

**Refusal Strategies Applied By Main Characters In *The Chronicles of Narnia Prince Caspian* Novel Related to Gender, Age, and Social Status**  
**(Strategi Penolakan yang Dipakai oleh Tokoh-Tokoh Utama dalam Novel *The Chronicles of Narnia Prince Caspian* yang Dikaitkan dengan Gender, Umur, dan Status Sosial)**

Hidayatur Rizkita Putri, Syamsul Anam, Wisasonko  
English Department, Faculty of Letters, Jember University  
Jln. Kalimantan 37, Jember 68121  
E-mail: syamsu\_2002@yahoo.com

**Abstrak**

Penolakan adalah situasi dimana seorang pendengar melakukan respon yang berbeda dari yang diinginkan oleh pembicara. Dalam melakukan penolakan, seseorang harus memperhatikan konteks dan faktor-faktor sosial, seperti gender, umur, kedekatan, status sosial, dan pertimbangan atas banyaknya beban yang akan didapat, untuk menghindari perasaan tidak senang dari pendengar. Oleh karena itu diperlukan strategi khusus untuk melakukan penolakan tersebut. Tujuan dari kajian ini adalah untuk mengetahui perbedaan strategi penolakan antara tokoh utama pria dan wanita dalam novel *The Chronicles of Narnia Prince Caspian*. Kajian ini juga berfungsi untuk mengungkapkan pengaruh dari gender, umur, dan status sosial dalam pemilihan strategi penolakan. Kajian ini menganalisa ungkapan penolakan yang dilakukan oleh dua pria dan dua wanita sebagai pemeran utama dengan menggunakan teori strategi penolakan dari Yule (1996). Hasil dari kajian ini menunjukkan bahwa tokoh pria menggunakan alasan sebagai strategi untuk menolak secara tidak langsung ketika menolak ucapan atau permintaan seseorang yang mempunyai umur dan status sosial yang sama atau berbeda dengan mereka. Sedangkan tokoh wanita menggunakan alasan (*give an account*) saat melakukan penolakan pada orang dewasa dan mengelak secara negatif (*hedge the negative*) untuk anak-anak. Mengelak secara negatif juga digunakan untuk orang yang mempunyai status yang setara dengan mereka. Untuk orang dengan status yang lebih rendah, mereka menggunakan alasan dan mengelak secara negatif serta meminta pengertian. Sedangkan untuk orang dengan status yang lebih tinggi, mereka menggunakan alasan untuk menolak secara tidak langsung.

Kata kunci: penolakan, gender, umur, status sosial.

**Abstract**

Refusal is the condition where the hearer does an unexpected response. People have to pay attention on the context and the social factors, such as gender, age, familiarity, social status, and the weight of the particular imposition to avoid the unpleasant feeling. Therefore, people need certain strategy to refuse. The purpose of this study is to obtain the differences between male and female refusals in *The Chronicles of Narnia Prince Caspian* novel. To comprehend the influences of gender, age, social status in choosing refusal strategies is another purpose of this study. This study analyzes the refusals of two male and female main characters by applying refusal theory by Yule (1996). The results show that male characters generally employ *give an account* to refuse indirectly for people in the different and the same age and status. Meanwhile, the female characters apply *give an account* for adult people and *hedge the negative* as direct refusal for children. *Hedge the negative* also used to refuse people with equal status. For the subordinates, they employ *give an account*, *appeal for understanding*, and *hedge the negative*. Moreover, they apply *give an account* to refuse superior people.

Keywords: refusal, gender, age, social status.

**Introduction**

Refusal is the opposite response to the acceptance. It is the condition when the hearer does not do the expected response. People generally use the word 'no' to speakers' statements. However, saying 'no' is not the only way to refuse. Yule (1996:81) explained that

there are eleven refusal strategies; *delay/hesitate*, *preface*, *express doubt*, *apology*, *mention obligation*, *appeal for understanding*, *make it non-personal*, *give an account*, *use mitigators*, and *hedge the negative*.

In addition, people have to pay attention on the context and social factors when they refuse the other

people's statements to avoid unpleasant feeling. Based on Reiter (2000:33), there five social factors; gender, age, familiarity, social status, and the weight of particular imposition.

This study takes *The Chronicles of Narnia Prince Caspian* novel as the object. That novel is used because the setting of the novel is in the kingdom where the social status of each character is clear, such as King, Queen, Prince, and the soldier. It means that the social influences many parts of social life, such as the way people speak to other people. With the strict division of social status, people can't use random refusal when they refuse the people's statements in different social status.

This study takes two male and female main characters (Peter, Edmund, Susan, and Lucy) as the source of data because they are Kings and Queens. As Kings and Queens, they get different actions from the people in Narnia. People usually speak politely because of their status. Moreover, Holmes (1992:164) stated that the way male speaks is different from the way female speaks. It means that the way the King speaks is different from the way the Queen speaks.

The first problem of this study is there are some differences between male and female main characters in choosing refusal strategies. The second problem is the Kings and the Queens who can speak impolitely are children who are expected to speak politely to other people. From these problems, three research questions are raised:

1. What refusal strategies are mostly used by main characters in the novel?
2. What is the difference between refusal strategy used by male and female characters?
3. What is the influence of gender, age, and social status in choosing refusal strategies in the novel?

Based on those problems, the purpose of doing this study is to reveal the difference between refusal strategies used by male and female main characters in the novel. To comprehend the influence of gender, age, and social status in choosing refusal strategies is another purpose of this study.

### Research Methodology

This study applied mixed method because it combines qualitative and quantitative method. According to Denscombe (2007:107), mixed method is a research strategy which applies quantitative and qualitative methods in one research project. Qualitative method is applied to find out the types of refusal strategies and describe them by using Yule's

(1996) refusal classification. Moreover, it also used to comprehend the influence of gender, age, and social status in choosing refusal strategies by using Holmes' theory (1992). Meanwhile, this study applied quantitative method in order to reveal the refusal strategies which are mostly used by main characters in the novel. The data are the refusal utterances of four main characters in *The Chronicles of Narnia Prince Caspian* novel which is obtained from the website [http://www.androidgallery.net/the\\_chronicles\\_of\\_narnia\\_prince\\_caspian/](http://www.androidgallery.net/the_chronicles_of_narnia_prince_caspian/). After that, classifying the utterances which were taken from the novel based on the genders of the speakers. Then, classifying each utterance into the particular refusal strategy based on Yule's eleven refusal strategies (1996).found which using politeness strategies. Next, calculating how many utterances and the percentages which included to each type of a refusal strategy in order to get what type of refusal strategy that was mostly used by male and female characters of the novel. The last step is understanding the context of the conversation, such as gender, age, and social status of the speakers and the hearers by applying Holmes' theory (1992). This step is done in order to know the influence of gender, age, and social status in choosing refusal strategy.

### Results

There are 41 refusal utterances in *The Chronicles of Narnia Prince Caspian* novel uttered by four main characters. Those utterances are classified by using Yule's refusal theory (1996).

#### 1. Male and Female Refusal Strategies

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	2	4.88%	-	-
token yes	7	17.08%	1	2.44%
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	2	4.88%
make in non-personal	-	-	-	-
give an account	11	26.83%	6	14.63%
use mitigators	-	-	-	-

hedge the negative	6	14.63%	6	14.63%
<b>Total</b>	26	63.42%	15	36.58%

2. Children's Refusal to Adults

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	1	2.44%	-	-
token yes	1	2.44%	-	-
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	1	2.44%
make in non-personal	-	-	-	-
give an account	2	4.88%	2	4.88%
use mitigators	-	-	-	-
hedge the negative	1	2.44%	1	2.44%
<b>Total</b>	5	12.2%	4	9.76%

3. Children's Refusal to Children

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	1	2.44%	-	-
token yes	6	14.63%	1	2.44%
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	1	2.44%
make in non-personal	-	-	-	-
give an account	9	21.95%	4	9.76%

use mitigators	-	-	-	-
hedge the negative	5	12.19%	5	12.19%
<b>Total</b>	21	51.21%	11	26.83%

4. Superiors' Refusal to Subordinates

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	1	2.44%	-	-
token yes	1	2.44%	-	-
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	1	2.44%
make in non-personal	-	-	-	-
give an account	2	4.88%	1	2.44%
use mitigators	-	-	-	-
hedge the negative	1	2.44%	1	2.44%
<b>Total</b>	5	12.2%	4	7.32%

5. Superiors' Refusal to Superiors

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	1	2.44%	-	-
token yes	6	14.63%	1	2.44%
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	1	2.44%
make in non-personal	-	-	-	-
give an	9	21.95%	4	9.76%

account				
use mitigators	-	-	-	-
hedge the negative	5	12.19%	5	12.19%
<b>Total</b>	21	51.21%	11	26.83%

6. Subordinate’s Refusal to Superior

Refusal Strategies	Male	Percentage	Female	Percentage
delay/hesitate	-	-	-	-
preface	-	-	-	-
express doubt	-	-	-	-
token yes	-	-	-	-
apology	-	-	-	-
mention obligation	-	-	-	-
appeal for understanding	-	-	-	-
make in non-personal	-	-	-	-
give an account	-	-	1	2.44%
Use mitigators	-	-	-	-
hedge the negative	-	-	-	-
<b>Total</b>	-	-	1	2.44%

**Discussion**

1. Male and Female Refusal Strategies

The results show that the use of refusal strategies of male characters is more often than the female characters do. Male characters apply more refusal than female characters because one of the male main characters, Peter, is a High King. Moreover, he is the oldest brother of the main characters. As the High King and the oldest brother, he is involved more in the conversation than the other characters. Furthermore, he has to decide what he and his people do in every situation. Sometimes, before he decides something he has to debate about that with the other characters. This debate often requires refusal utterances.

*Give an account* strategy is mostly used by male characters. This is because they are in the context

where they have to explain the information or situations which are different from the addressees had. *Give an account* is an appropriate strategy because it is a refusal strategy which provides an explanation to excuse. Based on Felix and Brasdefer (2008), this type of refusal belongs to indirect refusal. It is because the speakers used their own statements or reasons as the refusals.

The second strategy which is mostly applied by male characters is *token yes*. The reason of using this strategy is to soften their refusal because they justify the addressee’s statement before they utter their refusal.

The third strategy which is mostly employed by male characters is *hedge the negative*. By using that strategy, they can deliver their refusal directly. They use *hedge the negative* to say that they do not have the same idea with the addressees clearly.

That strategy is followed by *express doubt* in the fourth position. Generally, the speakers use this strategy because they are not sure that they can comply the addressees’ request. Moreover, the uncertainty of the speakers whether the addressees’ statements are right or wrong can be the reason of using this strategy. In addition, this strategy can soften the refusal they used.

Similar to male characters, one of refusal strategies which are mostly used by female characters is *give an account*. They use that strategy in order to utter their refusal by saying their own statements or ideas. Therefore, the addressees know the reason of their refusals.

The other refusal strategy which is mostly employed by female characters is *hedge the negative*. They have the same reason with male characters of using it. They apply it to state their refusal directly and clearly. To say that they do not really agree with the addressee’s statements becomes another reason.

Furthermore, *appeal for understanding* is the third refusal which is mostly used by female characters. This strategy is applied by saying a request to understand the speakers’ statements. For example, the speakers use “*you know*” before or after saying their refusal statements. Similar to *token yes* strategy, this strategy can soften the refusals because the aim of this strategy is to make the addressees understand why the speakers refuse.

The last, *token yes* strategy is in the fourth position. By using this strategy the speakers can mitigate their refusal. It is because they act as if they agree with

what the addressees say before saying their disagreement.

As cited in Holmes (1992:67) that male and female speak in different way. In addition, Goodwin (as cited in Coates, 1998:124) stated that male generally prefers to use explicit or direct utterance when he makes a command or the other expressions, but female tend to apply indirect utterances when she makes them. Lakoff (1975:50) also stated that the way female speaks is more polite than the male does. These statements are supported by Yule (1996), Zimmerman and West (in Coates, 1998), and Brown (in Coates, 1998).

Based on those statements, it can be concluded that the way female speaks is more polite than the way male speaks. However, the results of the research show the different condition. It can be seen that not only female characters that mostly use polite refusal (*give an account* strategy) by using 14.63% of the total refusal utterances but also male characters which employ 26.83% of refusal utterances. Both of them try to soften their refusal by saying their own statements, ideas, or reasons as refusals. Moreover, female characters also try to be direct and clear. It is because *hedge the negative* strategy also becomes the strategy that they mostly use (14.63%).

From the discussions above, it can be concluded that the theories which stated that female speaks politely do not happen in this novel. This is because the results showed that female characters try to be polite and direct by using *give an account* and *hedge the negative* strategy in the same number. Moreover, the theory which stated that male tends to use direct expressions also does not hold true in this novel. It is because male characters in the novel also tend to use *give an account* which is type of indirect refusal strategy. This means that the gender of male does not always influence the speakers to speak impolitely and the status of female does not influence the speakers to speak politely in this novel.

## 2. Children's Refusal to Adults

The refusal strategy which boy characters mostly apply is *give an account*. They use *give an account* strategy because they want to say their own statements as their refusals. Those statements can be used as the reasons why they refuse what the addressees say.

Another refusal strategy which they employ is *express doubt*. They use this strategy because they are uncertain that the addressees' statements are right. The speakers also think that their statements or ideas are better than the addressees have.

The next strategy is *token yes*. This strategy is used to state the speakers' refusals directly but they still defend to be polite. It is because the speakers say an agreement phrase before they state their refusal statements. In other word, this strategy can soften the refusal statements of the speakers.

Another strategy which boy characters used is *hedge the negative*. According to Felix and Brasdefer (2008:43), this strategy can be said as direct refusal. The speakers apply this strategy because they want to state their refusals clearly.

For the girl characters, they also mostly employ *give an account*. Similar to male children characters, they use it to say their own statement which is different from the addressees' as a refusal.

The next refusal strategy which female children characters use is *appeal for understanding*. This strategy can soften the speakers' refusals. This is because the speakers do not say *no* or *not* to refuse directly. They try to get the addressees' understanding by inserting the sentence like *you know* or *you see* while delivering their refusals.

Based on Holmes (1992:173), children are expected to speak politely to adult people. This statement takes place in this novel because boy and girl characters mostly apply *give an account* which is the type of indirect refusal strategy. It can be seen from the table that each of them apply 4.88% from the total refusal utterances for *give an account* strategy. They use their statements as the reasons why they refuse the other statements. Therefore, they can soften their refusals.

## 3. Children's Refusal to Children

*Give an account* is the refusal strategy which is mostly employed by boy characters. The next strategy which they mostly use is *token yes*. Moreover, *hedge the negative* is in the third position which is followed by *express doubt*. Furthermore, *hedge the negative* is the refusal strategy which is mostly employed by girl characters. Then, *give an account* is in the second position. The other strategies which they apply is *token yes* and *appeal for understanding*. Both of them have the same percentages.

*Give an account* strategy is applied by boy characters because they have different ideas from the addressees' statements. They use it to say their own ideas while delivering their refusals.

The second strategy which they mostly apply is *token yes*. They use it to say their refusal indirectly by

saying an agreement of the addressees' statements first before they state their refusal.

*Hedge the negative* is the third strategy which is mostly used by boy characters when they deliver their refusal to the other children characters. They use it to emphasize that they really refuse the addressees' statements. Moreover, the close relationship between them makes the children can say their refusal directly. As cited in Holmes (1992:290) that people talk more casual and usually use direct expressions when they have close or intimate relationship with the addressees.

The last strategy is *express doubt*. The speakers use the uncertain sentence to refuse what the addressees say indirectly. The using of this strategy is also influenced by their own statements that they think those are better than the addressees have.

On the other hand, the refusal strategy which girl characters mostly apply is *hedge the negative*. They have the same reason with boy characters that they use it to say their refusal directly. To say that they really refuse the addressees' statements is also the reason of using it.

Moreover, *give an account* is the second refusal strategy which girl characters mostly employ. It is because they can use their ideas or statements which are different from the addressees' statements as refusals.

*Token yes* becomes the next strategy which they employ. It is used to say the refusal utterances politely. It is because the speakers say an agreement sentence like *I know* or *I see* before uttering their refusals. It can be said that this strategy can soften the refusal of the speakers.

The last strategy is *appeal for understanding*. Similar to *token yes* strategy, they use it to soften their refusal by obtaining the addressees' understanding. In other word, the speakers try to utter their refusals politely.

As explained before, four children in the novel who are Kings and Queens are brother and sisters. Furthermore, the other children character, Prince Caspian, is their friend. This means that they had intimate or close relationship.

As cited in Holmes (1992:248) that people use explicit or direct expressions when they talk to children. Moreover, people with close relationship also tend to use direct expressions.

From the explanations above, it can be concluded that the Holmes' theory (1992) does not hold true for boy characters in this novel. It is because boy

characters mostly employ *give an account* strategy which is type of indirect refusal. It is 21.95% of the total refusal utterances. However, that theory happen among girl characters because they use direct refusal mostly, it is *hedge the negative* (12.19%).

#### 4. Superiors' Refusal to Subordinates

Male superior characters apply four refusal strategies. Those strategies are *express doubt*, *token yes*, *give an account*, and *hedge the negative* strategies. Then, *give an account* becomes the strategy which they mostly apply. Meanwhile, female superior characters use *appeal for understanding*, *give an account* and *hedge the negative* strategies. All of them have the same percentages.

As the strategy which is mostly applied by male superiors, *give an account* is used as indirect strategy. This is because this strategy use the speakers' own ideas or statements as their refusals. Therefore, the addressees know why they refuse.

*Hedge the negative* is the next strategy which is employed by male superior characters. This strategy is used in order to make the addressees' really understand that the male superior characters refuse what they say. Moreover, the status of King makes they easily use direct refusal to subordinates. According to Holmes (1992:290-291) stated that the higher social status people generally use direct expressions and imperative for saying an offer or command. Therefore, they tend to use direct expressions to subordinates.

The other strategy for male superior characters is *express doubt*. By using this strategy, the speakers can soften their refusals by showing their uncertainty of the addressees' statements.

The last strategy which they apply is *token yes*. The reason of using this strategy is similar to the other indirect refusal strategies. It is to soften the speakers' refusals. So, the speakers can avoid the negative effects of their refusals, such as angry.

The similar case occurs in female superior characters. *Give an account* is one of the strategies that they employ. By using this strategy, they utter their own statements to show their refusals. It can be said that *give an account* strategy is applied to say the refusal indirectly.

Furthermore, the reason of using *appeal for understanding* strategy is also to mitigate the negative effects of refusals. This reason can be obtain by requesting the same understanding between the speakers and the addressees.

The next strategy for the female superior characters is *hedge the negative*. Similar to the previous cases of using this strategy, it is employed to utter the refusals clearly. Moreover, to avoid the misunderstanding becomes another reason of using this strategy.

The Holmes' theory (1992), which is stated that the people in a higher status or superiors usually employ direct and imperative expressions for delivering their request or command does not occur in this novel. Two male superior characters who are Kings in this novel mostly apply *give an account* strategy as indirect refusal to say their refusal to subordinates. They employ 4.88% of the refusal utterances for that strategy.

Moreover, that theory also does not happen for female superior characters' case. It is because they employ *appeal for understanding* (2.44%) and *give an account* strategies (2.44%) as indirect refusal and *hedge the negative* (2.44%) as direct refusal. All of them have the same percentages. This means that they try to be polite and direct when they refuse the subordinates' statements.

##### 5. Superiors' Refusal to Superiors

The refusal strategies which is mostly used by male superior characters is *give an account* strategy. This strategy is used to refuse the addressees' statements or ideas by giving the other explanations.

*Token yes* becomes the second strategy which male superior characters mostly apply. It is because the speakers want to avoid the negative effects of their refusals by saying an agreement first, such as saying *I know, yes, or I see*.

The third refusal strategy which is mostly used by male superior characters is *hedge the negative*. This strategy is also used to say the refusal directly and clearly. Furthermore, there is a close relationship between the speakers and the addressees. Based on the novel, Kings of Narnia (Peter and Edmund) and Queens (Susan and Lucy) are brothers and sisters. Moreover, they are Prince Caspian's friend and they have equal status with him. According to Holmes (1992:246), people can use relaxed and casual speech to the other people who they know well. On the other hand, people usually use standard form of speech when they speak to the other people that they do not know well.

The last strategy from male superiors to the other superiors is *express doubt*. To say the refusals indirectly became the major reason of using this

strategy. Moreover, to mitigate the negative effects of the refusals is another reason of using it.

Meanwhile, *hedge the negative* is the mostly used strategy for female superior characters. The reason of employing this strategy is not different from the other cases. It is to state the refusals directly and clearly. It can be said the speakers really refuse the addressees' ideas or statements.

The second strategy which they mostly apply is *give an account*. Uttering the speakers' ideas can be used to say their refusal indirectly. So, the addressees can comprehend why the speakers say refusal utterances.

The other strategies that they apply were *token yes* and *appeal for understanding* strategies. Female superior characters employ *token yes* strategy to soften their refusals by saying that the addressees' statements are not totally wrong. So, the addressees do not get unpleasant feeling from their refusals, such as angry.

The last is *appeal for understanding* strategy. It is also apply to state the refusals indirectly by appealing the addressees' understanding of the speakers' statements. It can be said that the speakers try to make the addressees understand that their statements are better by showing some facts.

According to Holmes (1992:290) that social distance, status, and the formality of context influence the way people speak. They can use direct expressions when they have close or intimate relationship with the addressees. People in intimate relationship can speak more casual and tend to use direct expressions. As explained before that the relationships between superiors in this novel are brothers, sisters, and friends. It means that they have close or intimate relationship. The explanations of Holmes (1992) do not hold true for male characters because they mostly use *give an account* strategy which is type of indirect refusal mostly. They apply 21.95% of the total refusal utterances for that strategy. On the contrary, female characters maintain to be direct by using *hedge the negative* most (12.19%).

##### 6. Subordinate's Refusal to Superior

The refusal from subordinate to superior happen among Lucy and Aslan. It is because Aslan is the creator of Narnia. There is only one refusal utterance which is uttered by Lucy for Aslan. She applies *give an account* strategy. She uses it because she wants to say her refusal indirectly. Giving another explanation or statement is one way to state the refusal indirectly. Moreover, she also tries to speak politely when she speaks to superior character by using that strategy.

Holmes (1992:173) stated that the subordinates groups must speak carefully and politely.

Based on Holmes (1992:173), subordinate people are expected to use polite expression when they talk to superior people. This statement happens in the novel because Lucy as the subordinate character applies *give an account* strategy as indirect refusal when she refuses the subordinate's statement. She uses 2.44% of the total refusal utterances.

### Conclusion and Suggestion

In short, it can be concluded that male characters always try to be polite. The status of children makes them tend to be polite when they talk to adult and the other children. However, the superior status does not influence them to use direct and explicit refusal strategy. They still try to be polite when they speak to the other superior characters and even to subordinate characters.

For female characters, they try to be polite and direct. The status of children makes them use polite strategy when they refuse adults' statements. Using direct strategy happens when they refuse the other children's statements. Moreover, the status of superior influences them to use direct strategy when they refuse subordinates' statements. However, they try to be polite and direct for refusing the other superiors statements. The last, they also do what the theory explained before. The status of subordinate makes Lucy as the female character applies indirect refusal strategy for refusing superior's statement.

In addition, hopefully this study gives more understanding about the relation between refusal strategy and gender, age, social status, social distance. Moreover, this study gives contributions to the other students as a reference in the study of refusal strategies and the influence of gender, age, and social status in choosing refusal strategies.

### Acknowledgment

Our sincere gratitude is hereby extended to Drs. Albert Tallapesy, M.A. Ph.D as the reviewer of this study who never ceases in helping until this research is accomplished.

### References

- [1] Coates, J. 1998. *Language and Gender: A Reader*. USA: Blackwell Publisher Inc.  
[2] Denscombe, Martyn. 2007. *The Good Research Guide: For Small Scale Social Research Projects*. New York: Open University Press.

[3] Felix, J Cesar and Brasdefer. 2008. *Politeness in Mexico and the United States*. Amsterdam Philadelphia: John Benjamins Publishing Company.

[4] Holmes, J. 1992. *An Introduction to Sociolinguistics*. New York: Longman Group.

[5] Lakoff, R. 1975. *Language and Women's Place*. New York: Harper and Row.

[6] Reiter, R. 2000. *Linguistic Politeness in Britain and Uruguay: A contrastive Study of Request and Apology*. Amsterdam Philadelphia: Benjamins J. Publishing Company.

[7] Yule, George. 1996. *Pragmatics*. Oxford: Oxford University Press

[8][http://www.androidgallery.net/the\\_chronicles\\_of\\_narnia\\_prince\\_caspian/](http://www.androidgallery.net/the_chronicles_of_narnia_prince_caspian/) [Accessed on 12-08-2013, 12:17:08]