of congratulations than delivering a baby girl.

On the other hand, people might differ in ways of congratulation according to culture, religion, gender, etc. As an example, Arabs are different in terms of the occasion of marriage. They congratulate the bride and give her money but that might not exist in other societies. In addition, social status and social distance have their crucial role in having different utterances for congratulation. According to Elwood (2004), social status has three levels: low (L), high (H), and equal (E) and social distance has three levels: intimate (I), acquaintance (A) and stranger (S). Consequently, interlocutors utilize different utterances when they have intimate relation rather than having a strange relation. Also,

when interlocutors have different social status such as high-low levels, ultimately they utilize different utterances than having equal status (Elwood, 2004).

This study will target the gender factor throughout the Discourse Completion Test (DCT). This DCT is translated into Arabic simulating the language of the society. It contains 4 situations of happy occasions which are a birth of baby, new possession, graduation and marriage. The researcher is going to deliver the DCTs to 60 participants including males and females equally. After that, the researcher is going to explore and classify answers and comments of both males and females.

Cross- cultural differences exist concerning the speech act of congratulation in the Palestinian society. Participants are exposed to a variety of utterances and habits of congratulation concerning the speech act of congratulation. They may have different responses and reactions. Thus, the speech act of congratulation may need a profound study because it causes a cross- cultural misunderstanding and it is a very interesting topic to talk about and tackle in the Palestinian society. It is interesting because Palestinians use a variety of utterances when congratulating each other in different situations. On the other hand, positive politeness strategies are thoroughly related to speech acts of congratulation. For example, the positive politeness strategy of *Use of giving gifts to the listener* (goods, and gifts) represented in saying *congratulations* is closely related to the strategy of *Illocutionary Force Indicating Device* (IFID) which is considered as any linguistic element that indicates or delimits the illocutionary force of an utterance. (Elwood, 2004).

1.2 Statement of the problem

Interlocutors interact with each other in the society. They have several occasions to speak out, congratulate or condole. Some interlocutors find it problematic to express their emotions especially in happy occasions. Others are considered expressive and enthusiastic toward offering congratulation utterances. Therefore, in order to make the interaction effective, interlocutors need to be aware of what to say and how to congratulate others appropriately. By the way males and females may be different in providing congratulation utterances regarding their gender. For instance, females might be more talkative than males especially in occasions where they like to repeat and paraphrase congratulation expressions. Mehl, M, et al. (2007) conduct a study about gender and state that women speak an average 16,215 ($SD^1 = 7301$) words while men speak an average of 15,669 ($SD = 8633$) words over an assumed period of time.

This research will consider male female differences in the performance of congratulations in the Palestinian society.

1.3 The significance of the study

Investigating the notion of the speech act of congratulation between males and females makes the researcher enthusiastic toward searching it in depth. Individuals, whether they are males or females, interact in different ways. For more clarifications, they might say different utterances, use the body language or even have a glance. Consequently, it is a thoroughly interesting issue because it shows differences between males and females when congratulating each other.

It is worthy of mentioning that gender in this study plays a crucial role concerning responses of the DCT. Possibly, it happens that respondents misunderstand congratulators

¹ Estimated average number (SD) of words spoken per day

because they already have different cultures and so utilize different utterances for congratulation. Thus, this study might be useful to bridge the possible cultural gaps between interlocutors, thus limit chances of miscommunication because of that. Thus, this study is an important one because it helps in:

1. Being knowledgeable about the gender differences between males and females in the realm of congratulation in the Palestinian society.
2. Adding information to the researcher's repertoire and readers of the current thesis about congratulation strategies and positive politeness theories.
3. Introducing the previous and current researchers who wrote and are still writing about the speech act of congratulation regarding gender and positive politeness theory.
4. Exploring the prevailed strategies and sub- strategies of congratulations and related positive politeness strategies that were utilized by participants.

1.4 Research Questions:

The current study aims at answering the following questions:

1. What are the basic strategies and sub- strategies that are used by Palestinians to offer congratulation?
2. What types of positive politeness strategies are more prevalent in the congratulations of the Palestinian participants?
3. What are the basic gender differences concerning the speech act of congratulation in Palestinian society?

1.5 The objectives of the study:

The current study will explore the use of language in the contexts of congratulations among Palestinian University students. The researcher aims at studying the communicative

functions which emerge from the strategies of congratulations. Thus, the study attempts to highlight the basic strategies and sub-strategies used by Palestinians to offer congratulation by Palestinian University students. To add, it aims to highlight the related positive politeness strategies and the differences of responses between Palestinian males and females. Thus, samples of congratulation expressions were encoded and analyzed based on the taxonomy of congratulation strategies proposed by Elwood (2004) and further they were analyzed according to the classification of positive politeness strategies proposed by Brown and Levinson (1987, pp.102-131). The study will also reveal the different semantic formulas through analyzing students' responses.

1. 6 Scope and limitations of the study

The current study has the following limitations:

1. This study limits its analysis to the BA university students in the Palestinian society.
2. The study will be conducted in one semester. So, other studies might reveal different results.

It only investigates the strategies and sub- strategies utilized by English majors and non-English major students towards the usage of congratulation during the second semester 2019. Also, It is restricted to participants in one district in the West Bank which is Hebron. And, the data was gathered using a DCT. However, the use of other instruments might show other different results.

Chapter Two

Literature Review and Theoretical Framework

2.1 Introduction

Up to my humble knowledge, the current study might be the first on the speech act of congratulation in the Palestinian society regarding gender differences and positive politeness. Thus, it can provide the researchers with the motive and the yardstick for further research on congratulation speech act in the area of Palestine.

This chapter presents the findings of previous studies that investigated the speech act of congratulation in respect to gender and positive politeness strategies. To add, it discusses the strategies and sub- strategies of congratulation in addition to the strategies of positive politeness. In addition, the researcher tackles the theory of politeness by Brown and Levinson (1978) widely. On the other hand, the study tries to link the speech act of congratulation with gender and positive politeness strategies. Some previous comparative studies will be reviewed to show the extent to which Palestinians' types of expressing happiness through expressions of congratulation resemble those produced by native speakers of other nationalities.

On the other hand, although a large number of studies have been conducted on attitudes towards congratulation and related aspects, the speech act of congratulation in the Palestinian context has never been investigated widely before. Therefore, the researcher is going to gather the previous studies about the topic and conducts a study in the Palestinian society taking into account gender (male and female) and politeness theory.

To add, this study sheds the light on the strategies of congratulation as suggested by Elwood (2004) in addition to the strategies of positive politeness theory by B&L.(1987). In fact, Elwood's (2004) and B+L's (1987) theories will be adopted for data analysis in this study.

2. 2 Speech Act Theory

The earliest ideas of speech act theory were defined by British philosopher John L. Austin in his 1959 book, *How to Do Things with Words*. (Johnson, 2018).

Austin proposed that there were only two types of possible utterances. There were "performative utterances" which he defined as utterances which: [...] do not 'describe' or 'report' or constatae anything at all, are not 'true or false'; and [...] the uttering of the sentence is, or is part of, the doing of an action, which again would not normally be described as saying something (1962:5) Also, there were "constative utterances"; uttering a constative is 'saying something' that has the property of being either true or false (Austin, 2000:351). So, the constative includes all descriptive utterances, statements of fact, definitions and so forth: utterances which report, inform and state (Searle, 1971:39). The former category, performatives, is the focus of our investigation as a performative utterance can be viewed as a "speech act" where " the uttering of the words is [...] the leading incident in the performance of an act, [...] the performance of which is also the object of the utterance" (Austin 1962:8).

According to Nordquist (2017) *Speech Act Theory* is a subfield of pragmatics concerned with the ways in which words can be utilized in order to present information and to carry out actions. Moreover, it is worth mentioning because it becomes an important and influential branch of the contemporary theory of language. The influence mainly refers to [J.R.] Searle (1969, 1979) and [H.P.] Grice (1975) whose ideas on meaning and communication have stimulated and enhanced research in philosophy, human and cognitive sciences.

According to Searle (1979) there are just five illocutionary points where interlocutors can achieve on propositions in an utterance when offer congratulations in each other

occasions. Searle's classification of illocutions includes: *assertive*, *commissive*, *directive*, *declaratory* and *expressive*. Interlocutors achieve the *assertive point* when they represent how things are in the world. It's the illocutionary act that represents a state of affairs such as stating, claiming, hypothesizing, describing, telling, swearing that something is the point..... etc.

The *commissive point* is considered when interlocutors commit themselves to doing something and it is the act when speakers (Ss hence forth) perform the speech act. For instance, Ss might promise, intend, vow to do or refrain from doing something. The *directive point* is considered when others get the addressee doing acts and so they make an attempt to get hearers to do something. For instance, Ss might order, command, defy and challenge. The *declaratory point* occurs when Ss do things in the world at the moment of the utterance solely by virtue of saying that they behave and do an act in addition to bring into existence the state of affairs to which it refers. For instance, interlocutors might bless, baptize, pass sentence and excommunicate. The last illocutionary act is the *expressive point* which is the mental state of the speaker regarding an event to be true and it expresses hearers attitudes about objects and facts of the world. For instance, hearers might congratulate, thank, deplore, condole and welcome others.

Levinson (1983) states that speech act theory is one of the most important notions in pragmatics. It denotes the sense in which utterances are not mere meaning-bearers, but rather they perform actions. For instance, utterances in conversation respond not to the shape or meaning of what was said, but to the underlying point or action performed by the prior turn at talk.

2. 2. 2. Speech Act of Congratulation

Oraiby (2018) divides congratulation into two types. First type is congratulation for doing. This type of congratulation is concerned about congratulating others when doing something. According to Merriam Webster's Collegiate Dictionary (2003:262) congratulation for doing is used to express explicit pleasure to others on their occasions of success or good fortune. For instance, teachers congratulate their pupils when they succeed in their tests and colleagues congratulate their friends when winning a race. Teachers might say to their pupils *Congratulations on your test results* and colleagues might say: *We congratulate you for winning the race*. This type of congratulation is used to create self-esteem among interlocutors and support them for more success and achievements.

The second type is called Ritual Congratulation which is thoroughly related to social glad occasions which are called by Merriam Webster's Collegiate Dictionary (2003:262) as archaic. In this type of congratulation, interlocutors congratulate each other in their ritual occasions to express sympathetic happiness for others' glad occasions. Thus, individuals need a social context to congratulate such as having a birthday, anniversary and new year. In this type, people congratulate each other through saying: *Happy Birthday, Happy anniversary* and *Happy new year*.

This type of congratulation is intended to build relationships and encouragement cooperation. It is likely to create a set of circumstances to develop the relationships that facilitate cooperation among people and to be part of the group. So congratulation, commendation and appreciation help to bring such relationships. When individuals congratulate person(s) for something they have done, they are praising them for what they have done.

The speech act of congratulation is considered as one of the positive politeness strategies according to Brown and Levinson (1987:70). Positive politeness means consistent self-image that individuals have and their desire to be respected and approved of by at least some other people (Ibid:67). Thus, positive politeness strategies are attempts by a speaker to treat the listener as a friend or as someone to be included in discourse. A sincere congratulation is almost certainly the most effective way to give people support, encouragement, and to create friendship.

2.2.3 Congratulation: Pragmatic Perspective

Congratulation as a word has three different meanings according to Merriam Webster's Collegiate Dictionary (2003:262). First, it is defined as "expressing pleasure to others on the occasion of success or good fortune" such as: *I congratulate you for winning the election.*; second, it is defined as "expressing sympathetic pleasure at (an event) such as: *I congratulated them all on their results*;" while the third definition is expressing salute or greet, such as saying *Happy Christmas!*

Congratulating and other speech acts such as parsing, thanking, greeting, offering, etc, whose illocutionary force coincides with social goals are intrinsically polite and take the form of positive politeness. Such speech acts are termed "convivial" (Leech;1783: 104). This convivial class relates to Austin's class of behabitives and Searle's expressives.

2.2.4 Felicity Conditions of Congratulation²

Felicity Condition is defined as the effectiveness of speech acts use by the speaker. Austin (1962) states that in using speech acts the interlocutor has to fulfill certain conditions regarding the act that is being uttered. What's more, felicity condition is a state when the

² <http://culturalstudienow.blogspot.com/2018/01/felicity-condition-and.html?m=1>

utterances made have met the appropriate conditions such as appropriate context, conventional existence, authority and also speaker's sincerity.

Searle (1969) has posited four fundamental rules for the felicitous condition to be fulfilled. These rules are explained as the following:

1. Propositional Content:

Propositional Content condition explains the illocutionary forces that specify the acceptable conditions regarding the propositional content. In other words, it is the proposed condition of the speaker or hearer.

2. Preparatory Condition:

Preparatory Condition involves the attempt to conduct a felicitous illocutionary act. In this condition the speaker has to have certain beliefs regarding the speaker's act and conditions.

3. Sincerity Condition:

In this condition the performer must have a certain psychological attitude concerning the propositional content of the utterance. As an example, when a person is making a promise, he/she must have an intention of keeping it.

4. Essential Condition:

Essential condition of an utterance has to do with its intention to get the hearer to perform the intended act.

To be more specific, Searle (1969, p67) states that the speech act of congratulation consists of the following components which form the conditions of congratulation:

1. There is a happy occasion which is related to the hearer: Congratulation occurs in happy occasions which require congratulation such as delivering a baby, getting degree, marriage, etc.
2. The occasion is in the hearer's interest: The hearer has to be interested in the former occasions, such as delivering a baby, getting degree, marriage.... In order to get congratulations.
3. The speaker or congratulator is glad at the event: The interlocutor has to be glad when congratulating others in their occasions.
4. Last, but not least, it is considered an expression of pleasure at the event: The congratulator shows his/ her happiness and pleasure through expressing the congratulation utterances.

2. 2.5 Definitions

2.2.5.1. Dictionary Definitions of the word congratulation in English.

Dictionaries define the term congratulation as follows:

- 1. Collins dictionary** defines congratulation as an expression of pleasure or joy to communicate pleasure, approval or praise to persons. The term *congratulation* is followed by the preposition *on*.
- 2. Encarta dictionary** defines congratulation as the act of expressing pleasure to others in case of having successful achievement or good fortune on a special occasion.
- 3. Oxford dictionary** states the etymology of congratulation. It is mentioned that the origin of the word *congratulation* turns to the late Middle English from Latin. congratulation comes exactly from the verb *congratulari*.

Synonyms: Good wishes. Best wishes, greetings, compliments, felicitation.

E.g. *"You all deserve congratulations that the visit was a success"*

4. Cambridge dictionary³ defines congratulation as something that you say when you want to congratulate someone.

5. Macmillan Dictionary defines congratulations (plural) as used for telling someone that you are pleased about their success, or happiness on a special occasion. For instance, they might say:

1. *'I have passed my driving test.'* 'Congratulations!'

2. *That is great news. Give her my congratulations.*

2.2.5.2. Definitions of Congratulation in Arabic:

There are many words that are used to extend congratulation by Palestinians in Palestinian Arabic as stated in Almaany (2010). The following translations are the most commonly used ones for congratulating in Arabic.

The most commonly used word for congratulating in Arabic is (يُبَارِك) (yubarik) (congratulate)

يُبَارِك: Verb

يُبَارِك مُبَارَكَة (Mubarak) (noun) فهو مبارك والمفعول مبارك

To supplicate the Almighty to grow and increase your good deeds (yubarik) يُبَارِك

مُبَارَكَة (noun) supplication

³ <http://www.memidex.com/congratulation+speech-act>

The person who congratulates (mubarik) مُبَارِك

The event or the achievement which is congratulated (mubarak) مُبَارَك

growth, increase and happiness (noun) الْبَرَكَة

Supplication for the bride and the groom to (birrifaa wa albaneen) : رِفاء (rifaa) بالرفاء والبنين :

Which means to be together forever and have children, specially used for marriage congratulations.

2. 2.6 Politeness Theory

One of the aims of the study is to examine the related positive politeness strategies utilized in the responses of both males and females. In this section, the researcher will tackle and highlight the term politeness, its theories and strategies in details. Before coming across the explanations for the term *politeness*, it must be noted that the phenomenon of politeness is particularly human. Kadar & Chiappini (2011) clarify that animals can communicate aggression, friendliness, and submission. However, they never communicate politeness. Wherefore, politeness is a human practice and at the same time it is culture specific since it is a part of “the common behavioral heritage of humanity” (p.2).

Politeness is a term that is commonly used to mean different things. For example, in eastern societies, it is used to denote good values and behaviors. When we approach the philosophy of language we find out that there are further explanations for the term. To add, if we begin from the usage of the term *politeness* and its context, we find that we should associate it to the court life and life in the cities as it is related to civility and courtesy (Eelen, 2014). In everyday life the simplest way to define politeness by a mother to her little child is to do a proper behavior or to avoid an improper one. Politeness is not only

realized by verbal behavior but also non-verbal as one decides not to do a certain act. Furthermore, the researcher finds out that villagers are also polite whether verbally or behaviorally. They respect older people particularly if these older people are their ancestors. They obey them and show them deference. Moreover, villagers like living together in the same house. They like to eat, clean and even work in the same land where there is politeness and relations which link them in their small villages. They share their occasions through having honest and polite rapports

Kitamura (2000) describes Brown and Levinson's (1987) politeness theory and identifies a new type of interaction which was not mentioned by Brown and Levinson in their list of "politeness" strategies. This type is called non- goal-oriented interaction. It states that the adaption of Brown and Levinson's politeness theory can be applied in non-goal oriented interaction. Thus, this adaption of their theory to a different type of interaction has revealed some types of "politeness" phenomena which is not described by Brown and Levinson. Consequently, Kitamura concludes that politeness phenomena can be identified in Brown and Levinson's theory not only in goal-oriented interaction but also in non-goal oriented interaction.

Coates (2004) states that Brown and Levinson (1978) utilize the term face to demonstrate politeness. Face means the public self-image of a person, and politeness in an interaction can be demonstrated as the means employed to show awareness of another person's face. A person may have a positive face such as a need to be accepted or liked, and also a negative face which is a need to be independent and not to be imposed on (Yule, 1996: 60-61).

The topic of politeness has been discussed by many linguists and scholars. One of these scholars is Lakoff's theory (1989). Inspired by the Gricean principle, Lakoff defines

politeness as “a system of interpersonal relations designed to facilitate interaction by minimizing the potential for conflict and confrontation inherent in all human interchange” (Lakoff, 1990 as cited in Eelen, 2014: 2). Lakoff proposes three rules of politeness; *do not impose*, *give options*, and *make the other feels good or be friendly*. The priority of one rule over another might be different from one culture to another.

Some cultures place the first rule over the two others, so in this case this culture is said to follow the distance strategy where individuals prefer not to impose on others as there is a distance between them and their interlocutors. The second rule seems to have importance in cultures that tend to adopt the deference strategy. However, the last rule *be friendly* is mostly important for camaraderie cultures that assume “total involvement, understanding, and empathy” (Kádár and Chiappini, 2011: 225). In addition, researchers state that there are three rules followed to avoid communication conflict and according to which different cultures are categorized. These rules are distance, deference, and camaraderie. Cultures of British, Japanese, and Australian are respectively instances where these values are evident. (Kádár and Chiappini, 2011)

Politeness has principles and rules in the realm of pragmatics. Cook (1989) was one of the scholars who believe in the existence of rules or principles of politeness. He believes that in any conversation between interlocutors there are principles that are acknowledged and followed by other speakers in their discourse. These conversational principles consist of the cooperative principles suggested by Paul Grice (1975) in addition to politeness principles by Lakoff (1989). In a default situation, speakers are expected to conform to four maxims as they supposedly cooperating with their interlocutors (Cook, 1989). Those maxims are:

1. Quality; to be honest.
2. Quantity; to be brief.
3. Relevance; speakers are expected to conform to the topic.
4. Manner; to be clear.

2.2.6.1 Two Variables in Politeness Behavior

There are two basic variables in people's politeness behavior which are the most obvious ones. These variables are culture and gender.

2.2.2.1 Culture

Politeness is a fundamental aspect in social life because it is a way to make linguistic action inoffensive and conforming to current social expectations. The meaning of politeness derives from the speech community's social values when rules for polite behavior differ from one community to another. In some countries a general and vague expression is acceptable as an excuse to refuse an offer, while in some Western cultures a specific reason is regarded as proper (Holmes, 2008). Differences in expressing the same speech act reflect different social values and attitudes of different societies.

2.2.2.2 Gender

Gender differences have been noticed in the area of politeness. Research evidence shows that men and women have a different understanding of how a compliment or an apology is done, and hence different communicative behaviors are conducted (Coates, 2004: 86). Cultural stereotypes have it that women are more polite than men and they use different conversational strategies in communication. Holmes (2008) refers to Robin

Lakoff (1975) saying that women use language characterized by linguistic features such as lexical hedges, tag questions, rising intonation, empty adjectives, precise color terms, intensifiers, hypercorrect grammar, super polite forms, avoidance of strong swear words and emphatic stress (Holmes, 2008).

Lakoff (1989) quotes that women's choice of language reinforced their subordinate status in American society. However, O'Barr and Atkins (1980) find that these features are not peculiar to women, but correlate with the speaker's social status, as pointed out by Coates (2004:107). It has been proved by evidence that women do use more hedges and linguistic forms like *well, you know*, etc for the sake of mitigating forces or indications of uncertainty. In addition, women pay more compliments to other speakers, while men talk more, swear more and use aggravated directives to get things done (Coates, 2004: 110), all these indications point to the conclusion that women are linguistically more polite.

According to Coates, Brown (1998) attributes this phenomenon to the fact that women are sensitive to the face needs of others while men's speech is more matter-of-fact (Coates, 2004: 107). After studying the language of women and men in New Zealand, Holmes (1995) confirms Brown's findings by explaining that "most women enjoy talk and regard talking as an important means of keeping in touch, especially with friends and intimates. They use language to establish, nurture and develop personal relationships. Men tend to see language more as a tool for obtaining and conveying information (Holmes, 1995:2).

2.2.6.2 Positive Politeness and Collectivism in Palestinian Society

Cultures are divided in terms of sociolinguistics into two types: the collectivistic and individualistic culture. According to Triandis (2018) Collectivism is defined as a social pattern consisting of closely linked individuals who see themselves as parts of one or more

collectives such as family, co-workers, tribe and nation; These social patterns are primarily motivated by the norms of and duties imposed by those collectives. To add, people in the collectivistic cultures are willing to give priority to the goals of these collectives over their own personal goals; and they emphasize their connectedness to members of these collectives.

According to Triandis (1986), members of collectivistic cultures concentrate on the needs and welfare of in – group members. According to Hirokawa & Miyahara, (1986) collectivistic members are characterized by their homogeneity. These cultures value harmony and have rigid rules that govern appropriate and inappropriate behavior (Boldt & Roberts, 1979). Congratulation is one way through which people show that they care about others. In these cultures indirect or implicit communication is valued and direct communication is often viewed as rude.

On the other hand, according to Triandis (2018) individualism is defined as a social pattern that consists of loosely linked individuals who view themselves as independent of collectives; are primarily motivated by their own preferences, needs, rights, and the contracts they have established with others; give priority to their personal goals over the goals of others; and emphasize rational analyses of the advantages and disadvantages to associating with others. To add, members of individualistic cultures focus on the idiosyncratic needs, desires, and goals of individuals. Individualistic cultures are known for their heterogeneity. Diversity and deviance are tolerated. Equally important, explicit or direct communication is valued. Individualistic cultures dominate in North America, Northern , Western Europe, and Australia.

From the above discussion, the researcher explores that culture in Palestine can be considered as collectivistic culture. Palestinians care about their own values, needs and

benefits of their family members. For instance, brothers help their sisters in their families "being single" and even when they get married. They share resources of benefit and they also share their occasions. They congratulate each other when they have occasions. As an example, when they have occasions such as baby birth, graduation, etc, they make parties and show their deep happiness to each other.

For more clarifications, Hui & Triandis (1986) state that collectivism can have the following characteristics:

1. Concern by a person about the effects of actions or decisions on others.
2. Sharing of material benefits.
3. Sharing of nonmaterial resources.
4. Willingness of the person to accept the opinions and views of others.
5. Concern about self-presentation and loss of face.
6. Belief in the correspondence of own outcomes with the outcomes of others.
7. Feeling of involvement in and contribution to the lives of others.

In contrast, Hui & Triandis (1986) also states that there are differences in case of individualistic cultures which include that individuals have:

1. less concern about the effects of actions or decisions on others.
2. less sharing of material benefits.
3. less sharing of nonmaterial resources.
4. less willingness of the person to accept the opinions.
5. less concern about self- presentation and loss of face.

6. belief in the correspondence of their own not of others.
7. Less care about the involvement in and contribution to the lives of others..

2.2.6. Brown and Levinson's Politeness Theory

Brown and Levinson's theory of politeness (1987) is a fundamental theory in this study. It will guide the researcher to trace the kind of politeness strategies, whether they are positive or negative that are prevalent to the speech act of congratulation taking into account gender (male and female). In fact, Brown and Levinson's theory (1987) will be adopted as a theoretical framework for the purpose of data analysis in this study.

B & L (1987) distinguish between positive and negative politeness. They point out that both types of politeness contain maintaining or redressing threats to positive and negative face. Thus, they define positive face as the addressee's permanent desire that his wants should be thought of as desirable. In contrast, negative face is defined as the addressee's want to have his/her freedom of action unhindered and his attention unimpeded.

B & L (1987) define face as "the public self-image that every member wants to claim for himself, consisting in two related aspects; negative face and positive face" (p.61). The negative face, on one hand, is based on the assumption that any member of a society does not want his/ her freedom to be restricted by others. This term is claimed and appreciated by all members of the society.

Brown (2016) conducts a study about politeness theory. In his study he states that face has two face aspects which are negative face and positive face. Negative face refers to desires that are not be imposed on but positive face refers to desires that are liked, admired and ratified. Thus, Brown involves three factors to be taken into account. First, individuals tend to be more polite to people who are socially superior or important to oneself such as

boss and president. Second, individuals tend to be more polite to people that individuals don't know or people who are somehow socially distant such as strangers. Third, this factor includes kinds of acts in a society which come ranked as more or less imposing and so more or less face- threatening and also the more face- threatening, the more polite the individual is likely to be.

However, the positive face is satisfied when one's actions and features are being accepted by others. Negative politeness is directed to meet the negative face of the hearer when the interlocutors know that he/ she imposes on the hearer's freedom of action. In doing so, the interlocutors employ different strategies to mitigate the impact of imposition on the hearer. For that reason, negative politeness is said to have an "avoidance-based orientation". However, the positive face of the hearer is enhanced and "anointed" as the speaker appreciates the hearer's actions which they always wish to be approved. (Brown, 2016, p.61).

As a further assumption of their theory, Brown and Levinson (1987) claim that "face" can be "lost, maintained, or enhanced, and must be constantly attended to in interaction" (P.61). Face can also be "invested", "humiliated", "lost", "maintained", or "enhanced" (p.311). Therefore, face is a central construct that manages the communication between members of a society and must be attended to.

The theory of Brown and Levinson (1987) is the corner stone of this study. It is though criticized and attacked, it attains its strength from the criticism it received. Gilks (2010) contends that despite the criticism directed to the validity of Brown and Levinson theory of politeness, there are myriad of studies and papers that adopt the theory in their experiments and discussions. This constitutes a credit for the theory as it has been the core of debates and arguments ever since its formulation. Leech (2005) asserts this advantage and states that "the

theory of politeness of Brown and Levinson (1978, 1987) has remained the most seminal and influential starting point for cross-cultural and cross-linguistic contrastive pragmatics” (p. 1)

The concept of face is believed to be universal; however, the choice of strategy and the degree of threat that can be met in a speech act fluctuates from one culture to another. This reality is well recognized and acknowledged by Brown and Levinson (1987). “Interactional systematics is based largely on universal principles. But the application of the principles differs systematically across cultures, and within cultures across subcultures, categories and groups” (Brown and Levinson, 1987, p.283)

2.2.6.1 Positive Politeness Strategies

According to Wlijaya (2018) Brown and Levinson (1987) state that positive politeness has 15 strategies as follows:

1. *Notice, attend to hearer’s interests, wants, needs and goods*: In this strategy the output suggests that speakers should take notice of aspects of hearers’ conditions.
2. *Exaggerate (interest, approval, sympathy with hearer)*: This strategy occurs with exaggerated intonation, stress, etc. with the hearer) e.g. the use of *really, absolutely, exactly*.
3. *Intensify interest to hearer*: Here, the speaker needs to share his interest with hearers as a form of speakers’ contribution into the conversation.
4. *Use in-group identity markers*: This strategy has ways which convey in-group membership.
5. *Seek agreement*: In this kind of strategies speakers utilize *safe topics* and *repetition* to stress agreement.

6. *Avoid disagreement*: In this strategy speakers turn to use strategies such as *white lies* and *hedging opinions*.

7. *Presuppose, raise and assert common ground* strategy: This type contains *gossiping*, *points of view operations* and *Presupposition manipulations*. In other words, this strategy aims to lessen the distance between the interlocutors.

8. *Jokes*: This strategy might be utilized to stress the fact that there must be some mutual background knowledge and values where the speaker and hearer share.

The second group of strategies is used for the purpose of making the speaker and the hearer cooperate as the following:

9. *Assert or Presuppose* speaker's knowledge of and concerns for hearer's wants: In this strategy the speakers and hearers are co-operators. Therefore, there will be a pressure on the speaker to interact with the hearer. E.g. *I know you need to finish writing your proposal, but could you help me in doing this homework?*

10. *Offer or Promise*: This strategy demonstrates the attention of speakers and satisfying hearers' positive- face wants. E.g. *We don't have any available seats for more students, but I promise you to nominate your name for the next time.*

11. *Be optimistic*: It's the strategy where the speaker and hearer obtain good relations between each other. E.g. *you don't mind if I smoke, do you?*

12. *Include both S and H in the activity*: It occurs when both the speaker and the hearer do things together. E.g. the use of "we" instead of "I" or "you".

13. *Give or Ask for reasons* strategy: The speaker utilizes the hearer as a reason to achieve speaker's wants.

14. *Assume or assert reciprocity* strategy: It occurs when speakers ask the hearer to do a favour in order to gain another favour.

The strategy number 15 aims to attend to the hearer's wants and to fulfill them.

15. *Give gifts to hearer such as goods, sympathy, understanding and cooperation*. In this strategy the speaker cares about the hearer's positive face through giving tangible gifts and relations. For instance, the speaker might say: E.g. *we wish you the best of luck in finding a job suitable for your talents*.

These fifteen strategies are classified under positive politeness. Differentiation between the above-mentioned strategies might not seem obvious and apparent. The researcher might have difficulty in following all of these strategies during data analysis. Since, the objective of the study is to identify the positive politeness strategy utilized by the participants when responding to the four situations in the Discourse Completion Test (DCT). In fact, there might be some interlap between some of these strategies.

2.2.6.2 Negative Politeness Strategies

Negative Politeness Strategies are ten in total. They all have an objective to redress the imposition on the hearer by using techniques such as apologies, hedges, deference, or impersonalizing among others. Baresova (2008) sums them up as following:

1. Be conventionally indirect. For instance: *can you pass me the salt* is an indirect speech act that comes in the form of a question, yet it is an implicit request. This utterance turned to be on-record. (p.41)

2. Questions and hedges: Speakers can use them to alleviate the imposition on the hearer as his/ her wants or freedom of action is constrained. The following utterances clarify how the

speaker sometimes uses devices to refrain from expressing directly his/her opinions that seem against the hearer's desires.

Yes, she' kinda beautiful, in a way

I think that you should perhaps start looking for another job

Could you...?

I think that she likes you

Speakers can also use hedges to avoid any breaking of the social harmony. These hedges include: tags, adverbials like *in fact, in a way, kinda*, and if clauses *if you can, if you want* (p.50)

3. Be pessimistic: The speaker pretends to be pessimistic for not being able to get what he/she wants from the hearer. E.g. *I don't suppose you could lend me the book.../ that would be too much to ask, wouldn't it?*

4. Minimize the imposition E.g. *I just...*(p.52)

5. Give deference: Whereby the speaker shows modesty and respect to the hearer E.g. *it's perhaps not what you are used to, but it's the best we have.*

6. Apologize: *Sorry to bother.../ I know it's a lot to ask../ I'm sorry to bother.*

7. Impersonalize the speaker and the hearer by avoiding the pronouns I and you, using passives, and using "one" instead of using names e.g. *\$50.000 would really help the election campaign.../ It should be done by Friday.*

8. State the FTA as a general rule e.g. *shoes are for outside../ Sitting on the table is unacceptable...*

9. Nominalize: This strategy places the speaker and the hearer away from the embarrassment that results from doing the FTA. For example, a speaker may opt to say *production process has problems*....instead of saying *your factory is producing a lot of products that failed to...*

10. Go on-record as “ incurring a debt, or as not indebting hearer” e.g.” *if you helped me, I would be grateful*” and “ *thanks a lot, I won’t forget it*”.

2. 2. 6.2 Strategies and sub-strategies of congratulation

Elwood’s (2004) has proposed a taxonomy of congratulation strategies and sub-strategies. Elwood’s (2004) classification of congratulation strategies will be adopted to analyze data in the study. These strategies and sub-strategies are stated as the following:

1. Illocutionary Force Indicating Device (IFID): This is considered a strategy of congratulation through uttering the word *congratulation* whenever there is a happy occasion.

2. Expression of happiness

a. Expression of personal happiness. E.g. *I'm so glad.*

b. Statement assessing the situation positively. E.g. *That's great!*

3. Request for information

a. Specific question E.g. *Who's that guy/girl?*

b. General request for information E.g. *Now are you satisfied with your marriage?*

4. Expression of validation

a. Statements indicating the situation was warranted. E.g. *You deserve it.*

b. Praise: E.g. *Great job!*

c. Statements of prior certainty E.g. *I knew you would succeed.*

5. Self-related comments

a. An expression of longing E.g. *I also longed to be a doctor, but I couldn't.*

b. An expression of envy E.g. *You've got this by chance.*

c. A prediction of one's own future success.

E.g. *God willing, I would be a successful person like you.*

6. Exclamation/Expression of surprise.

E.g. *Wow, are you kidding?*

7. Offer of good wishes E.g. *I wish you a happy New Year.*

8. Encouragement E.g. *You should do your best for higher achievements.*

9. Joking E.g. *You better if you didn't get married^d*

10. Affection expression E.g. *I love you.*

11. A suggestion to celebrate E.g. *Let's go out for dinner.*

12. Thanking God E.g. *Thanks God.*

13. Offer of help E.g. *I hope I can help you.*

14. Statement assessing the situation negatively

E.g. *Why did you get married?*

2. 2.7. Gender and Politeness

Mills (2003) conducts a study about *Gender and Politeness*. She speaks about women and men's use of politeness. In her study she shows problems arise during the interpretation of data as a result of the application of Brown and Levinson's model. She tackles both models dominance and differences in terms of their particular ways of looking at women's language. To add, she investigates the strong relationship between women and polite behaviours because politeness is considered as “a civilizing force which mitigates the aggression of strangers and its familiars towards one another (Mills, 2003).

Graddol and Swann (1989) state that women and men may be inclined to use different politeness strategies in the same context. They describe Lakoff's claim (1975) which talks about a set of features. These features appear more in women's speech than men's. They also find out that women are considered more polite, collaborative and co-operative in interaction while men are more aggressive and competitive.

Yan (2010) mentions that women are more polite than men and they utilize different conversational strategies in communication. (Holmes, 1995: 298) refers to Robin Lakoff (1975) saying that women utilize language characterized by linguistic features such as lexical hedges, tag questions, rising intonation, empty adjectives, precise color terms, intensifiers, hypercorrect grammar, super polite forms, avoidance of strong swear words and emphatic stress (Holmes, 2008).

Holmes (1995) confirms in his study Brown's findings by explaining that most women enjoy talk and talking as an important means of keeping in touch, especially with friends and intimates. He utilizes language to establish, nurture and develop personal relationships. On the other hand, men tend to see language more as a tool for obtaining and conveying information.

Coates (2004) proves by evidence that women do use more hedges - linguistic forms. For instance, they utilize expressions of *well, you know*, etc in order to mitigate forces or indications of uncertainty. To add, she mentions that women pay more compliments to other speakers, while men talk more, swear more and use aggravated directives to get things done and so all these pointing to the conclusion that women are linguistically more polite.

Hefner (2008) explores the relationship between the status of Javanese women and the politeness or formality of their speech. In this article the researcher reveals that women will speak more politely than men as an expression of their secondary status cross-culturally. She conducts an ethnographic research from East Java. The research reveals that Javanese women are required to be more polite within the family where they receive less polite speech and offer more. However, in the wider context of Javanese culture Javanese men who strive to cultivate politeness for the purpose of expressing their superior status and authority. The potentially compulsory or political power of politeness in Javanese is related to the ambiguity of the polite codes themselves, which may be used to express both deference or humility on the one hand and status, refinement, and power on the other.

Therefore, speech patterns of politeness are linked to a number of social-structural variables which are patterns of socialization, models of appropriate male and female linguistic behavior, and men's and women's social roles and typical spheres of interest. For more clarifications,, as in Java, polite codes are associated with public power and control, we should be expecting that men may be especially concerned with the cultivation of polite styles of speech.

2.8 Why do men and women interact differently?

A variety of explanations have been proposed for gender differences in language use. Janet (1995) searches about this notion deeply and finds out that women and men are thoroughly different because of:

1. Innate biological differences:

Janet (1995) states that scholars argue in account for sex- differentiated rates of language acquisition. For instance, there are psychological differences that account for gender differences in orientation to others. Women are more concerned with making connections: they seek involvement and focus on the interdependencies between people. Men are more autonomy and detachment. They seek independence and hierarchical relations as Janet (1995) claimed .

2. Socialization:

Janet (1995) states that boys and girls experience different patterns of socialization. Therefore, this leads to different ways of using and interpreting language. Boys interaction tends to be more competitive and control-oriented while girls interaction tends to be more cooperative and focuses on relative closeness.

3. Differential Distribution of power in Society:

Generally, men's greater social power allows them to define and control situations. Also, it has also been suggested that those who are powerless must be polite. Thus, in communities where women are powerless they tend to be more linguistically polite than the men who are in control of powerful (Janet,1995).

Literature Review

2.3.1 Congratulation in one language

Emery (2000) explores the speech acts of congratulating and commiserating in Omani Arabic. Different formulas and functions of those speech acts are addressed. He overemphasizes the distinction between the old and young generations in terms of their choice of the appropriate formulas in the appropriate context. For example, he argues that the influence of well-known varieties such as Egyptian and Levantine is much more manifested in the speech of younger generation in the society. Likewise, the factor of gender is dubbed to be the great influence especially in the speech of old women. Specifically, he conducts a study on greeting, congratulation and commiserating in Omani Arabic which revealed that older women and older men use expressions different from those used by younger people. For instance, on the occasion of wedding, older people use expression “Allah ybbarik fe Al-omaar (may God bless your life), while the younger favored the expression “Mabrook” (congratulation or may you be blessed)

Khalil (2015) conducts a study about responses of congratulations in Kurdish with reference to English at Dohuk University. The data were collected by asking the participants to fill in a DCT. The DCT consists of 10 situations dealing with happy occasions. In each occasion, the participant had to imagine the situations that his friend is congratulating him and the participant had to write his responses in the Kurdish language. The data were analyzed according to the taxonomy of congratulation strategy by Elwood (2004). Then, they were analyzed according to the classification of positive politeness strategies proposed by Brown and Levinson (1987: 102-131). He finds out that the highest strategy in percentage for male students was (*thank + wish*) and the highest one for female students was (*thank*) in his final analysis.

Al-Shboul and Huwari (2016) investigate congratulation strategies as used by Jordanian EFL postgraduate students. In this study they investigate the patterns and linguistic forms that Jordanian EFL postgraduate students use to offer congratulation on the occasions related to marriage and birth of a baby. To add, they investigate the types of positive politeness strategies of the speech act of congratulation. They find out that the most frequently used strategies of congratulation were *illocutionary force indicating device*, *offer of good wishes*, and *expression of happiness*. And, they find out that the most frequent positive politeness strategies were *giving gift to listener*, *exaggeration*, and *in- group identity marker*.

Mahzari (2017) aims in his sociopragmatic study to identify the verbal and nonverbal types of responses used by Saudi Facebook users in the comments of congratulations on the events of happy news status updates on Facebook. He states that interlocutors have their special ways of expressing congratulation because the expressive speech act of "congratulations" is not the only way to express happiness and share others their happy news, especially on the new social media such as Facebook.

He studies a total of 1,721 comments of congratulation collected out of 61 different occasions and analyzed qualitatively and quantitatively by using the frame-based approach to understand the construction of politeness of congratulation on Facebook. The results show that 23 verbal types of responses used by the users. However, the use of *congratulations*, *offer of good wishes*, *praise*, and statements indicating the situation was warranted were the most frequently used strategies. The results show that 100 patterns of verbal compound strategies, but the use of *congratulations* with *offer of good wishes* was the most frequently used compound strategy. In addition, 42 types of emojis were found in the comments and categorized into seven different functions.

However, the function of expressing endearment was the most frequently used one. Finally, the results show that the posts received 31 sharing and 3 types of emoji reactions, such as "like" (Thumbs up), "love" (Beating heart), and "wow" (Surprised face), but the use of "like" was the most frequent emoji reaction to the posts. They indicate that the verbal strategies are not the only way to express happiness on Facebook. Therefore, users employ nonverbal strategies to express happiness and intensify their congratulations because of the absence of prosodic strategies and facial expressions to convey positive feelings.

Eshreteh (2019: forth coming), conducts a research paper entitled by " The Speech Act of Congratulation and Positive Politeness Strategies: A Study of Comments on Facebook Posts by Palestinians". He investigates the realization patterns of the speech act of congratulation as used by Facebook Palestinians when congratulating other interlocutors . He gleans the data from two authentic situations that were posted by the researchers friends on their Facebook accounts. He finds out that the most frequently used strategies of congratulation are *illocutionary force indicating device, offer of good wishes, and expression of happiness*. Also, he finds out that the most frequently positive politeness strategies used are *giving gift to listener, exaggeration, and in- group identity marker*.

Allami and Nekouzadeh (2011) conduct a study about the speech act of congratulation in terms of the Taxonomy proposed by Elwood (2004). They represent the basic verbal strategies used by Iranian Persian speakers through offering congratulations. The researchers depend on the modified version of Brown and Levinson 's model of Politeness (1987). They delivered a DCT that consists of nine situations to fifty participants. Accordingly, this study explores the positive politeness strategies in the congratulation speech act. The analysis of their data reveals that the mostly used types of congratulation strategies were *Illocutionary Force Indicating Device, Offer of good wishes, and Expression of Happiness*. To add, the related positive politeness strategies were thoroughly indicative of the fact that Iranian people

mostly made use of the strategies *Giving gift to listener*, *Exaggeration* and *In-group identity marker* when responding to other's happy news.

Basami and Soleimani (2016) investigate the relationship between learners' L2 proficiency levels and their use of congratulation strategies. They deliver two sets of questionnaires which are congratulation strategies and sub-strategies coding by Elwood (2004). The participants of the study were 60 students who were selected from among junior and senior BA students of English major. On the other hand, Pearson correlation indicates that there was a significant relationship between learners' different proficiency levels and their use of congratulation strategies. To add, the findings of the quantitative analysis of the data show that there was a significant relationship between both learners' L2 proficiency and their use of congratulation strategies and a consistency between use of Persian and English congratulation speech act strategies by Iranian English university students.

Moreover, the findings indicate that Iranian BA English students mostly utilize congratulation strategies used in their L1 as congratulation strategies for their L2. Also, the study sought to discover the congratulation strategies used most often by Iranian Persian speakers who were studying English for their BA in university. They find out that five types of congratulation strategies were used in the study. The strategies are *Illocutionary Force Indicating Device (IFID)*, *Expression of happiness*, *Offer of good wishes*, *Request for information* and *Expression of validation* which were the most frequent strategies utilized by the EFL learners. The researchers refer this to the effect of hidden layers of cultural, historical norms of such strategies and linguistic ability of the learners.

2.3. 2 Congratulations Cross- Culturally

Can (2011) conducts a study aiming to find out the culturally different conceptualizations of congratulation in British culture and *tebrik* and *kutlama* in Turkish

culture using a corpus approach in an attempt to formulate cultural scripts for these three performative verbs using the Natural Semantic Metalanguage Approach. More specifically, the study aims to reveal the contexts where the target speech act is used and to uncover the kinds of strategies employed in these situations. Therefore, in order to glean the targeted data, the study begins with the monolingual and bilingual dictionary definitions of the performative verbs (i.e., congratulate, *tebrik etmek* and *kutlamak*) and then the researcher follows a corpus approach whereby the performative verbs and their various lexical forms are searched for in various corpora (i.e., BYU-BNC, MTC, Google).

Totally, 47 dictionaries are looked up and 442 contexts of congratulation, 339 contexts of *tebrik* and 348 contexts of *kutlama* are collected from the newspaper and blog genres in the three corpora. The analyses of the data aim to uncover the qualitative and quantitative features of congratulation, *tebrik* and *kutlama* in British and Turkish cultures. The results of the study show that there are some cultural differences as well as similarities in the conceptualization of the speech act of congratulation in terms of its contexts of use and strategies. Also, the findings demonstrate the usefulness of the corpus approach in studying speech acts and their conceptualization.

Bataineh (2006) examines the politeness strategies used by 50 Jordanian native speakers of Arabic and 50 American native speakers of English. A 9-item Discourse-Completion Task was used to collect the data for the purpose of identifying potential similarities and differences in the use of (and response to) politeness strategies between Jordanian speakers of Arabic and American speakers of English. The two sample groups were found to employ similar politeness strategies with varying frequencies and realizations.

The study provides salient data on similarities and differences between Jordanian native speakers and American native speakers in their responses. The researcher cites cases

where the two languages show total, partial, or no equivalence, which is often problematic for the language learner. She argues that language learners' awareness of the existence of a difference in form, usage, or response may stimulate more appropriate use of target language. To add, she postulates that congratulations are seen as an acknowledgment of the achievement or good fortune.

Alameen (2017) investigates the similarities and differences between Sudanese (colloquial Arabic) and British (English) speech acts of congratulation from two perspectives: The first is the occasions which need congratulation. The second refers to the strategies used in these congratulations and the influence of the age in the choice of the strategies. She used the discourse completion test (DCT) as a descriptive method to collect data. The findings of the study can be summed up as follows: Firstly, Sudanese occasions need more congratulation than those of Britain. Secondly, Sudanese use more strategies than British do. Thirdly, age is one of the most influential factors that affect the choice of speech acts of congratulation.

The results show the nature of the Sudanese linguistic norms which expand the speech to make their congratulation warmer. On the other hand, British use brief and straight congratulation. The information gained from this study can be useful for the Sudanese learners of English as foreign language especially in cultural awareness and communicative competence. Therefore, learners must be given opportunities to learn speech acts in varieties of English contexts and to know the culture and the community of the target language. Also, they have to be aware of their own language not to be distorted by other languages by using foreign words in the Arabic sentences.

Nasri (2012) investigates the speech act of congratulation by making a comparison among three languages; namely, English, Armenian, and Persian with respect to offers of congratulations in four situations. The study compares the strategies native Americans utilize

for offering congratulations with the ones used by Armenians and Iranians. The data were gleaned through a Discourse Completion Test (DCT). The analysis of the data reveal several similarities and differences between the three groups. The findings of the study reveal that *IFID*, *request for information* and *offer of good wishes* were the most frequent formulas utilized by the American participants.

To add, more patterns of similarity were marked between the Persian and Armenian groups. Both groups had the *IFID* and *offer of good wishes* as the most frequent semantic formulas. However, Armenians' third formula, in terms of frequency of use, was expression of happiness while it was request for information for the Persian. All groups use more requests for information when addressing the hearers of lower social status. The frequency of *offers of good wishes* was higher among the American and Persian respondents in the situations, which require an offer of congratulations to the hearers of higher social status.

Cheng and Grundy's (2007) analysis of "congratulation" among the Chinese and Americans reveal that 'congratulation' is more overt among Americans than the Chinese, since Americans put the Illocutionary Force Indicating Device at the beginning of their utterances, while the Chinese do the reverse.

Pishghadam and Morady Moghadam (2011) work on 100 Iranian and American movies and analyze congratulation expressions in them. They opt Elwood's (2004) congratulation strategies and managed to extract some steps such as:

1. Offering congratulation.
2. Mentioning the occasion.
3. Blessing wish.
4. Expressing feeling.

5. Delightful statements.

6. Complimenting as dominant moves in congratulation conceptualization .

In addition, there are other aspects of congratulation that have been scrutinized during the previous studies. For instance, Coulmas (1979) discusses the participants' situational frames, setting, and other contextual factors among English and Japanese congratulation expressions. Issacs and Clark (1990) refer to the issue of sincerity in congratulation; they mention the concept of "ostensible congratulations". Allami and Nekouzadeh (2011) also investigate 'congratulation' considering Elwood's categorization; they analyze positive politeness strategies in Iranian contexts. They propose Illocutionary Force Indicating Device, Offer of Good Wishes, and Expression of Happiness as prevailing moves in Persian congratulations. Moreover, the use of strategies such as "Giving gift to " and "In-group identity marker" has been observed dominantly as positive politeness moves that Iranian people mostly made in happy events.

Trujillo, (2011) investigates a study about congratulation by Peruvian Spanish-speakers. The study is considered the first approximation to the realization of the speech act of congratulation in Colombian Spanish. She utilizes the model of Brown and Levinson (1987) for the study of preferences in the strategies of politeness, and the Scollon and Scollon model for the notion of deferential and solidarity politeness. The Blum Kulka et al. model is used for the classification of the categories of principal head acts and supportive moves in the speech acts of congratulation.

The results were found in answer to the basic hypothesis of the research: The Colombians in this sample have positive politeness when giving congratulations and manifest it with such solidarity strategies as pride and approval, expressions of gratitude and support. What's more, they give the congratulation in an explicit manner. To a lesser degree they

request information and make direct criticism. Then, the data analysis shows a 95% certainty in the differences found between men and women. Nevertheless, the differences between younger and older people or between young women and young men are not statistically significant and only show tendencies.

Jahangard et al (2016) investigate, in a cross cultural case study, the way Iranian and American Facebook users congratulate their friends on their birthdays. Their study investigates the possible effects of being an Iranian or an American typical Facebook user upon the kind of the category which is drawn upon to send an addressee a birthday congratulation note on Facebook. The data was gathered from 120 birthday congratulation notes issued by 60 Iranians and 60 Americans on Facebook. Seven dominant categories of congratulations emerged from the study namely *Illocutionary Force Indicating Device* (IFID), *Blessing Wishes*, *Divine Statements*, *Poem and Pieces of Literature*, *Endearments*, *Felling Expressions*, and *Compliments*. Moreover, the possible significant differences between the two groups within these categories were explored. The researcher states that five categories show significant differences between the two groups while the two categories *Illocutionary Force Indicating Device* IFID and *Blessing Wishes* did not show any significant differences.

Therefore, it became apparent that Iranian and American Facebook users employ significantly different patterns of use to congratulate their addressees on their birthdays. Persian speakers customarily prefer to express their birthday congratulation notes firstly by sugaring their addressees via various endearment strategies and kind words and then employing the “IFID” which was at the heart of their statements followed by *Blessing Wishes*. One the other hand, Americans did not employ *Endearments* as much as Iranians did, but they gave compliments more generously, especially when their addressees were famous people or

specialized in something. The results of the chi-square indicate that American and Persian speakers are different in all strategies except for the strategies of IFID and *Blessing Wishes*.

Dastjerdi and Nasri (2012) conduct a study about "Congratulation Speech Act Across Cultures: The Case of English, Persian, and Arabic". The researchers investigate the cross-cultural differences pertaining the production of a relatively understudied speech act of congratulation. In their study they delivered a discourse completion test (DCT) to three groups of participants. The DCT consists of four situations that need congratulations in each. Then, they elicit the required data from 48 American native speakers, 50 Persian native speakers and 44 native speakers of Syrian Arabic language.

The Syrian participants filled the DCT through having the translated version. After that, they analyze the corpus in order to determine the congratulation strategies used and the frequencies of their occurrence. The analysis of the data reveals that there are several similarities and differences among the three groups (Americans, Syrians and Persians). Consequently, the researchers and language teachers will have implications regarding the results of the study

Pishghadam and Moghaddam (2011) studies the speech act of congratulation in Persian and English with respect to semantic formulas. The researchers chose 100 movies (50 in Persian and 50 in English) as an instrument of the study to glean the semantic formulas related to congratulation. They utilize the model of cross-cultural comparison which is related to Elwood (2004). Therefore, they use Elwood's model as the yardstick to design a new classification for coding congratulation utterances. Participants use six generic categories that were recognized as the model of analysis: (1) offering congratulation; (2) mentioning the occasion; (3) blessing wish; (4) expressing feeling; (5) divine statement; and (6) complimenting.

In order to investigate the significance of differences between Persian and English categories, the researchers employed Chi-square formula. The results of the study revealed that there is a significant difference among various semantic formulas in each language and Persian and English congratulation utterances are significantly different with regard to *mentioning the occasion, expressing feeling, and divine statement*. However, no significant difference was observed with regard to *complimenting, offering congratulation and blessing wish*.

Conclusion

To sum up, the speech act of congratulation pertaining positive politeness theory and gender in Palestinian society is rarely investigated by some Arab scholars. Nevertheless, the present study has reviewed a number of relevant studies in both Palestinian and non-Palestinian societies from 1979 to 2018. The only study which investigated the speech act of congratulation is Eshreteh (2019: forth coming). He conducts a study entitled by " The Speech Act of Congratulation and Positive Politeness Strategies: A Study of Comments on Facebook Posts by Palestinians". Other studies were for other foreign scholars. For instance, Khalil (2015) conducts a study about responses of congratulations in Kurdish with reference to English at Dohuk University.

Other studies are by Can (2011) and Dastjerdi and Nasri (2012). Can posits a study to find out the culturally different conceptualizations of congratulation in British culture and tebrik and kutlama in Turkish culture using a corpus approach. Dastjerdi and Nasri conduct a study about "Congratulation Speech Act Across Cultures: The Case of English, Persian, and Arabic". They investigate the cross-cultural differences pertaining the production of a relatively understudied speech act of congratulation.

Once more, after reviewing the studies mentioned above, it is clear that none of them investigated the speech act of congratulation regarding positive politeness and gender as extended by Palestinian students. However, as in the case of the current study, some of them tackled one or more issues, such as gender difference, congratulation strategies, positive politeness strategies, the relationship between them "congratulation strategies and positive politeness strategies", etc.

Although the present study has followed some studies in investigating such issues, it also attempts to fill in the important gap in the field of the speech act of congratulation in the Palestinian society. This importance stems from the fact that it sheds light on the basic strategies and sub- strategies used by Palestinians to offer congratulation ; the positive politeness strategies that are more prevalent in the congratulations of the participants; the gender differences concerning the speech act of congratulation in Palestinian society.

The next chapter describes the methodology of the study, especially regarding the subjects, the instrumentation, data collection and data analysis.

Chapter Three

Methodology

3.1 Introduction

After unveiling the significant theories and literature about the topic of speech act of congratulation, it is the turn to demonstrate the research methodology. In this chapter, the researcher describes the research instrument that was utilized to obtain answers to the research questions in addition to procedures of data collection and analysis. This chapter describes the steps the researcher adopted to glean the data. It also presents the assumptions to which the DCT was designed and a brief description is given for each situation.

This thesis addressed the topic of the speech act of congratulation regarding gender and positive politeness theories among Hebron university students. The purpose of the study is three- fold. First, it aims to highlight the basic strategies of congratulation utilized by Palestinian university students. Second, it aims at linking congratulation strategies with related positive politeness strategies. Third, it aims to explore to what extent there are differences among males and females in their responses.

3.2 Participants of the study

To get congratulation responses, 60 Palestinian participants participated in the current study. They are BA and MA university students with the age range of 18 -35 with different socio-economic backgrounds. The participants were randomly chosen. Males and females are equally selected. All the respondents were exposed to the DCT which includes the four situations. The situations were *having new baby*, *new possession" mobile phone"*, *marriage*, and *getting scientific degree*.

Table # 1: Participants of the study

Gender	Male	Female
Number	30	30

3.3 Date collection and Study instrument

The present study was conducted at Hebron University in the second semester of the academic year of 2019-2020. The data of the study were gleaned by asking the participants to fill in a Discourse Completion Test. The researcher used the DCT as an instrument of the study in an attempt to have natural responses as possible as she can. The DCT consists of four situations dealing with happy occasions (see Appendices A+B) . In each occasion, the participant had to imagine the situations that his/her friend has an occasion and he/she is congratulating him/her and the participant had to write her responses in the Arabic language. The situations were adopted from Khalil's study (2015) according to their occurrence in the society and chosen depending on the Palestinian culture of participants. They include congratulating others for having a new baby, buying a new mobile phone, getting a scientific degree and getting married. These situations are most common and frequent in Palestine and so they were adopted in the research paper.

The researcher herself controlled delivering the DCT that was filled in during her presence. In some cases she read the situations to the participants and jotted down the responses and in other cases she handed out the DCTs and handed them in filled. After that, the researcher gathered all the DCTs and began analyzing them. The responses were analyzed according to the taxonomy of congratulation strategy by Elwood (2004) and further were analyzed according to classification of positive politeness strategies proposed by Brown and Levinson (1987).

Chapter Four

Results and Discussion

4.1 Introduction

The data have been collected from four different occasions in the Palestinian society and the responses of the Discourse Completion Test have been analyzed according to their functions whether they are wishes, thanks, or invocations depending on the taxonomy of congratulation by (Elwood, 2004). What's more, participants utilize the strategies of positive politeness when responding to the situations in an attempt to save the positive face needs of the addressee. The functions of congratulations are oriented towards the positive face needs of the addressee and thus can be perceived as a positive politeness strategy and Brown and Levinson (1987).

When Palestinians congratulate each other, they express their emotions of love and happiness toward the other interlocutors in their occasions. In other words, expressing congratulation occurs among individuals who have good and kind relations. The stronger the relation is among the interlocutors, the more profound and intimate the congratulation utterances are. For instance, husbands congratulate their wives differently than when colleagues congratulate each other.

To add, Palestinians find it beneficial to congratulate each other for social reasons. For instance, they congratulate each other for the sake of gaining recompense from Allah according to the religion of Islam. It is important in Islam to strengthen relations, show appreciation and respect. That happens through offering congratulation and being proud of the addressees in their occasions such as graduation. In contrast, when interlocutors don't congratulate each other in the time of happy occasions, it is considered a sign of hatred and

jealousy which is denied in the culture. It is denied because it rises problems and conflicts among individuals. To add, the religion of the Palestinian culture invokes people to say fine things to each other as the prophet Mohammad Piece upon him mentions in Alsunah Alnabawiah and Alahadeith Alshareifah that " ?lkōlima ?ltaybah Sadakah", "الكلمة الطيبة صدقة". "It is also charity to utter a good word" .⁵

4.2 Analyses of situations

4.2.1 Analysis of the first situation

A. Situation 1: Having a newly- born baby

Table # 2: Frequency of semantic formula used by males and females respondents in the first situation of having a new baby

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	10	33.3 %	4	13.4 %	14	23.3%
Offer of good wishes	10	33.3 %	12	40 %	22	36.6%
Thanking god	10	33. 3%	14	46.6%	24	40%
Total	30	100%	30	100%	60	100%

In this situation, respondents congratulated a husband or a wife for having a new baby regardless of gender. So, 33.3% of male participants who completed the DCT used the *Illocutionary Force Indicating Device (IFID): Mabruk or Mobarak* (Congratulations). In the

same time, 33.3% of female participants also used the strategy of *Illocutionary Force Indicating Device (IFID): Mabruk* or *Mobarak* (Congratulations). The term *Mobarak* is especially utilized in Islam and in the Palestinian culture. The utterance *Mabruk* or *Mobarak* is frequent and common to use in the Palestinian culture especially in this occasion. Palestinians like children and they congratulate each other when they have kids. Thus, most responses of participants used *the utterances of Mabruk* or *Mobarak*. To add, it is acceptable to invoke Allah whenever there is a glad occasion to let it be continued in the society. Therefore, 33.3% of male participants used the strategy of *offer of good wishes* which is exemplified in *God willing become prosperous* such saying *ytraba bi ?i zak wi dālālāk, ?lāh yjÇaluh min Çibadīkah ?l salihūn, ?nšalah ymlah Çalikou ? lbeyt*. At the same time, 40% of female participants used the same strategy using the wish of *ytraba bi Çizkūm wiÇiz ?l?slam, ?nšalah min ?lsalihat ya rab, ytraba biÇizkūm ya rab*. In addition, 33.3% of male participants used the strategy of *Thanking God* through saying *?lhamd lilah Çla salamit ?lmawlūd wa salamit maratak*. Nevertheless, females have the percentage of 46.6 of responses using the sentences of *?lhamd lilah Çla salamtic ?nti welbyby wa ?lah yhfazkūm", ?lhamd lelah Çla ?lsalameh habibti ?llah yxalelkūm Iyaha.....*

Regarding the positive politeness strategies in this situation, the most frequently used strategies used by males were *Giving gifts to listener* (80%) *mabruk* and *mobarak* (congratulations) and the strategy of *Use of in group identity marker* (20)% *řali, Sadīki, and qalbi* (*my sweet, my friend, and my heart*). In contrast, the most frequently used strategies used by females were *Giving gifts to listener* (86%) exemplified by the words *mabruk* and *mobarak* (congratulations). The second strategy was *Use of in group identity marker* (10%) and *Seek agreement* (3.3%). To add, in some cases respondents use both strategies of *Giving gifts to listener* and *Use of in group identity marker*.

Table # (3): The number and frequency of preferred strategies by males and females in the first situation of having a new baby

Occasion	Gender	Number of strategies	The preferred strategy	Percent
Having a new baby	Male	3	IFID, <i>Offer of good wishes</i> , <i>Thanking god</i>	100%
	Female	3	<i>Offer of good wishes</i> , <i>Thanking god</i>	86.6%

It is clear from the above analysis that in *Having a new baby* occasion the number of strategies used by males and females were three strategies and the most preferred strategies used by males were *IFID*, *Offer of good wishes* and *Thanking god*. Nevertheless, the most preferred strategies used by females were *Offer of good wishes* and *Thanking god*. The difference between males and females responses is that the number of males who used the strategy of *Illocutionary Force Indicating device* is more than the number of females where 10 males used the IFID while only 4 females used it.

4.2.2 Analysis of the second situation

Situation 2: Getting a new possession

Table # 4: Frequency of semantic formula used by males and females respondents in the second situation of having a new possession

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	18	60%	20	66.6%	38	63.3%
Offer of good wishes	12	40%	8	26.8%	20	33.4%
Expression of Validation	0	0	2	6.6%	2	3.3%
Total	30	100%	30	100%	60	100%

In this situation, respondents congratulated a friend who owns a new possession which is a mobile phone. Palestinians congratulate each other whenever they have new possessions. Culturally, it is necessary to congratulate and to make relations be continued happily. In this situation only two strategies were utilized in this situation by males. Those strategies were *IFID* and *Offer of good wishes*. Therefore, 60% of the male respondents who completed the DCT used the strategy of *Illocutionary Force Indicating Device (IFID)* : *mabrūk, mobarak* or *?lf mabrūk* (congratulations), while 40% of them used the strategy of *Offer of good wishes*: *Inšalah tithana fih, Inšalah itsūf Cla wejho ?lxyr....*.In contrast, females used three strategies

in this situation which are *Illocutionary Force Indicating Device*, *Offer of good wishes* and *Expression of validation*. Therefore, 66.6% of them used the strategy of *Illocutionary Force Indicating Device*, 26.8% used the strategy of *Offer of good wishes* and 6.6% used the strategy of *Expression of validation*.

With regard to positive politeness strategies, again the mostly utilized strategy was *Giving gifts to listener* which comprised 96.7 % of responses, while 3.3% of the responses included the strategy of *Use of in- group identity marker* exemplified by the sub-strategy of *Usage of address forms* such as saying *qalbi* and *řali*. Speakers employed endearments in their responses. They used words in Arabic such as "qalbi", "řazizi" that mean in English (sweety, my darling) . Thus, using the sub - strategy of *Usage of address forms* shows that both speakers and hearers have strong relations because they emphasize harmony and friendship when using endearments among each other. Therefore, *Giving gifts to listener* and *Use of in- group identity marker* were the only two strategies used by males in this situation. In contrast, females used the strategy of *Giving gifts to listener* which is completely comprised of 100% responses.

Table # (5): The number and frequency of preferred strategies by males and females in the second situation of having a new possession

Occasion	Gender	Number of strategies	The preferred strategy	Percent
Having a new possession	Male	2	IFID	60%
	Female	3	IFID	66.6%

A close look at the analysis above revealed that there is a difference in a number of strategies used by males and females. As for males' responses, two different strategies were used ,and the most preferred strategy was IFID and used by 60% , while females used three strategies, and the only preferred strategy was IFID which had the percent of 66.6%.

4.2.3 Analysis of the third situation

Situation 3: Getting a scientific degree

Table # 6: Frequency of semantic formula used by males and females respondents in the third situation of having a new scientific degree

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	8	26.6%	13	43.4%	19	35 %
Offer of good wishes	0	0	3	10%	3	5%
Encouragement	22	73.4%	14	46.6%	36	60%
Total	30	100%	30	100%	57	100%

Regarding education, Palestinians congratulate each other for gaining a new educational degree because education is highly valued in their culture, so they become proud of graduates and they show them respect for their education degree. In this situation,

respondents congratulated a friend who gains a BA degree. In this situation the male respondents used the strategies of *Illocutionary Force Indicating Device (IFID)* and *Encouragement*. As a result, 26.6 of responses used the category of (IFID) through uttering the words of *mabrūk* and *mobarak*, while 73.4 used the strategy of *Encouragement* in congratulation such as saying *Çqbal ?l master, minha lil ?Çla, Inşalah darajeh ?Çla, Çqbal al doktorah* which means (You should do your befor higher achievement). On the other hand, females used the strategies of *Illocutionary Force Indicating Device (IFID)*, *Offer of good wishes* and *Encouragement*. 43.4% of females were congratulating through saying *mabrūk* and *mobarak* (congratulation). Besides in 10% of responses in this situation *Offer of good wishes* followed IFID such as saying *hopefully you will have a groom* and *Maşalah Çnak* (I wish you the best). Furthermore, 46.6% of the responses were *Encouragement* which followed the strategy of IFID where respondents say *Çqbal ?ldoktorah, Mabruk ?ltaxarũj minha lal?hsan, Menha lal ?kbar minha...* which means that (You should do your best for higher achievements).

With respect to positive politeness strategies, as in other situations *Giving gift to listener* was the mostly used strategy 93.4%. The other type of used strategies was *Use of in group identity marker* 6.6%. In contrast, females as in other situations used the strategy of *Giving gift to listener* 84.4% while other females respondents used the strategy of *Exaggerate* 15.6% through saying *Maşalah* and *Çqbal ?lfarha ?lkabirih*, which means in English (Wow, that's great).....

Table # (7): The number and frequency of preferred strategies by males and females in the third situation of having a new scientific degree

Occasion	Gender	Number of strategies	The preferred strategy	Percent
Having a scientific Degree	Male	2	<i>Encouragement</i>	73.4%
	Female	3	IFID, <i>Encouragement</i>	90%

In this occasion, males used two strategies and females used three strategies. For males and females, the strategy of *Encouragement* was the most preferred one for both of them. It formed the percent of 73.4% for males and 46.6% for females who also used the strategy of IFID which formed the percent of 43.4%.

4.2.4 Analysis of the fourth situation

Situation 4: Marriage

Table # 8: Frequency of semantic formula used by males and females respondents in the fourth situation of marriage

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	12	40%	3	10%	15	25%
Offer of good wishes	16	53.4%	26	86.7%	42	70%
Encouragement	1	3.3%	0	0	1	1.6%
Joking	1	3.3%	1	3.3%	2	3.4%
Total	30	100%	30	100%	60	100%

Palestinians like offspring of their generations. Therefore, they get married in order to stabilize and have children. Getting married is a very important project in the culture of Palestine, so Palestinians are promoted to get married and they bless the ones who get married in their society. In this situation, 40% of the male participants who completed the DCT used the strategy of *Illocutionary Force Indicating Device* (IFID), *mabrūk* and *mobarak* (congratulations). Also, 53,4% of them used the strategy of *Offer of good wishes*. Respondents used the later strategy after using the former one such saying *mabrūk ?lah*

ytamimlak Cla xyr. In other words, they followed the strategy of *Illocutionary Force Indicating Device* by *offering good wishes*. Furthermore, only one respondent 3.3% used the strategy of *Joking* and *only one 3.3% use the strategy of Encouragement*. Nevertheless, the most frequently used congratulation strategy for females was *Offer of good wishes* 86.7%. To add, only 3 female respondents used the strategy of (IFID)10% and the last one used the strategy of *joking* 3.3%.

Concerning the positive politeness strategies, *Giving gifts to listener* was the most utilized one in 96,7% of male cases, while *Use of in group identity marker* and *Jokes* were seen in 3.3% and 3.3% of responses respectively. On the other hand, in female cases 90% of them used the strategy of *Giving gifts to listener* to express their congratulation. To add, only two respondents used the strategy of *Exaggerate* 6.6% and one used the strategy of *Use of in group identity marker* 3.3%.

Table # (9): The number and frequency of preferred strategies by males and females in the fourth situation of marriage

Occasion	Gender	Number of strategies	The preferred strategy	Percent
Marriage	Male	4	<i>Offer of good wishes</i>	53.4%
	Female	3	<i>Offer of good wishes</i>	86.7%

There is a difference in the number of the strategies used by males and females. Four strategies were used by males and three by females, while there is a difference in the percentage of the most preferred strategy between males and females. 53.4% of the participants of males and females used the same strategy with the percent of 86.7%.

**Table # 10: Frequency of semantic formulas used by males and females
respondents in each situation (1, 2, 3, 4)**

Semantic formulas	Males				Females			
	1	2	3	4	1	2	3	4
IFID	33.3%	60%	26.6%	40%	13.4%	66.6%	46.6%	10%
Expression of Validation	0	0	0	0	0	6.6%	0	0
Offer of good wishes	33.3%	40%	0	53.4%	40.0%	26.8%	10%	86.7%
Encouragement	0	0	73.4%	3.3%	0	0	46.6%	0
Joking	0	0	0	3.3%	0	0	0	3.3%
Thanking god	33.3%	0	0	0	46.6%	0	0	0

***The situations are shown by numbers 1-4**

The above table, table 10, shows all the strategies used in the four situations of the DCT for both males and females. First of all, males used only five strategies out of fourteen. They used the strategies of *Illocutionary Force Indicating Device*, *Offer of good wishes*, *Encouragement*, *Joking* and *Thanking god* with various percentages as shown in the above table. They used the strategy of IFID in all situations. Also, they used the strategy of *Offer of good wishes* in three situations out of four which are *Having a new baby*, *Having a new*

possession and *marriage* except in the situation of *Having a scientific degree* no male participant used it. To add, they used the strategy of *Encouragement* only in two situations which are the third situation about *having a new scientific degree* and the fourth situation about *marriage*. On the other hand, the strategy of *Encouragement* was not used in the first and second situations of *Having a new –baby* and *marriage*. In addition, regarding the strategy of *Joking* it was used once in the fourth situation of *marriage*. Also, the strategy of *Thanking god* was used once by males in the first situation which is about *Having a new-baby*. Thus, these are the only strategies used by males in the DCT in the current study.

In contrast, females used only six strategies out of fourteen in the DCT. They used the strategies of *Illocutionary Force Indicating Device*, *Expression of Validation*, *Offer of good wishes*, *Encouragement*, *Joking* and *Thanking god* with various percents as shown in the above table. They used the strategy of *IFID* in all situations with various percents. To add, they just used the strategy of *Expression of Validation* in the second situation where males didn't use it at all. The second situation is about *having a new possession* with the percent of 6.6%. Also, they used the strategy of *Offer of good wishes* in all situations with various percents. To add, they used the strategy of *Encouragement* only in the third situation which is about *having a new scientific degree*.

Moreover, the strategy of *Encouragement* was used only once in the third situation which is about *Having a scientific degree*. In addition, regarding the strategy of *Joking* it was used once in the fourth situation of *marriage*. Also, the strategy of *Thanking god* was used once by females in the first situation which is about *Having a new-baby*. Thus, these are the only strategies used by females in the DCT in the current study.

**Table # 11: Frequency of Positive Politeness Strategies used by Males in
DCT situations see page 94**

This table shows the strategies of positive politeness used by males in the situations of the DCT. Respondents employed only three strategies of positive politeness out of fifteen in this study. They employed the strategies of *Use of in group identity marker*, *Jokes* and *Giving gifts to listener*. They used the strategy of *Use of in group identity marker* in all situations which reveals that most Palestinians use endearment words when they congratulate in order to show harmony and strong relations among each other. To add, only one participant used the positive politeness strategy of *Jokes* in the fourth situation which is about marriage. In this situation, a male participant responds to the situation through saying "ʔlah yʕynak" which means in English (God help you).

The last positive politeness strategy used by males in the DCT was *Giving Gifts to listener*. This strategy is exemplified by male respondents in Arabic saying *mabrūk* or *mobarak*. This strategy exemplified by the word *congratulation* has the highest percent among the three strategies used in the DCT by males. It was used by all participants in addition to other strategies of *Use of in group identity marker* and *Jokes*.

It is worth mentioning that male participants used the word *congratulation* in every situation in addition to other words. So, they used more than one strategy in every situation to offer their congratulations such saying: *Mobarak ya Qalbi* which means in English (Congratulation my darling). In this response, the respondents used both strategies of *Giving gifts to listener* and *Use of in group identity marker*.

Table # 12: Frequency of positive politeness strategies used by females in DCT situations see page 95

This table shows the strategies of positive politeness used by females in the situations of the DCT. Respondents employed only four strategies of positive politeness out of fifteen in this study. They employed the strategies of *Exaggerate*, *Use of in group identity marker*, *Seek agreement* and *Giving gifts to listener*. Seven out of thirty females only used the strategy of *Exaggerate* in the third and fourth situation which are about getting a scientific degree and marriage. They used the strategy of *Exaggerate* in these two situations through stressing the congratulation utterances and using words such as saying *Really, did you get married!*

Only four females out of thirty used the strategy of *Use of in group identity marker* in the first and fourth situations which are about *Having a new-baby* and *Marriage*. Only four out of thirty females responded through saying *mobarak habibti* which mean (Congratulation, my darling). To add, only one female used the strategy of *Seek agreement* in the first situation which is about *Having a new- baby*. She kept repeating the congratulation utterance for the sake of stressing agreement such saying *?lf ?lf mabrük*.

Last, most females used the strategy of *Giving Gifts to listener* in the study where one hundred and eight females out of one hundred and twenty employed this strategy of positive politeness. Most of them show their happiness in responding to the four situations through saying *mabrük* and *mobarak* which means congratulations.

Table # 13: Frequency of Positive Politeness Strategies used by males and females in DCT situations see page 96

This table shows the differences and similarities of using the strategies of positive politeness in the DCT. It shows that females employed more strategies of positive politeness

than males. They employed the strategies of *Exaggerate*, *Use of in group identity marker*, *Seek agreement and Giving gifts to listener* in their responses while males employed only the strategies of *Use of in group identity marker*, *Jokes* and *Giving gifts to listener* in their responses. Generally, in Palestine females are the ones who visit others in their occasions more than males. Palestinians especially females have a habit of getting sweets and gifts when they decide to visit others to congratulate them in their happy occasions. Consequently, they become more aware of more strategies used to be polite and save the positive face needs of the addressee. Accordingly, it explains why females use more than one strategy of positive politeness at the same occasion in the current study.

As an example, the results of this study show that females used more strategies of positive politeness than males. They used the strategies of *Exaggerate* and *Seek agreement* in this study while males didn't use them at all. Males only used the strategies of *Use of in group identity marker*, *Jokes* and *Giving gifts to listener*. The strategy of *Jokes* was only used by one participant. Therefore, males used approximately two strategies of positive politeness which are *Use of in group identity marker* and *Giving gifts to listener*. Furthermore, the researcher realizes that males can make jokes with each others. Joking with each other doesn't cause level of embarrassment among males as it happens among females. In other words, females are more sensitive than males when it comes to marriage topics. They become sad if someone jokes with them saying you should have a baby- boy rather than a baby-girl while males are not sensitive like females in this regard. Therefore, the researcher finds out that the strategy of *Jokes* was only used by males. In addition, males congratulate others briefly and don't employ more than one strategy at the same time.

Table # 14: SPSS results of frequency of semantic formulas used by males and females in the four situations regarding gender.

T- test

Gender	N	Mean	Std. Deviation	df	t	Sig. (2-tailed)
Male	30	16.66	23.24	58	0.019	0.985
Female	30	16.79	23.04			

In order to examine the hypothesis and find out the source of differences, the researcher used the T- test in finding the frequency of semantic formulas used by males and females responses in each situation. Thus, the data of the SPSS in the upper table shows that there are no significant differences concerning the speech act of congratulation at Hebron University regarding gender. It is clear that both males and females have almost the same mean and standard deviation.

Table # 15: SPSS results of positive politeness strategies used by both males and females in the four situations regarding gender

Gender	N	Mean	Std. Deviation	df	t	Sig. (2-tailed)
Male	30	6.05	11.12	58	0.075	0.941
Female	30	6.31	11.08			

To examine the hypothesis and find out the sources of the differences, the T- test was used to show the differences in using the positive politeness strategies by both males and females in the four situations regarding gender.

It is important to note that the above table shows that the value of mean and the standard deviation for both males and females are less than ten for both. Thus, there are no significant differences in the frequency of positive politeness strategies by both males and females in the four situations regarding gender.

4.3 Discussion of the Research Questions

Research Questions " Analyses and discussion"

Question 1: What are the basic strategies and sub- strategies that are used by Palestinians to offer congratulation?

Table # 10: Frequency of semantic formulas used by males and females respondents in each situation (1, 2, 3, 4)

Semantic formulas	Males				Females			
	1	2	3	4	1	2	3	4
IFID	33.3%	60%	26.6%	40%	13.4%	66.6%	46.6%	10%
Expression of Validation	0	0	0	0	0	6.6%	0	0
Offer of good wishes	33.3%	40%	0	53.4%	40.0%	26.8%	10%	86.7%
Encouragement	0	0	73.4%	3.3%	0	0	46.6%	0
Joking	0	0	0	3.3%	0	0	0	3.3%
Thanking god	33.3%	0	0	0	46.6%	0	0	0

***The situations are shown by numbers 1-4**

Palestinians used most of the strategies of congratulation in the current study. Both males and females used the strategies of *Illocutionary Force Indicating Devise, Expression of Validation, Offer of good wishes, Encouragement, Joking, Thanking god* with different percents. The most used strategy by both males and females was *Illocutionary Force Indicating Devise* which is exemplified by *congratulation* and the least used one was the *Expression of Validation*.

Shokeih (2016) finds out that participants used either *mabrūk* or *mobarak* in their responses. The researcher finds out that these two words are thoroughly different. The word of *mabrūk* is derived from the verb *baraka* which refers to the camel when it kneels as stated by Shokeih (2016). Thus, when we say *mabrūk* to someone who has an occasion to congratulate him or her, we mean in the standard Arabic the camel kneels on you and so it is a kind of a bad invocation and prayer against the person who has an occasion. However, the Late Sheikh Ibn- Otheimen states that using the word *mabrūk* in providing congratulation is treated as okay because congratulators mean blessing , increase and congratulation and not invoking against the one who has an occasion. Consequently, it is allowed to use the word *mabrūk* as its known in the society but not as its basic meaning. In contrast, the word *mobarak* means getting more blessing and increase. It refers to the verb *borekah* which means having more and more blessings and increase in livelihood..... etc.⁶

In addition, some responses include only the number of *seven* in saying *sabaÇ barakat*. In these responses number *seven* has intensifiers in its meaning. Number *seven* has religious meanings. It denotes the livelihood. It is mentioned in the verses of the Holy Quran⁷. The

⁶ (Retrieved May 4 2019 from). الفرق بين مبروك ومبارك. Shokeih,S.(2016
<http://mawdoo3.com>)

⁷ The Holy book of Muslims

verse means that *such as those who spend their money for the sake of God like a grain sprouted seven ears in each grain hundred tablets ad God multiplies to whom he blesses.*⁸(Chapter: Cow, verse 261)

What's more, some participants congratulate through saying *?lf mabrūk* which means one thousand congratulation to intensify their happiness for the occasion and it is a sign for exaggeration in providing blessings and congratulations. Others use more than one strategy of congratulation in their responses in the DCT. For instance, they respond through saying *?lf mabrūk wa ?lhamdlelah Çla salamtak, mabrūk maşalah Çnak, mabrūk wenşalah Çqbal ?l doktorah*. These examples means respectively *One thousand congratulations and I invoke Allah for you, Congratulations! That's great and Congratulations, hopefully you will get a higher degree*. These instances show that the respondents used more than one strategy in their responses. They used the strategies of IFID with the strategy of *Expression of Happiness*, IFID with the strategy of *Expression of validation*, IFID with the strategy of *Offer of good wishes*..... etc.

Question 2: What types of positive politeness strategies are more prevalent in the congratulations of the Palestinian participants?

See table #13

The Palestinians participants of this study used some of the positive politeness strategies in their responses of the DCT. Males used less strategies of positive politeness than females. They only used the strategies of *Use of in group identity marker, jokes and giving gifts to listener*, while females used the strategies of *Use of in group identity marker, jokes and giving gifts to listener, Exaggerate and Seeking agreement*. Females utilized more strategies of positive

⁸ العدد سبعة في التراث العربي والإسلامي. (Retrieved April 4 2019 from <http://www.yabeyouth.com>)

politeness in their responses of the DCT. Some of them used more than one strategy for each situation. For instance, some of them used the strategy of *Giving gifts to listener* in addition to the strategy of *Seek agreement* and others used the strategy of *Exaggerate* with the strategy of *Giving gifts to others*.

Nevertheless, most of them used and preferred the strategy of *Giving gifts to listener* by both males and females while the least positive politeness strategy used in the DCT was *Jokes* by both males and females. Consequently, Palestinian participants of the study used five strategies of positive politeness out of fourteen and the prevailed strategies were *Giving gifts to listener* and *Use of in-group identity marker*.

Question 3: What are the basic gender differences concerning the speech act of congratulation in Palestinian society?

The only strategy that was used by females and not used by males is the strategy of *Expression of Validation* which was used in the second situation about having a new possession. The researcher finds out that females like to show their previous intention of being knowledgeable about the result of any situation. The sub-strategies of *Expression of Validation* are *statements indicating that the situation was warranted*, *Praise* and *Statements of prior certainty*. For instance, their responses include revealing that they have the prior certainty of success and any convivial occasion such saying *I knew you would succeed*. To add, females like to praise and give the owners of occasions a push toward more progress and success such saying *Çžim, ?nta tastahik ?ktar*. The researcher herself has an example of this which is about her mother when she congratulated her in her success and said : *I know you would do it*. Furthermore, regarding the effect of gender on using strategies, it is concluded that males and females have different numbers of strategies of congratulation, and they differ in the contents.

Thus, the researcher finds out again that females used more strategies of congratulation than males in the DCT and even most of them used more than one strategy in one response.

These findings of the current study are in line with another study by Allami and Nekouzadeh (2011) on congratulation and positive politeness strategies in Iranian context. In their study, they found out that the mostly utilized types of congratulation strategies were *Illocutionary Force Indicating Device IFID*", *Offer of good wishes and Expression of happiness*. Regarding the positive politeness strategies their results showed that Iranians mostly used the strategies of *Giving gift to listener, Exaggeration and In-group identity marker*.

In addition, this study is in accordance with Al-Shboul & Huwari (2016) in their study about Congratulation strategies of Jordanian EFL postgraduate students. Their Findings revealed that the most frequently used strategies of congratulation were *Illocutionary force indicating devise (IFID), Offer of good wishes, and Expression of happiness*. Regarding the positive politeness strategies, results revealed that the most frequently used strategies by the participants were *Giving gift to listener, Exaggeration, and In group identity marker*.

4.4 Conclusion

This study sought to discover the most used congratulation strategies between males and females in the Palestinian community in addition to the types of positive politeness strategies they use to realize the speech act of congratulation.

Honestly talking, participants of the current study utilized only six strategies of congratulation out of fourteen. Those strategies are *Illocutionary Force Indicating Devise (IFID), Expression of Validation, Offer of good wishes, Encouragement, Joking and Thanking god*. Those types were the most major types used by Palestinians in the study. *Illocutionary Force Indicating Devise (IFID)* was the most used strategies in all situations by both genders while the strategy of *Offer of good wishes* was seen in all situations except in the third

situation "Scientific degree" by males. *Expression of Validation, Encouragement, Joking* and *Thanking god* were the least utilized strategies. What is more, the greatest number of utilized strategies was seen in situation 4 "marriage" , in situation 1 " Having a newly Baby" respectively ,while the least number of strategies was utilized in situations 2 "Having a new possession" and in situation 3 "scientific degree".

Considering the positive politeness strategies within the congratulation speech act, the analysis of the data revealed that the most highly utilized positive politeness strategy was *Giving gifts to listener* which was used with the highest frequency in all situations by both genders "males and females". Also, both genders used the positive politeness strategy of *Use of in group identity marker* in most situations. In contrast, the strategies of *Exaggerate, Seek agreement* and *Jokes* were the least types of utilized politeness strategies applied by participants of both genders to realize the act of congratulation whose objective is to show politeness and save positive face.

Chapter Five

5.1 Introduction

This chapter consists of two sections. The first section summarizes the first four chapters in the current study. The second section suggests a number of recommendations, which might hopefully be beneficial to different sides, such as English departments and learners of English as a foreign language and even as a second language in the area of Palestine and out of Palestine.

5.2 Conclusion

The study has come up with the following findings and conclusions:

1. The central objective of the speech act of congratulation is to show politeness and save positive face. Participants showed their happiness toward the occurrence of occasions and express that through uttering happiness and congratulation utterances.
2. Different strategies are used by males and females participants in responding to each occasion. The most utilized congratulation strategies in the study are *Illocutionary Force Indicating Device*, *Offer of good wishes* and *Encouragement*. These strategies were used by both genders with various percents. On the other hand, the least utilized strategies by both genders are *Expression of Validation*, *Joking* and *Thanking god*.
3. There is a variety of strategies utilized by male and female participants in order to provide an opportunity for minimization of face risks. That is in order to preserve social harmony among friends and to increase solidarity between the speaker and hearer.
4. The most preferred strategy used by both males and females participants was *Illocutionary Force Indicating Device* as it appeared through saying the word *congratulations* in the four

occasions, while the least preferred strategy for both males and females is the *Expression of Validation*.

To add, the researcher concludes that women are more expressive than men. The researcher noticed that females provide her with more utterances and strategies of congratulation while filling the DCT while males were thoroughly the opposite when they filled the DCT and they responded to the DCT in brief.

5.2 Research Recommendations

Based on what has been said, the researcher recommends the followings:

1. Researchers should conduct further research on the speech act of congratulation by Palestinians regarding the aspects of gender and positive politeness. That is because the current research involved a small sample size of participants. Therefore, the researcher recommends more participants and different social groups in the future studies.
2. Just utilizing one instrument in gleaning data is not enough to provide insights into all aspects of the Palestinian congratulation strategies. According to Rose and Ono (1995), "We should not expect a single data source to provide all the necessary insights into speech act usage" (p.207)
3. Researchers state that gathering data using the DCT has limitations if compared with other kinds of instruments when obtaining data from natural settings. For instance, Yuan (2001) observed that the DCT responses are shorter, simpler, less face-attentive and less-emotional. Therefore, gathering natural data would be more reliable.
4. The researcher recommends that further researches should be encouraged to be aware of the pragmatic and the grammatical appropriateness of the participants' utterances.

5. Researchers should conduct more researches on the congratulation strategies used by other cultures and ethnic groups for the purpose of promoting cultural understanding. These researches will help in reducing misunderstandings caused by misuse of the speech act of congratulation among people from different cultures and ethnic groups. As an example, investigating the similarities and differences in the speech act of congratulation by American English and Palestinian Arabic.

6. Teachers should assist learners of the foreign language in being knowledgeable about the cultural norms and values possessed by the speakers of different language backgrounds. It is common that different cultures have different ways to realize the speech act of congratulation. That is, ignorance of differences among other cultures causes misunderstanding and pragmatic failure when people from different cultures need to interact with each other.

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Table# 1: Participants of the study

Gender	Male	Female
Number	30	30

**Table # 2: Frequency of semantic formula used by males and females
respondents in the situation of having a new baby**

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	10	33.3 %	4	13.4 %	14	23.3%
Offer of good wishes	10	33.3 %	12	40 %	22	36.6%
Thanking god	10	33.3%	14	46.6%	24	40%
Total	30	100%	30	100%	60	100%

Table # (3): The number and frequency of preferred strategies by males and females in the situation of having a new baby

Occasion	Gender	No of strategies	The preferred strategy	Percent
Having a new baby	Male	3	<i>IFID, Offer of good wishes, Thanking god</i>	100%
	Female	3	<i>Offer of good wishes, Thanking god</i>	86.6%

Table # 4: Frequency of semantic formula used by males and females respondents in the situation of having a new possession

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	18	60%	20	66.6%	38	63.3%
Offer of good wishes	12	40%	8	26.8%	20	33.4%
Expression of Validation	0	0	2	6.6%	2	3.3%
Total	30	100%	30	100%	60	100%

Table # (5): The number and frequency of preferred strategies by males and females in the situation of having a new possession

Occasion	Gender	No of strategies	The preferred strategy	Percent
Having a new possession	Male	2	IFID	60%
	Female	3	IFID	66.6%

Table # 6: Frequency of semantic formula used by males and females respondents in the situation of having a new scientific degree

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	8	26.6%	13	43.4%	19	35 %
Offer of good wishes	0	0	3	10%	3	5%
Encouragement	22	73.4%	14	46.6%	36	60%
Total	30	100%	30	100%	57	100%

Table # (7): The number and frequency of preferred strategies by males and females in the situation of having a new scientific degree

Occasion	Gender	No of strategies	The preferred strategy	Percent
Having a scientific Degree	Male	2	<i>Encouragement</i>	73.4%
	Female	3	IFID, <i>Encouragement</i>	90%

**Table # 8: Frequency of semantic formula used by males and females
respondents in the situation of marriage**

Semantic Formulas	Males	Percentage	Females	Percentage	Total	Percentage
IFID	12	40%	3	10%	15	25%
Offer of good wishes	16	53.4%	26	86.7%	42	70%
Encouragement	1	3.3%	0	0	1	1.6%
Joking	1	3.3%	1	3.3%	2	3.4%
Total	30	100%	30	100%	60	100%

Table # (9): The number and frequency of preferred strategies by males and females in the situation of marriage

Occasion	Gender	No of strategies	The preferred strategy	Percent
Marriage	Male	4	<i>Offer of good wishes</i>	53.4%
	Female	3	<i>Offer of good wishes</i>	86.7%

**Table # 10: Frequency of semantic formulas used by males and females
respondents in each situation (1, 2, 3, 4)**

Semantic formulas	Males				Females			
	1	2	3	4	1	2	3	4
IFID	33.3%	60%	26.6%	40%	13.4%	66.6%	46.6%	10%
Expression of Validation	0	0	0	0	0	6.6%	0	0
Offer of good wishes	33.3%	40%	0	53.4%	40.0%	26.8%	10%	86.7%
Encouragement	0	0	73.4%	3.3%	0	0	46.6%	0
Joking	0	0	0	3.3%	0	0	0	3.3%
Thanking god	33.3%	0	0	0	46.6%	0	0	0

***The situations are shown by numbers 1-4**

Table # 11: Frequency of positive politeness strategies used by males in DCT situations

Strategies								
	Use of in group identity marker		Jokes		Give gifts to listener		Total	
Situations	No	%	No	%	No	%	No	%
1	6	20	0	0	24	80	30	100
2	1	3.3	0	0	29	96.7	30	100
3	2	6.6	0	0	28	93.4	30	100
4	1	3.3	1	3.3	29	96.7	30	100
Total	10	8.3	1	0.8	110	91.6	120	100

Table # 12: Frequency of positive politeness strategies used by females in DCT situations

	Strategies										Total	
	Exaggerate		Use of in group identity marker		Seek agreement		Jokes		Give gifts to listener			
Situations	No	%	No	%	No	%	No	%	No	%	No	%
1	0	0	3	10	1	3.3	0	0	26	86	30	100
2	0	0	0	0	0	0	0	0	30	100	30	100
3	5	15.6	0	0	0	0	0	0	25	84.4	30	100
4	2	6.7	1	3.3	0	0	0	0	27	90	30	100
Total	7	5.8	4	3.3	1	8.0	0	0	108	90	120	100

Table # 13: Frequency of positive politeness strategies used by both males and females in DCT situations

Strategies																								Total	
Situations	Exaggerate				Use of in group identity marker				Seek agreement				Jokes				Give gifts to listener				Total				
	Males		Females		Males		Females		Males		Females		Males		Females		Males		Females		Males	Females			
No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%	No	%		
1	0	0	0	0	6	20	3	10	0	0	1	3.3	0	0	0	0	24	80	26	86	30	100	30	100	
2	0	0	0	0	1	3.3	0	0	0	0	0	0	0	0	0	0	29	96.7	30	100	30	100	30	100	
3	0	0	5	15.6	2	6.6	0	0	0	0	0	0	0	0	0	0	28	93.4	25	84.4	30	100	30	100	
4	0	0	2	6.7	1	3.3	1	3.3	0	0	0	0	1	3.3	0	0	29	96.7	27	90	30	100	30	100	
Total	0	0	7	5.8	10	8.3	4	3.3	0	0	1	8.0	1	0.8	0	0	110	91.6	108	90	120	100	120	100	

Table # 14: SPSS results of frequency of semantic formulas used by males and females in the four situations regarding gender.

T- test

Gender	N	Mean	Std. Deviation	df	t	Sig. (2-tailed)
Male	30	16.66	23.24	58	0.019	0.985
Female	30	16.79	23.04			

Table # 15: SPSS results of positive politeness strategies used by both males and females in the four situations regarding gender

Gender	N	Mean	Std. Deviation	df	t	Sig. (2-tailed)
Male	30	6.05	11.12	58	0.075	0.941
Female	30	6.31	11.08			

Appendix A

Discourse Completion Test (DCT)

Section 1: Personal Information

1. Gender: male female

Section 2: The DCT

The Research DCT

Instructions:

Please read the following situations. After each situation you will be asked to write one response in the blank in order to congratulate a person. Please respond as naturally as possible and try to write your response as you feel you would say it in the real situation. The data will be used for only research purposes.

1. First Occasion: Having a newly- born baby

You are a married person and you have got a new baby. Your friend is visiting you at your home to congratulate you and your wife/ husband for having a new baby.

Your friend says:

.....

2. Second Occasion: Getting a new possession

After a long time of working hard, you managed to save good amount of money and you have bought a new phone. Your friends are calling you to congratulate you on getting the new phone.

Your friend says:

3. Third Occasion: getting a degree

You have just finished defending your PA thesis. At the end of the discussion you were just leaving the hall of discussion, one of your friends is congratulating you on getting your PA degree.

Your friend says:

.....

4. Fourth occasion : Marriage

It is your wedding party and you have invited a lot of people. Among them are your close friends. One of your close friends is congratulating you at the end of the party.

Your friend says:

.....

Thanks for your time and effort

This DCT was adopted from

Khalil, A.(2015), A Study of Congratulations“ Responses in Kurdish with Reference to English", *Kirkuk University Journal- Humanity Studies*. Vol: 10 No: 1. p.p 45-47

Appendix B

The Modified Version of the DCT in Arabic

القسم الأول: معلومات شخصية

1. النوع: 1. ذكر 2. أنثى

القسم الثاني: اختبار تحصيل الخطاب

لو سمحت اقرأ المواقف التالية، وبعد قرائتك لها أكتب موقفك منها لتهنئة شخص ما. فمن فضلك قم بالرد المناسب على هذه المواقف بإجابة واحدة فقط، وحاول أن تعبر عن رأيك كما لو أنك في موقف حقيقي. هذه المعلومات سيتم استخدامها لأهداف البحث فقط.

المناسبة الأولى: ميلاد طفل جديد

بما أنك/ك شخص متزوج وقد رزقت/ت بطفل جديد، سيأتي صديقك/ك لكي يبارك لك/ك في المولود الجديد. ما قول الصديق لك في هذه المناسبة.

.....

المناسبة الثانية: شراء هاتف جديد

بعد الانتهاء من العمل الطويل تمكن صديقك/ك من جمع المال لشراء هاتف جديد. ماذا تقول/ي له في هذه المناسبة لتهنئتك بالهاتف الجديد.

قول الصديق لك في هذه المناسبة.

.....

المناسبة الثالثة: الحصول على درجة علمية

صديقك/ كي تخرج بدرجة البكالوريوس من الجامعة، ماذا تقول/ ي له في هذه المناسبة.

قول الصديق لك في هذه المناسبة.

.....

المناسبة الرابعة: مناسبة الزواج

أنت من ضمن المدعوين إلى حفلة زواج صديقك/تك، ماذا تقول/ي لهُ/لها في هذه المناسبة.

قول الصديق لك في هذه المناسبة.

.....

Appendix C

Classification of Congratulation Strategies by Elwood (2004)

1. Illocutionary force indicating device (IFID) (e.g., "congratulation")
2. Expression of happiness
 - a. Expression of personal happiness (e.g. "I am so glad")
 - b. Statements assessing the situation positively (e.g., " That's great")
3. An Offer of good wishes (e.g., "I wish you the best of luck in your new life")
4. Request for information (e.g., " Is your new baby a boy or a girl?")
5. Asking for sweets (e.g., " You must bring me some sweet")
6. Self-related comments: an expression of envy and longing (e.g., "May God give me a cute baby as your‘ s")
7. Joke (e.g., "You better if you didn’t get married")

This Appendix was adopted from: Al- Shboul, Y & Huwari, I. (2016). Congratulation Strategies of Jordanian EFL Postgraduate Students . *Indonesian Journal of Applied Linguistics*, 6, (1), 79-87. (Retrieved Feb 15 2019 [http://id.portalgaruda.org/index.php?ref=browse&mod=viewarticle&article=448222.](http://id.portalgaruda.org/index.php?ref=browse&mod=viewarticle&article=448222))

Appendix D

A Modified Version of Positive Politeness Strategies proposed by Brown and Levinson (1987)

1. Exaggerate (interest, approval, sympathy with the listener) (e.g., "Wow, that's great")
2. Use of in-group identity marker
 - a. Usage of address forms (e.g., "my dear friend")
 - b. Use of in- group language (e.g., "well-done")
3. Seek agreement
 - a. Safe topic (e.g., "Congratulations, but don't have a big family")
4. Give or ask for reason (e.g., "Why you didn't invite me for your wedding!")
5. Give gifts to the listener (goods, sympathy, understanding) (e.g., "Congratulations.")

This Appendix was adopted from: Al- Shboul, Y & Huwari, I. (2016). Congratulation Strategies of Jordanian EFL Postgraduate Students . *Indonesian Journal of Applied Linguistics*, 6, No. (1), 79-87. (Retrieved Feb 15 2019 <http://id.portalgaruda.org/index.php?ref=browse&mod=viewarticle&article=448222>.)

