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A Socio – Pragmatic Study of Arabic Telephone Openings and Closings

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A Socio-pragmatic Study of Arabic Telephone Openings and Closings

Abstract

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Telephone calls are the second most important site for verbal interaction after face-to-face conversation. Therefore, telephone conversation data in particular deals with the same amount of speech information taken from the participants, i.e. "what you hear is what you get". The current study aims to: First, Theoretically investigating the sociopragmatic aspects of (TOsACs) between Iraqis. Second, determine the sequence of the phenomenon of (TOsACs) among different social aspects namely gender and status. Third, identify the frequency of occurrences of pragmatic elements used in telephone openings and closings. Fourth, Figure out how pragmatic elements employed by males and females in both formal and informal settings effect the format sequence of (TOsACs). The study hypothesizes the following: First, There is a standard phrase formula used by Arab "Iraqi" speakers during conversation in telephone openings and closings. Second, (TOsACs) among females are characterized by extended and detailed turns more than in males. Third, the interface of status (high/low) has an effect on the prolonged sequence of (TOsACs) more than gender (male-female) in the formal and informal settings. Fourth, the pragmatic elements (pause, overlap, back channel, attributable silence, preference organization, and speech acts) affect the sequence formats of different socio-pragmatic settings. The study adopted the sequence structure model of "Emanuel Schegloff (telephone openings 1968 and telephone closings 1973). The current study reveals the following main results: First, The formats of telephone openings are reduced to three, namely: summons responds/answer, greeting sequence, and how are you sequence. Whereas the closings sequence, pre-closing, leave-taking, and terminal exchange. Second, among the four settings that were looked at in the Iraqi Arabic telephone discussion, the study found that the formal (male and female) co-work sitting obtained the highest percentage in the opening section in the use of the elements "adjacency pairs" (ask-answer and a thanks-response-request-accept). The most disruptive elements "overlap, pauses" were used, with the closings section having the highest percentage. The informal (female) classmates come in first place, and in the second place,

each of the "Formal female of the heads of department and informal female of co-work that, (TOsACs) among females are characterized by extended and detailed turns more than males. Third, according to "status and gender, in the openings section " formal co-workers (male and female) have received the highest percentage , 'participants of equal status', expansion of turns, while formal heads department (males and females) got the lowest percentage , participants with different status (high /low), reducing of turns , the interface of status (high/ low) affects on the extension of sequence of (TOsACs), was more than gender (male-female) in the formal and informal settings. Finally, the most frequently used elements in the openings section are the "adjacency pairs" (ask-answer) and disruptive elements (overlap). While these variables influence the closing sequence that received the highest percentage, which employs adjacency pairs (a thanks-response-request-accept), and participants frequently prolong turns during "leave-taking" and "terminal exchanges" to reflect cooperation and kindness in informal calls, and to save face in formal calls that are strict these variables influence the telephone openings and closings sequence. Finally, the study has made some suggestions and recommendations for future research.

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CHAPTER ONE

Introduction

1.0 Preliminary

The invention of the "telephone" has made the process of communication between people smoother and easier than before. This gives people more space to recognize the importance of maintaining their privacy when speaking to one another. Speakers have sensory access to each other only through their voice and speaking. Therefore, it is considered particularly valuable to deal with these issues.

In the early 1960s, sociologists Harvey Sacks, Emmanuel Schegloff, and Jill Jefferson examined conversations between people for the first time more carefully.

Sacks' interest in telephone conversations is social, as evident by her often quoted statement, "We can read the world from a telephone conversation as we can read from everything we do" (Sacks, 1992:548).

When discussions begin, speakers exchange talking regularly, even if one does not see the other. There are certain sequences for telephone conversations. These allow people to communicate in the openings and closings of the conversation's organizational units.

This research studies the opening, which consists of the following four basic sequences: summons response/answer, identification recognition sequence, greetings sequence, and how-are-you sequence formats from sociolinguistic variables and pragmatic aspects. The study also examines the formats of closing of telephone conversations, which includes three parts: pre-closing, terminal exchange, and leave-taking, according to Schegloff and Sacks (1973).

1.1 Statement of the Problem

Telephone conversations consist of sequences that allow people to communicate through them. Such sequences are shared by all people. This study examines the sequence of telephone openings and closings and tackles telephone openings since they organize the conversation to reach the purpose of calling, which is varied according to the status and gender of both caller and callee. Although the study of telephone openings has been tackled by different scholars in different languages, there haven't been many studies on telephone closings covered to the same extent as the opening studies, because closings are considered (parting), which threatens to save face, and it is also confusing for both the caller and the callee.

Therefore, the study attempts to answer the following research questions:

- 1-Is there any standard format used by Iraqi speakers on (TOsACs)?
- 2- What are the most frequently pragmatic elements used by males and females in their formal and informal settings and how do they affect socially the sequence formats of telephone openings and closings?

1.2 Aims of the Study

The current study aims to:

- 1-Theoretically investigating the sociopragmatic aspects of (TOsACs) between Iraqis.
- 2-Determine the sequence of the phenomenon of (TOsACs) among different social aspects namely gender and status.
- 3- Identify the frequency of occurrences of pragmatic elements used in telephone openings and closings.
- 4- Figure out how pragmatic elements employed by males and females in both formal and informal settings effect the format sequence of (TOsACs).

1.3 Hypotheses of the Study

The study hypothesizes the following:

- 1- There is a standard phrase formula used by Arab "Iraqi" speakers during conversation in telephone openings and closings.
- 2- (TOsACs) among females are characterized by extended and detailed turns more than in males.
- 3- The interface of status (high/low) has an effect on the prolonged sequence of TOsACs more than gender (male-female) in the formal and informal settings.
- 4- The pragmatic elements (pause, overlap, back channel, attributable silence, preference organization, and speech acts) affect the sequence formats of different socio-pragmatic settings.

1.4 Procedures of the Study and data collection

To achieve the aims and substantiate the validity of the hypotheses, the following procedures are followed:

- 1- selecting random recordings of 32 Iraqi "Baghdadi" live telephone calls to examine the phenomenon of (TOsACs),
- 2- Following the Schegloff and Sacks model (Telephone openings 1968 and Telephone closings 1973), identify sequence formats.
- 3- Presenting an eclectic pragmatic model to look at the pragmatic elements utilized in (TOsACs) sequence formats.
- 4- Analyzing the data from a sociolinguistic perspective, taking into consideration (status-gender) variables.
- 5- Finding out how these elements affect the sequence of (TOsACs).

1.5 The scope of study

The data for the study is restricted to 32 randomly selected Iraqi "Baghdadi" phone call recordings based on social factors such as status and gender. These recordings are divided into 16 formal, including 8 for heads of department, 4 males, and 4 females and 8 recordings are of formal telephone calls between co-workers; 4 are males and 4 are females; while the remaining 16 telephone calls are 8 informal telephone calls between co-workers; 4 are males and 4 are females and the final 8 recordings are for informal telephone calls between classmates; 4 are male and 4 are female.

1.6 The Model Adopted

As far as the format sequences of (TOsACs) are concerned, the study adopts Schegloff's (1968, 1973) model in which there is a canonical format of (TOsACs). This model organizes turns during conversation namely the disruptive and interface of (TOsACs). On the pragmatic level, the study adopts Yule (1996), Levinson (1983), and Leech (1983), to see to what extent these pragmatic elements affect the format sequence of (TOsACs). In what follows, the model is explained in detail:

1-The elements of pragmatics are taken from Yule (1996 a) and will be "adjacency pairs" (ask and answer, a thank–response–request-accepted, insertion pairs).

2-The disruptive from all of (Yule 1996 a), (Pauses, overlap, back channel, attributable silence, (Levenson 1983) preference organization, (Leech 1983) speech act

3-The Interfac elements of (TOsACs) are politeness theory from Yule (1996a), status (Spencer-Oatey et al., 1996), and gender (Cameron et al., 1990).

1.7 Value of the Study

As a matter of fact, most of the research done since the 1970s has been carried out by conversational analysts. To the best of the researcher's knowledge, this is the first study which attempts to look at (TOsACs) sequence formats in relation to pragmatic elements. This study may be valuable for English scholars in general and for sociolinguists and pragmatists in particular. The phenomenon of (TOsACs) has not been studied in one detailed study. In addition, it is not possible to fully depend on those studies to explain the sequence of telephone calls because the dialects differ in the same Arab society and cannot be considered canonical, which can be adopted in order to study this phenomenon. The importance of this study lies in the following:

- 1- Locally, this is the first Arabic and "Iraqi" socio-pragmatic study that includes the phenomenon of (TOsACs) in a variety of social settings.
- 2- It clarifies to some extent the format sequence that allows people to organize conversations when exchanging turns within (TOsACs), which will help them to understand the linguistic organization of the phenomenon during discussion and its impact on their daily lives.
- 3- Giving a new vision of the phenomenon of the sequence of TOsACs for those looking forward to studying it from other linguistic perspectives
- 4- Providing a useful reference for researchers and postgraduate students in this field.

CHAPTER TWO

LITERATURE REVIEW AND PREVIOUS STUDIES

2.0 Introductionry Remark

This chapter contains two main sections: The first section deals with the sequence of (TOsACs), and how the role of pragmatics and social variables affect the sequential Formats of (TOsACs); second section has more to do with previous studies related to the phenomenon of (TOsACs).

2.1 Socio-pragmatic Approach to Language

Pragmatics is the scientific study of elements of linguistic behavior. Pragmalinguistics is the study of the specific resources that a given language makes available for communicating pragmatic meaning (illocutionary and interpersonal). Sociopragmatics, on the other hand, connects pragmatic meaning to an evaluation of participants' social distance, the language community's social rules, appropriateness standards, discourse practices, and recognized behaviors. Leech (1983) and Thomas (1985) are the first who make this methodological difference, in which the word Pragmalinguistics refers to the pragmatic shift in linguistic analysis and is frequently associated with, though not identical to, sociolinguistics, stylistics, or text linguistics (Mey, 1979; Prucha 1983).

Sociopragmatics is the science of linguistics that integrates sociolinguistics and pragmatics to study how verbal exchange in sequence is organized, created, and understood in the context in which it occurs. Likewise, pragmatics is the science of language and its relationship to its users, (Mey, 1993:5). On his part, Yule (1996:3) states that pragmatics is the study of the meaning of the speaker. This means that every statement made by the speaker has a meaning, which may sometimes differ from the literal meaning of the words. He also defines pragmatics as the study of contextual meaning (1996:3). To conclude, sociopragmatics is the use of language for communication purposes.

Sociolinguistics examines participants' identities and social relationships as being of great importance to them, clarifies how social variables affect language use. According to Schegloff (1986), this form of sequence the "How are you?" sequence, has drawn a lot of attention for its analysis and may be an excellent illustration of the approach of socio-pragmatic variation connected to the sequence of conversation. Three different types of positive responses (awesome), negative (awful), and neutral are provided in response to that query (good). Pertinent responses, the summons/response answer, (Schegloff, 2007: 358) the identification/recognition sequence, and the greeting sequence. This may draw our attention to a crucial point about pragmatic social distribution and variance, namely the significance of noting also the commonalities among cultures and communities

Similarities may be found, which eventually give rise to hypotheses about the general or potential general aspects of the interaction during the conversation (Schegloff, 2002, 2006). The extension of the sequence is caused by negative and positive reactions, on the other hand, which helps to establish the wellbeing of the respondent. Additionally, the closing sequence of conversational engagement is a pattern of sequences that exhibits characteristic modifications based on the relationships of the participants.

2.1.1 Structure of Telephone Openings

The organization of telephone conversation has received much scholarly attention since Schegloff's pioneering work in the 1960s and 1970s. Schegloff (1986:113) says that there are reasons why researchers have been fascinated by telephone conversations despite their apparent routine, that telephone calls are the second most important site for verbal interaction after face-to-face conversation. Therefore, telephone conversation data in particular lies in dealing with the same amount of speech information taken from the participants, i.e., "what you hear is what you get".

The major functions of opening telephone sequences are organized to complement conversations that are sensitive to and largely shaped between two parties about who the other is. Ordinary talking is what people usually do to distinguish "having a conversation" from just exchanging greetings. And the sequence of opening phone calls is to organize the interactive speech between the two parties to the conversation. What this interlocutor offers also has an

effect when the two sides do not know at an early stage what the other side has and how important some information can be. Therefore, when and how, and how much to tell, its priority and how it should be communicated, must be evaluated at a time when each party lacks sufficient knowledge. An telephone openings sequence also provides us with the base position (which Schegloff calls the "anchor" position) to present the "initiate topic." This position comes after a fairly standard set of four sequences. (Schegloff, 1968 p: 116) (1) Summons response / answer sequence (2) an identification/recognition sequence, (3) A greeting sequence and (4) How are you sequences. The following examples will illustrate the structure:

EX 1-Informal conversation: Between two female co-worker (1:39 min)

See Appendix "C" informal telephone co – work, number "4" p .125

01: Ring **Summons response / answer**

02 Callee: الو]

Alw

Allo

03 Caller: الو السلام عليكم **Greetings sequence**

Alw alsalam ealaykum

Allo peace be upon you

04 Callee: عليكم السلام اهلا وسهلاً]

Ealaykum alsalam - ahilan wshlaan

Peace be upon you – welcome

05 Caller: //هلو حبيبي شلونج آيه، شلون صحتج ؟ **How are**

// halu habibi, shlunj ayah, shlun sahtiji?

// Hello my dear, How are you Aya, How have you been?

06 Callee: //تمام، هلو رشا شلونج حبييتي- هلو بيح شخبارج ؟ **You ?**

// tamaam halw rasha shlunj habibti halu bij shukhbarij?

// OK Hello Rasha How are you my dear, Welcome, how is it going?

In what follows are the four main formats of Telephone Openings that will be explained:

2.1.1.1 Summons / response answer

The first important element to be aware of while studying a telephone conversation, according to Schegloff (1968: p. 120), is the "primary word distribution rule", which generally occurs in the summons /answer sequence (Sacks, 1995: 542, Schegloff, 1968: 1067). This implies that the initial turns and receptions are generated and created in the order, in this sequence.

The call-and-response sequence is "publicly designed to open a channel of communication and ensure its openness and readiness. A listening ear and a ready mouth to speak," (Schegloff, 1986:117).

Simply put, the phone rings, and the person who answers it talks to him, confirming his presence and the desire to receive the caller's information, and so he takes the first turn. Phone conversations usually start like this, even if this rule applies to the majority of calls that may be detected.

In this case, the recipient of the call does not initially speak, but instead picks up the phone and waits. When this happens, the sequence is referred to as a recall. As if summons always requires an answer to start a conversation in interaction, and invokes that until the individual calls for a response.

The turns change because the communication and response sequence provide the basis for introducing a particular topic. Ending a conversation with "Hello" or "What is it?" is abnormal. As expected, there is an ongoing discussion. It will create the most recently created subject automatically. The person called is now ready to receive the information from the caller. In a telephone conversation, the summons/response answer Even if the sample is too small, it is the most important thing. No recent engagement may occur if the summons is rejected or unresponsive by the person called. To illustrate this sequence, take the following example:

Ex 2: *Informal conversation: between male and female classmate*

(1:15 min)

See Appendix "D", Informal classmate, conversation number "2" p.134

01: Ring \longrightarrow **Summons**

02 Callee: نعم \longrightarrow **Response**

Naeam

Yes

03 Caller: الو، السلام عليكم \longrightarrow **Answer**

Alw, alsalam ealaykum

Allo ,Peace be upon you

2.1.1.2 Identification Recognition Sequence

Identification is one of the main sequences in order to document the interaction between the participants. Schegloff notes that the preference for recognition of other-identification over self-identification usually occurs after the summons/response answer. (Schegloff 1973, p. 122) At the beginning of the discussions, but to make identification possible between the caller and the callee at the openings, the word "Allo" is considered to provide a voice sample to recognize the identity of the other caller as it expresses a self-identification between the participants who have intimate relations. On the other hand, when the participants do not have close relationships or there is no prior knowledge between them, it is necessary to provide recognition for the other-identification in order to avoid an information gap and restrict the conversation between participants, which thus affects the sequence of openings on the telephone.

EX3: *Formal conversation: Between two female co-works (1:32 min)*

See Appendix "B", formal co – work, conversation number 2 p. 111

04 Callee : وعليكم السلام- منو وياي؟

Waealaykum alsalam- minu wyay?

Peace be upon you- who is it?

Identification Recognition

Other identification

05 Caller: اني ست ماجدة من الجامعة المستنصرية – اذا تذكرتي ؟ (2 ثانية)

ani sit majdah min aljamieat almustansiriat - adha tadhkirati?

(2 thania)

I am Miss Majda from Al-Mustansiriya University- If you remember?

(2 seconds)

2.1.1.3 Greetings Sequence

The exchange of greetings is the usual form of achieving and offering reciprocal recognition or satisfactory reciprocal identification, which is a very powerful element similar to the invocation summons / response answer sequence, and in contrast to summons response / answer which is "obligatory". However, the "greetings" and "how are you" sequence can be avoided in certain situations.

One of the most common absent mental situations is when callers respond to Callee self-identification (work ID even without username) answering "yes", and then proceeding directly to "work" (the reason for calling.(Schegloff, 1986:125).

It should also be noted that although summon responses are not usually greetings, they can be greetings due to their similar form: if no greetings are given in the third turn, the responses are considered greetings.

Greetings in openings, according to Shiffrin (1977: 688) are used to create contact between participants who are going to participate in a longer (elaborate) engagement, or merely to keep touch between those who have no intention of engaging in a longer (elaborate) interaction.

The greeting sequence is usually not executed completely, as in the example above, but it is far from non-existent. Incomplete greeting sequences have also been reported in other contexts, but can usually be justified by the nature or characteristics of the call.

Ex 4: Formal conversation: Between male and female co-worker (0:48min)

See Appendix "B", formal co-work, conversation number"5" p.116

03 Caller: الو السلام عليكم	}	Greetings sequence
Alw alsalam ealaykum		
Allo Peace be upon you		
04 Callee: هلا ومرحبا و عليكم السلام		
Waealaykum alsalam hala wamarhaban		
Peace be upon you welcome		

2.1.1.4 How – are – you Sequence

Although "how are you" can serve in some interactive contexts , so it is called "alternative greeting", (Schegloff 1986 :129) points out that the telephone sequence occurs in a systematic order after first greetings and it is therefore not used in introductory conversation. Positive (terrific), negative (awful) and neutral responses (good), the three types of responses the speaker provides to question? "How are you" at that point is unimportant, so the conversation can move on to the next, such as starting the "first topic": On the other hand, negative and positive responses cause an expansion of the sequence and act on it, and determines the state of well-being of the other participants.

In one of his lectures, Sacks describes how the question is asked. How are you? It can be used in two different ways respectively (Sacks 1992, I: 549ff). It can be used as a suitable key for the conversation, i.e. as a substitute for the Greeting, thus it is not answered as a question but rather as a Greeting. But it is customary to use it after the Greeting, in which case it will be answered by a response such as "okay" or "fine ". As a result, not only is the question viewed differently in the two contexts, but the meaningful response is also defined.

According to several studies (Saadah: 2009), the "How are you?" sequence, which is part of the opening sequence of a telephone conversation, is also an example of a phatic communion. Communication is an anthropological term that has been borrowed from various fields (for example, semantics, sociolinguistics, conversation analysis, communication). According to

Malinowski, phatic refers to a type of conversation in which people engage randomly in order to establish bonds of solidarity that perform only a social function. In telephone conversations, the term has also been used to describe responses to "How are you?"

When addressing the elderly, this verbal style shows respect, awareness of social status, and politeness among the participants. Some interviewers will use a prototype to drop the pronoun and add the adverb after and before the main component, including "well done recently. When preceded by comments such as "a long time no see" or "inviting," the question "How are you?" serves as a statement of purpose and phatic communion. How are you? Your sequence appears to be organized into three sets:

A- Neutral response

At the beginning of a telephone conversation, this type does not really encourage the participant to communicate freely and simply it tends to end conversation sequences. This kind is being (good)

EX5: *Conversation between Head department Responsible for Postgraduate Studies* (1:36 min)

See Appendix "A", formal Heads department, conversation number"4" p.103

05 Caller: شلونك دكتور ياس

Shlunk duktur yas

How are you, Doctor Yas?

06 Callee : حياك الله //

// hayaak Allah

// May Allah bless you

Neutral response

B- Positive Response

This type means that you can go ahead and carry on with your initial conversation without worrying that the other speaker is tired and stressed or that the other participant is not in the mood to hear what you want to say in the conversation.

EX6: *Informal conversation: between male and female co-worker (1:31 min)*

See Appendix "C", Informal co-work, conversation number "1" p.121

05 Caller: شلونك استاذ أثير؟

Shlunk aistadh 'athir?

How are you Mr. Atheer?

06 Callee: الحمد لله شلون عافيتج ان شاء الله بخير؟ → **Positive response**

Alhamudalalah shlun eafitij ansha' Allah bikhayr?

Alhamdulillah how it is going with you, is every thing going ok?

C- Negative Response

In this type of telephone conversation, the speakers do not want to communicate, so the conversation is aborted, and there is no interaction between them. One word can be used, which can be the corresponding phrase for each exchange, such as (fine, ok, etc.); this is an awful kind.

The following figure will show the standard structure of telephone openings:

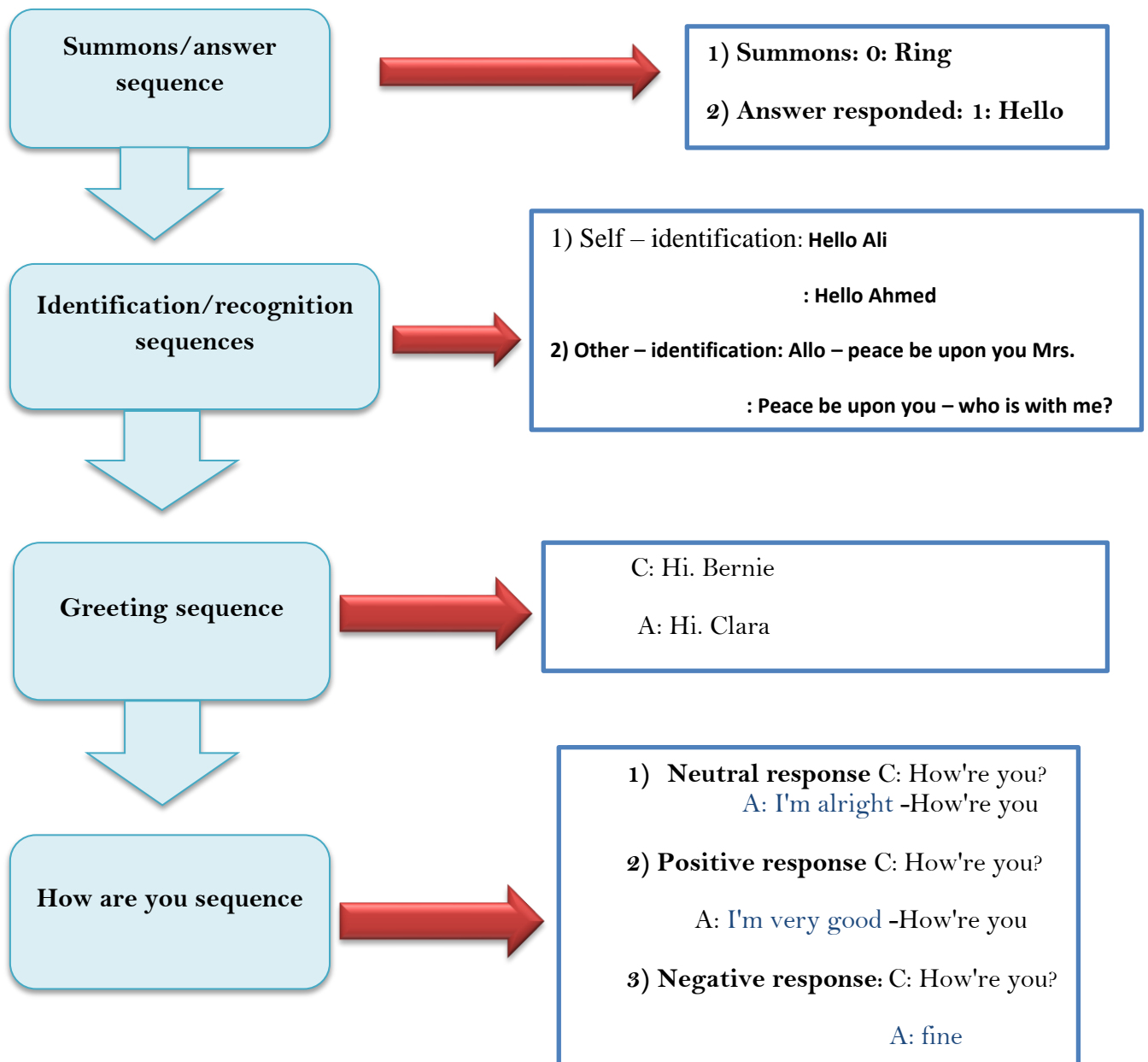


Figure (1) Structure of telephone openings (Based on Schegloff 1986: 115)

2.1.2 Structure of Telephone Closings

Schegloff and Sacks (1973) are the pioneers in describing the closings structure and first to use adjacency pair analysis in telephone conversations to describe closings and their structures. According to them, two elements of verbal closings remain important, namely, pre-closing and the terminal exchange part (Schegloff & Sacks 1973: 318). The following example shows how to close properly.

Example 7:

Structure of telephone closings (based on Schegloff & Sacks 1973: 317)

A: O.K.	Pre-closing
B: O.K.	Pre-closing
A: Bye Bye	Terminal exchange
B: Bye Bye	Terminal exchange

Despite the fact that closings are complicated, sequences are organized in a structured way; other types of pre-closing movements discussed by Schegloff and Sacks (*ibid.*: 310–3011) include "identifying the caller," which relates to the other party's interest (for example, "Okay, I'll let you go."); other pre-closing movements that refer to components in the conversation (e.g., "Okay, I'll let you go back to your book"); and other devices that are general in nature (e.g., "Baby is crying, should go." These forms of pre-closing motions, such as the devices "okay" and "alright," suggest Schegloff and Sacks, provide a reason to stop closing a conversation.

The termination exchange is the final exchange of a conversation in which the "act of ending the conversation is fulfilled" (Takami 2002: 71). According to Schegloff and Sacks (1973), if the pre-closing is exchanged correctly, all that is required is a simple 'goodbye' exchange. They (*ibid.*) investigate the closure of a telephone conversation and claim that when the conversation is closed, both interlocutors understand the completion of the speech and serve to end the conversation. In terms of structure, they (*ibid.*) identify three phases in the closing section: 1) pre-closing, 2) terminal exchange, and 3) leave-taking.

A- Pre-closing

After the topic is completed and the participants' consent is obtained for the proper pre-closing, utterance is initially determined. According to Schegloff and Sacks, words like "Ok" or "So, Well" Without making logical statements about what they are talking about, they suggest new topics if the other party agrees and also to allow a free pass to the next, this is known as "passing" (1973:304). It indicates that the other speaker "had nothing more or new to say." Participants are aware that by entering the signal, they agree to work together to end the conversation.

B- Terminal exchange

The "final exchange" is another important part of the closing process. It is the last exchange before disconnecting, which is the time when the closing of the conversation actually begins. According to Schegloff and Sacks (1973), if the previous shutdown is effectively reported, then a simple exchange of 'goodbye' can follow. The study of adjacent pairs appears to be significant in the study of pre-closing and final exchanges. Richards et al. (1992) describe the adjacent pair as "a series of two related words from different speakers." When one speaker gives a pre-close signal by saying "Okay..." the other agrees in answer and passes "Okay in the final exchange, for example, one person says "Good-bye and the other person replies "Good-bye." The first speaker in these adjacent pairs presents a parting, and the second speaker also repeats a parting. This requires the second speaker to be aware of the first's intent and agree to end the conversation. Two speakers say their farewell in this manner. In other words, a speaker makes the initial expression, to which the others answer, stating that "...he has understood what his predecessor was aiming for, and is ready to go along with it" (Schegloff and Sacks 1973:297)

C- Leave-taking

Although many researchers, such as Schegloff and Sacks (ibid: 317), believe that pre-closure and final exchange are critical parts of the closing phase. They point out that ending a conversation in real life is not that easy. The "taking leave" phase is described as a series of movements between the pre-closing exchanges and the final exchanges that make up the proper close. Because parting as a face-threatening act means closings, participants use a

variety of strategies to keep each other's faces and reconfirm their connections. They figure out that in telephone closing in English, movements such as "make preparations" and "recall certain types of content previously explained in conversation" are exchanged in the leave-taking (ibid.) example;

EX 8: *Informal conversation: between male and female classmates*

(01:24 min)

See Appendix "D", *Informal class – mate, conversation number "8" p.143*

07 Callee: Acadmica هذا اي موقع انكليزي طبي عليه وشوفي بس أكتبي موقع Acadmica =
= hadha ay mawqie ankilizi tibiyun ealayh washufi bas 'aktubi mawqie Acadmica

= yes, this is an English site, log in it and start searching, just write a Site - Acadmica → **Pre – Closing**

08 Caller: اوكي- زين - زين -دزلي موقع الرابط- عندك الرابط ؟
Awki zany zany dazli mawqie alraabti eindak alraabit?
Well fine, fine if you have the link send it to me

09 Callee: اي ان شاء الله هسه ادزلجياه → **Leave – Taking**
Ay an sha' Allah hasah adzilajyah

Yes. Ofcourse, God willing I will send it to you now

10 Caller: ممنونة منك استاذ أمجد، ممنونه
Mamnunah minnk astadh 'amjad, mamnunah
Thank you, Mr. Amjad, Thank you

11 Callee: هلو، هلو مع السلامة → **Terminal Exchange**
Halu, halu Mae alsalama

You welcome, Good- bye

12 Caller: مع السلامة
Mae alsalama
Good- bye

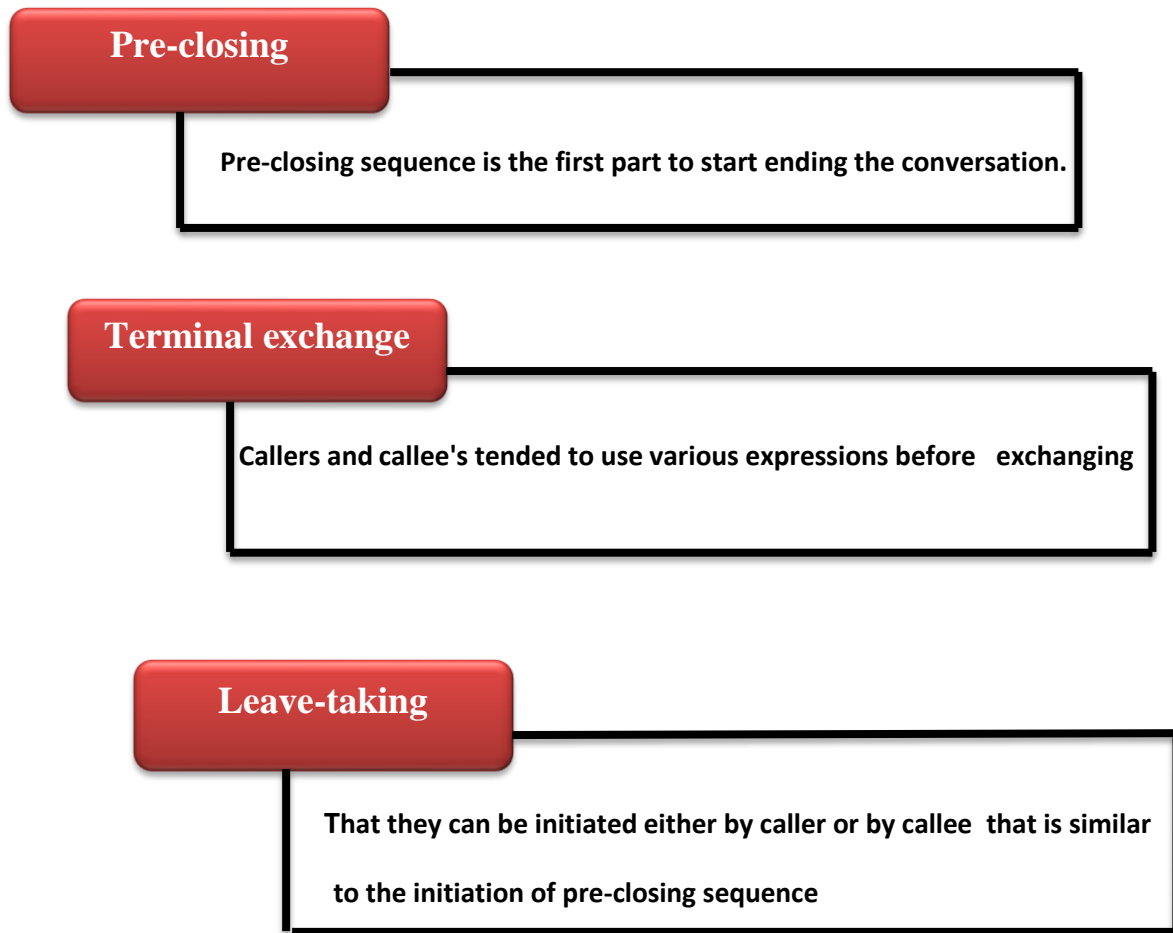


Figure (2) Structure of telephone closings (Based on Schegloff 1973)

2. 1.3 Aspects of Pragmatic Elements of Telephone Openings and Closings

The following are elements considered as features to regulate the sequence of (TOsACs).

2. 1.3.1 Adjacency pairs

According to Yule (1996: 76–78), one of the most important elements of conversational analysis in opening and closing is the adjacency pairs. A pair consists of two utterances created by two participants, one of which is close to the other and the second of which is related to the first. Question/answer, complaint/denial, offer/accept, request/grant, compliment/rejection, challenge/rejection, and instruct/receipt are examples of adjacency pairs.

Adjacency pairs are almost reflexive exchanges in the structure of conversation, such as greetings and good-byes.

Levinson (1983:302) argues that there are many characteristics of adjacency pairs. Adjacency pairs are speech sequences that are adjacent to each other. They indicate that the first comes straight after the second. Produced by different speakers, there are two parts to a sequence: the first part and a second part, which necessitates acceptance or rejection; greetings necessitate greeting; and so on. When the first part of a pair is mentioned, it creates an anticipation of the second part that follows, and failure to produce the second part in response would be seen as a notable violation.

Ex9: – *Informal conversation: between male and female classmates*

(2:30 min)

See Appendix "D", *Informal classmate, conversation number "6"* p.140

03 Caller: الو- السلام عليكم

Alw- alsalam ealaykum

Allo -peace be upon you



**adjacency pairs in
"Greetings"**

04 Callee: وعليكم السلام ورحمة الله - اهلاً ست هاجر

Waealaykum alsalam warahmat Allah - ahilan sit hajir

May the peace and mercy of God be upon you- Welcome Miss hajir

15 Caller: مع السلامة، مع السلامة

Mae alsalamat, Mae alsalama

Goodbye, good bye



**adjacency pairs in
"Terminal exchange"**

16 Callee: مع السلامة

Mae alsalamat

Good-bye

A- Ask and answer

This type has different styles utilized in daily social interactions. It has automatic exchange. This type is almost an automatic exchange in conversational sequences. The utterance of the first part of the pair causes a

rapid anticipation of the utterance of the second part of the pair, and not responding or delaying in the second part of the pair will be regarded as an abruptness on the part of the second participant.

B- A thank – response – request –accepted

Automatic sequence, in which every time the first and second parts of each speaker's utterance are included. The first part of the pair is mentioned first, which immediately increases the anticipation that the second part will follow. If the second part of the response is not given, it will be viewed as remarkable and treated as a significant absence. There should always be two components, notwithstanding the wide range of patterns that are employed to close gaps in adjacency pairs [1], including a question-answer sequence [2], a thanking-response [3], and a request-acceptance Adjacency pair patterns, for example question-answer sequence

EX 10: – *Informal conversation: between male and female co-worker*

(00:58 min)

See Appendix "C", Informal co-work, conversation number "5" p.127

09 Caller: – استاذ عبدالله - اه - ده اتصل على ست زينة - اه ومدى جاوبني —→ **Request**

محتاجتها ضروري - قريبة عليك ؟

Aistadh eabdallah - ah - dah aitala ealaa siti zinat - ah wamadaa

jawabni- muhtajatuha daruriun - qaribat ealayk ?

Mr. Abdullah - Uh - I'm trying to call Miss Zina - Ah, she doesn't answer -I need herurgently

– Is she close to you?

10 Callee: هسه جانت هنا، هسه جانت هنا موجودة —→ **Respond**

Hasuh janat huna, hasuh janat huna mawjuda

She was just here, she was here

11 Caller: اي //

// ay

// yes

12 Callee: اه - فعدنا ضغط مراجعيين هواية هسة اني اشوفها وار دلج خبر —→ Accepted

ah - faeidna daght murajieiyin hiwayat hasat ani ashufha wardalaj
khabar

Uh - We have a lot of pressure at work I'll look for her and call you
back

13 Caller: رحمة الله والديك عيني استاذ عبدالله - راح اتعبك —→ A thank

rahmat allah walidik eaynay astadh eabdallah rah ateabk

May God have mercy on your parents' dear, Mr. Abdullah I will tire you

C- Insertion pairs

This is the third type of adjacency pair, Yule (1996: 78) in which not all first parts receive their second parts immediately, while a question-answer sequence is often delayed when the other question-answer sequence takes its replacement. Or, to look at it another way, insertion sequences happen whenever a question-and-answer pair is embedded within another. An insertion sequence is an adjacency pair one inside another.

The sequence will then take the form of Q1-Q2-A2-A1. This pattern is illustrated in the following example:

EX 11: *Informal conversation: between two female classmates (1:28 min)*

See Appendix "D", Informal classmate, conversation number "7" p. 141

05 Caller: // هلو عيني شلونج شلون صحتج، الله يخليج حبيبي اشونج ؟ —→ Q1

// halu eaynay shlunj shlun sahtaj, Allah yakhlj habibi ashunj?

// Hello my dear, how are you, How have you been? May God bless my

Dear - How are you?

06 Callee: // اشونكم ؟ —→ Q2

// ashunkum?

// how are you?

07 Caller: // والله بخير بخير، الاهل شلونهم ؟ —→ A2

// wallahu bikhayr bikhayr, alahal shilunahum?

// By God, fine fine, how is your family?

08 Callee: الحمد لله والشكر لله كلنا زينين → A1

Alhamudalaluh walshukr lih kuluna zinin

Alhamdulillah and thanks to Allah we are all fine

2. 1.4 Disruptive elements of Telephone Openings and Closings Sequence

There are elements that may create obstacles, delay turns, or create a gap during the exchange of information in telephone conversations between participants.

2. 1.4 .1 Pauses

Between turns, there is silence. According to Yule (1996:72-73) one way to keep the turn is by using connectors like **and, and then, so, but**; to replace pauses at points where the message is clearly incomplete, which fill the pause with a hesitation marker such as er, em, uh, ah. The very short pauses marked with a dash (-) are simply hesitations, but longer pauses become silences. (.)

Ex 12: *conversation between (Head department and employee) (1:32min)*

See Appendix "A" Formal telephone (Heads department) number "1" p.100

03 Caller: سلام عليكم ست زينب

Salam ealaykum situ zaynab

Peace be upon you, Miss Zainab

04 Callee: (4 ثواني) اهلاً دكتور..... = → **pause in "Greetings"**

Haluw -Salam - ahlaan duktur = (4 thawani)

Hello - hello - hello doctor = (4 seconds)

2. 1.4.2 Overlap

Overlap happens when more than one speaker is talk at the same time in a conversation. Yule (1996: 73), typically, only one person speaks at a time, and there tends to be an avoidance of silence between speaking turns. There were no stops between turns until the talk was finished. In the transcription

symbol, overlap is represented by //beginning of overlap (both speakers attempt to initiate talk). As in

Ex 13: *Informal conversation: between male and female co-works (1:09 min)*

See Appendix "C" Informal co-works conversation number "7" p: 130

13 Caller: // الله يسلمك استاذ مزهر تحياتي //

// Allah yusalimuk astadh muzhir tahiaati

// May God bless you Mr. Muzhir my greetings

14 Callee: //ياها لا ياها لا//

// yahilan yahilan

// welcome Welcome

Overlap in

"Terminal exchange"

2. 1.4.3 Backchannel

Backchannels are signals indicating the listener pays attention to the part of the listener. According to Yule (1996: 75), it is the signal that speakers hear during a prolonged turn. The absence of backchannels is considered important with this normal expectation. Speakers use feedback or backchannel to indicate that they are paying attention to what is being said. It shows that they are listening and understanding or simply by repeating the words of the other speaker. This can be achieved by using 'response tokens' such as 'mm' and 'yes,' which repeat what the other person has just said. Backchannel signals inform the speaker whether or not the message was received and whether or not the object was, and these types of signals are (**uh-uh, yeah, mmm**).

Ex 14: *Formal conversation: Between two female co-works (1:30 min)*

See Appendix "B", formal co –works, conversation number "8" p. 120

05 Caller: – اني ست اريج اتصلت عليج قبل شهرين - اذا تذكرين عيني ست! -

eayni situn - ani sit arij aitasalat ealayj qabl shahrayn - adha tadhkurin

Dear Miss - I'm Miss Areej - I called you two months ago - If you

Remember !

06 Callee: ها - ها اهلا وسهلاً (3 ثواني) → **Backchannel**

Ha - ha ahilan wshlaan (3 thawani)

Yes – right, welcome (3 seconds)

2. 1.4.4 Attributable silence

When longer pauses transform into silences during which each speaker has completed a turn, the silences are not attributed to them. Yule (1996:73) , But if one speaker turns the floor over to another and the other stays silent, the silence is attributed to the second speaker and becomes significant. It's an attributed silence. Silence is sometimes interpreted as distance, or the absence of familiarity. Some others may interpret it as ignorance.

Ex 15: *Informal conversation "8" Between two female co-workers (1:27min)*

See Appendix "C" Informal co –work, conversation p. 131

07 Caller: =الو – مروه - الو - مروه – مروه (6 ثواني) → **Attributable silence**

= alw - marwah - Allo- Marwa (6 thawani) **in Pre- closing**

=alw - marawah – marawah - Allo- Marwa - Marwa (6 thawani)

08 Caller: الو- مروه- حبي اكو شي- بيح شي ؟

Alw- maruh- hubiy aku shi- bij shi?

Allo- Marwa- my dear, is there anything? - Did anything

happen to you?

09 Callee: لا- شنو ليش شنو – شكلاتي - مفتهمتج ؟ (3 ثواني)

La la- shanu - lish shanu - shaklati - muftahamatij? (3 thawani)

No- no-why-what did you say- I didn't understand? (3 seconds)

2.1.5 Preference organization

Preference organization According to C. Levinson (1983, p. 307), with respect to the concept of preference organization, the central insight here is that not all potential second parts to a first part of an adjacency pair have an equal standing: there is a ranking operating over the alternatives and there is at least one preferred and one dispreferred type of response. It should be noted right

away that the notion of preference is not a psychological one, in the sense that it does not refer to speakers' or hearers' personal tendencies. If you are looking for a unique term, it is a structural notion that corresponds closely to the linguistic concept of markedness. Preferred parts are unmarked since they happen as structurally simpler turns; dispreferred seconds, on the other hand, are indicated by variable levels of structural complexity.

Dispreferred seconds, on the other hand, are typically delivered: (a) after a significant delay; (b) with a prelude indicating their dispreferred status, usually the particle *well*; and (c) with an explanation as to why the preferred second cannot be completed.

The table (1) below lists common adjacency pairs and typical preferred and dispreferred second pair parts (Levinson, 1983).

First Pair parts	Second pair parts	
	Preferred	Dispreferred
Request	Acceptance	Refusal
Offer/ invite	Acceptance	Refusal
Assessment	Agreement	Disagreement
Question	Expected answer	Unexpected answer/ no answer
Blame	Admission	Denial

Yule (1996: 78–80) argues that the structure of preferences in adjacency pairs is not just a sequence of worthless utterances. They reflect social acts, and when they occur as second parts of other pairs, they are all comparable. In general, the first part, including a request or an offer, is given with the idea that the second part will be an acceptance. Acceptance is more fundamentally likely than refusal. Preference is the term for this structural likelihood. The phrase is used to describe a socially established structural pattern instead of a person's emotional or mental preferences. Preference, in this technical sense,

refers to an observable pattern in conversation instead of a personal desire. The second part is divided into preferred and dispreferred social behaviors by the preference structure.

There are some ways to provide dispreferred second parts:

- **delay/hesitate** **ex: pause; er; em; ah**
- **preface** **ex: well; oh**
- **express doubt** **ex: I'm not sure; I don't know**
- **token acceptance** **ex: That's great; I'd dear to**
- **apology** **ex: I'm sorry; what a pity**
- **mention obligation** **ex: I must do X; I'm expected in Y**
- **appeal for understanding** **ex: You see; you know**
- **make it non-personal** **ex: Everybody else; out there**
- **give an account** **ex: Too much work; no time left**
- **use mitigators** **ex: A really; mostly; sort of; kind**

EX 16: *Informal conversation: between two female co-worker (1:11min)*

See Appendix "C", Informal co-work, conversation number "6" p.128

09 Caller: اه - "توست" - بزيونة - ايكليج أكله يخبل - الو (6 ثواني)

Ah - "tust" - bizuyunat - aykilj 'ukluh yakhbal - alw (6 thawani)

Ah - "toast" - in Zayouna - it is said that his meals are delicious - Allo

(6 seconds)

10 Callee : // اه - عندي - وياج وياج - اه - بس اني - اللي اعرفه كلش مزدحم .

// ah - eindi - wayaj wayaj - ah - bas ani - alliy aerifh kilash muzdahim

// Uh - I have - yes with you - with you - uh - but - I know it's very

Crowded



Dispreferred

11 Caller: ازدحام هو ؟

Azdaham hu?

Crowded?

12 Callee: عندني واحد ثاني اعرفه يطل على نصب الشهيد هم أطلالة وهم أكله طيب فد شي يعني
رايحتله قبل

Eindi wahdi thani aierifh yutilu ealaa nasb alshahid hum 'atlatat wahum
'Ukluh tayib fadin shi yaeni rayahtalah qabl

I have another one I know it overlooking the martyr's monument
has both views and delicious meals I went to it before

2.1.6 Speech acts

Speech act philosophers have tended to focus on the meanings of speech act verbs. One significant distinction between speech acts and speech-act verbs is that characteristics that are non-categorical or scalar in the first were category in the latter. 'Differences in illocutionary verbs are a good guide, but by no means a sure guide, to differences in illocutionary acts,' says Searle (and we may follow him this far). (1979:2). Another difference is that while discussing speech-act verbs, they will focus on specific verbs in certain languages and will discuss (but not exhaustively) English speech-act verbs, not claim to be concerned with universal principles of linguistic behavior.

A fitting way to begin the study of speech-act verbs is with the well-known distinction Austin makes between three kinds of speech act:

- 1-Locutionary act (performing the act of saying something)
- 2-Illocutionary act (performing an act in saying something)
- 3-Perlocutionary act (performing an act by saying something).

2.1.6.1 Locutionary Act

The locutionary act includes the transmission of information (conceptual communications) Leech (1989: 199), in which the speaker (s) informs the listener (h) that certain words have been uttered (x) with a certain meaning. Speaker states that Performance by stating certain words uttered. By stating the words, the speaker persuades the listener that the performance is great.

Locutionary act is the act of utterance production, representing the main speech act (Yule, 1996: 48). When the speaker uses his or her vocal sound to make an utterance. This is known as a locutionary act.

Ex: I've just made some tea.

2.1.6.2 Illocutionary Act

The illocutionary act is in connection to speech transfer (individual communication). The only alteration to this statement is that the 'illocutionary aim of a conversation' has been differentiated from other social objectives, such as maintaining cooperation, politeness, and so on. The illocutionary act will be performed, and the utterance will be interpreted to be a promise, or a claim, or whatever it is meant to be

Ex: I'll call you later.

Many people use their words to produce utterances with specific purposes. In producing utterances by these people, (Yule, 1996: 48) there should be a purpose in every word, which is the illocutionary act.

2.1.6.3 Perlocutionary Act

A perlocutionary act is generally defined as the action (or activity complex) of achieving something by means of speech, which not all perlocutionary acts are appropriately represented in the means-ends only a perlocutionary effect which follows as an intended result of the hearer's interpretation of the speaker's illocutionary goal. On August 1, 2010, this entry was published.

It normally denotes a speech act which intentionally brings about a state of knowledge which did not exist before, while other perlocutionary verbs imply a more active response from the hearer. That means the perlocutionary act states the hearer's response to the speaker's utterance, and this response may be mental, physical, emotional, or verbal. For example, sentences like "I would like to go now" usually affect the hearer's status positively or negatively, depending on the situation.

2.1.6.1 Searle's Theory of Speech Act

Searle (1976:10) establishes five categories of speech acts:

1. Assertive verbs are commonly found in the verbs (...) that X construction, where (S) is the subject (referring to the speaker) and 'that X' refers to a proposition: e.g., affirm, allege, assert, forecast, predict, announce, and insist. Ex: Confirmed: You're Fired.

2. Directive verbs: They could be positive or negative directives, orders, requests, or suggestions. Its goal is to convince the listener to do something that is suitably worldly; it expresses a wish; and the suggestion is the listener's prospective behavior. The speaker is trying to guide the listener to the realization of the intended meaning. These non-indicative that-clauses, unlike the following assertive verbs, include a subjunctive or modal like should, rather than a proposition.

e.g.: Give me my medicine on time.

3. Commissive verbs are such; offer, promise, swear, volunteer, and pledge are examples of verbs, which represent a small category, and are similar to directive verbs in that they have non-indicative complementizers (that-clauses and infinitive clauses) that must have posterior time reference (that is, time reference after the principal verb). There's a case to be made for integrating directive and commissive verbs into a single superclass.

Ex: Tomorrow I will order the clothes online.

4. Expressives verbs: It conveys a specific psychological state in the absence of appropriate directions, in which a wide range of psychological states may communicate, in which the proposition gives it an attribute to the listener and speaker, is an optional preposition, and where an abstract noun phrase or a gerundive phrase is; e.g., apologize, commiserate, congratulate, pardon, thank.

Ex: I wanted to congratulate you on the release of your new book.

5, Declaratives verbs: They are ordinary speech acts that derive their force from their position in ritual. In any case, the majority of verbs related to declarations (such as adjourn, veto, sentence, and baptize) primarily describe social instead of speech acts.

Ex: communication, this is my name.

EX 17: *Conversation between (Head Department with the employee)*

(0:58 min)

See Appendix "A" Formal head department, conversation number "5" p.105

05 Caller : اكلج عيني انتي وين ؟

Akalij eaynay anti win?

Listen, my dear - where are you?



Directive verbs

06 Callee: آه - بالمكتب اني

Ah - bialmaktab ani

Ah - in the office I am

07 Caller: اوكي- بالمكتب تلकिन اكو فد ورقة على مكتبي - من فضلج الورق
تسنتسخيه "5" نسخ (2 ثانية)

Awki - bialmaktab tilkin aku fad waraq ealaa maktabi - min fadlij

Alwaraq tastansakhih 5 nasakh (2 thania)

Fine - in the office you will find a paper on my desk- please

copy it 5 copies (2 seconds)

2.1.7 Interface of telephone openings and closings

The randomly chosen sample of calls differs in terms of social status (high/low), power, solidarity, and gender, all of which have an impact on the type and nature of telephone conversations. Politeness influences and regulates telephone calls, which it is put as a title under which are subsumed social status and gender.

2.1.7.1 Politeness

According to Yule (1996: 61-68), the social relationships influence much of what we say and express. We must evaluate various factors of communication

which relate to social distance and closeness in order to make sense of what is said in a conversation.

1- External factors

We must consider a wide range of variables associated with social distance and closeness. Some of these variables are set up prior to an interaction and are thus largely external. They usually revolve around the participants' relative status, which is influenced by social values such as age and power. We engage in a variety of relationships (primarily with strangers) in which social distance is mostly defined by external factors. For example, using address forms that include a title and a last name, by speakers of lower status (Mrs. Jones, Mr. Adams, and Dr. Miller).

2-Internal factors

Other factors, such as the degree of imposition or the degree of friendliness, are often negotiated during a conversation. Internal to the conversation, they might lead the initial social distance to shift and be marked as less, or more, as the interaction progresses. For example, changing the initial social distance to less or more during the course of the interaction (using the first name).

Both external and internal factors have an effect on what we say and how we understand. Assessments such as "rude," "considerate," or "thoughtful" are included in the interpretation in which they reflect an extra feature of communication seen in terms of politeness.

Strategies of politeness

1- A solidarity strategy it is the propensity to employ positive politeness expressions that emphasize closeness between the speaker and hearer. This could be the principal's operating strategy, and it could be an option used by a particular speaker on a particular occasion. Personal information, nicknames, and sometimes even nasty phrases (especially among men) will all be part of a Solidarity Strategy, which will be commonly denoted by inclusive language like "we" and "Lets"). As in the example above

2- Deference it may be understood as a strategy to use negative politeness expressions that emphasize the hearer's right to freedom. It could be a special occasion. "Formal politeness," often referred to as "formal politeness,"

includes a deference strategy. It's indifferent, as if nothing is exchanged, and it can comprise expressions that don't relate to the speaker or the listener. A deference strategy's language stresses the speakers' and hearers' independence, as seen by the absence of positive demands.

These general strategies are demonstrated here using statements that are fundamental to the speech event (for example, an invitation). Face-saving action, on the other hand, usually works well before such utterances in the form of pre-sequences.

A- Pre-sequences: The principle of saving face may be useful in understanding why people in conversation always perceive more than what is being said. From the perspective of politeness, the basic assumption is that when an individual needs to accomplish something that includes others, the face is generally at risk. When the other is put in a difficult situation, the greater danger seems to be an opportunity for the other to stop potentially risky behavior. This is one way to avoid risk. For example, when making a request, the speaker usually creates what is known as a "pre-request. Together with a structural analysis of this interaction.

B-Pre-invitation: As a 'short-cut' technique to move from pre-order to grant as a literal response, a "yes" or "yes, sure" can be compared to "I'm thinking" and would not be categorized as "authorization using the phone." The request helps explain the literal element of uncertainty of the typical pattern. On the other hand, these forms are usually understood as a positive response to an unexpected request rather than a pre-request. Invitations often use pre-request patterns.

C-Pre-announcements: They are frequently used by children to see if their parents are prepared to pay attention. There are two pre-announcements, neither of which obtains approval. The first pre-announcement has been fulfilled. What about silence, which is commonly perceived as a stop, signal? The second effort by the child must be predicated on the assumption that the parent did not hear the previous attempt. The final remark must be regarded as a "stop", but it is notably phrased as a "postponement" in order to save face.

We've assumed a well-known and immediately recognized framework for the conversation throughout this explanation about politeness in interaction.

That structure must now be explored since it is our familiarity with its regularity that allows a lot to be conveyed without saying anything.

Ex 18: *Informal conversation: between two female classmates (1:24 min)*

See Appendix "D" Informal class – mate, conversation number "5" P.138

06 Caller: // الحمد لله بخير، الامور، شلونهم أهله ؟

// alhamudalaluh bikhayr, alamur, shilunahum 'alahl?

// Alhamdulillah fine, news, how is your family?

07 Callee: الحمد لله ماشي الحال على الله

Alhamudalalah mashi alhal - ealaa Allah

Alhamdulillah everything is fine

08 Caller: (2 ثانية) ؟ اكلج شنو - عندج - باجر ؟ → (= pre-request)

// aklij shanu eandaj bajir? (2 thania)

// what do you have tomorrow? (2 second)

09 Callee: (7 ثواني) ! ليش - ما عندي شي - باجر - ام - اه ما عندي شي - ليش! → (= go ahead)

Bajir - am - ah maeindi shi - lish! (7 thawani)

Tomorrow - Um- Uh –nothing -why! (7 seconds)

10 Caller: حلو - اكلج تكدرين اتروحين - على - ست ضحى - مريضة - وماريد اروح وحدي

(3 ثانية) → (= request)

Hulu- aklij takdirin atiruhin -ealaa- siti duhaa - maridatan- wamarid

Aruh wahdi (3 thawani)

Good- can you go to visit Miss Doha- she is sick and I don't want to go

Alone (3 seconds)

2.1.7.2 Status

The main aspect to consider is the status regarding power and solidarity, as studies in this field have grown in number, as well as exploring the interaction between power and solidarity. As has been argued by Spencer-Oatey (1996), it is difficult to draw a clear division between these two concepts. Using

Tannen's words, "Strength and solidarity are in an opposite relationship to each other. This, though power and solidarity, closeness and distance, seem at first to be opposites. "

Brown and Gilman (1960) defined power as the power or dominance of one person over another. Age and social status are two social variables that can help. As a result, they are not interchangeable. Managers and leaders (e.g., professors) are referred to as teachers in this study, while trainees (e.g., classmates) are referred to as inferior. The elderly are referred to as "the masters," while those who are less than them are referred to as the "lower class".

Solidarity, on the other hand, is defined as "between peers, individuals who are close to or have some level of affinity." According to Oyetade's (1995:516) definition, it relates to "the desire to be friendly and establish relationships" (Tannen 1986). Therefore, they are naturally reciprocal.

According to Hudson, authority is "self-explaning," but solidarity is concerned with "the amount of experience they have imparted; how many aspects you have in common (such as religion, gender, age, region of origin, ethnicity, occupation, interest, etc.); or how willing they are to share intimacy and other factors" (1996: 122).

Therefore, strength refers to the rank of an individual in the hierarchy of individuals. On the other hand, symbiosis refers to social distance or lack of distance between individuals. According to Brown and Gilman, solidarity is usually the result of frequent contact between individuals as well as through perceived similarities between them individually. As Brown and Gilman (2003, 1987: 160) said, "Strong bosses may be solidarity (fathers and older siblings) or lack of solidarity (responsible people are rarely seen).

Social distance affects the expansion or reduction of the sequence of openings and closings of the phone depending on the proximity or social distance, as the type and style of the call (formal or informal) vary. In addition to showing the awareness equivalent of another socially close one often described in terms of friendliness, intimacy, or solidarity, the status affects the sequence of how the phone is opened and closed, and thus without threatening

face-saving act because closing means parting, which is an aspect of pragmatics used in such a structure that can be diversified as well.

2.1.7.3 Gender

Another important social aspect influencing language differences between the genders, which become a focus in the study of gender disparities in language over the past few decades (e.g., Cameron 1990; Chambers 1992; Goodwin 1998; Holmes 1995; LaBeouf 1972a, 1972 B; Lakoff 1973, 1975; Tannen 1984, 1990, 1992; Trudgill 1972; West & Zimmerman 1983; and Zimin 1981).

That research has included that men and women use language differently and have distinct priorities and goals in conversation. According to researchers, some of the gender differences in language use do not include gender, while others are gender-preferential forms. It is widely believed that women prefer more formal and polite expressions Zimin (1981:35).

According to Lakoff (2003), men tend to use hedges, tagging questions, and terms like 'kind' and you know they are all signs of uncertainty

Gender differences will affect the sequence of opening and closing telephone conversations. According to Yule (will affect the sequence of opening and closing telephone conversations. According to Yule (2014), in same-gender (among female) conversations, back channels are considered indicators of listening and attention. Such as using terms or words (yeah, really?) or sounds (well, oh), In addition, back channels are also dealt with when others are producing them. They are considered indicators for agreement during gender interaction. In the absence of these back channels, females tend to believe males are not interested in the telephone call. And the types of "pauses" should not be considered undesirable strategies in their own right, as it has been noted that such regular pauses are considered undesirable strategies as ways of organizing our role and negotiating the complex turns of social interaction across language. Whereas every culture has their own preferences for how long the speaker should be silent, how long they should hold the turn, and how they indicate they are finished and another speaker can begin.

Since Lakoff's work exploring gender differences in the use of language (1975), a lot of scientists have further examined the oral communication styles

of women and men. Quina, Wingard, and Bate (1987) support Lakoff's theory of feminine language by claiming that women's speech includes more social warmth than men's.

Tannen (1990), meanwhile, indicates that women's communication seems to be more supportive and rapport-building, whereas males' communication is typically more report-giving and informed.

2.2 Previous Studies

2.2.1 Mohammad Mahzari (2019)

Mohammad Mahzari examined the informal opening of telephone sequences and ritual expressions between Saudi friends and relatives. To identify the similarities and differences between mobile and landline, where the caller ID function played an important role in influencing opening sequences in terms of identification and recognition, which led to the beginning of a wonder about the effect of this sequence (Schegloff 2002). reducing the majority of the opening sequences to three sequences: summons/response answer, "greetings" exchange, and "how are you?" exchange. This is because the callee can recognize the caller before answering the call. When he examined the informal closing of telephone calls, he identified three sequences of telephone: pre-closing, leave-taking, and the terminal exchange between Saudis that resembled English, Japanese, and German (Schegloff & Sacks, 1973). He pointed out that there were expressions that had a great impact on pre-closing and leave-taking such as "use the prayer" and "send my regards to." Among Saudis, and it made a significant difference in other cultures. Males and females used different expressions regarding choice of expression and frequency. He added that there were many external and internal social factors that could influence the closing sequences and expressions.

2.2.2 Ronald Carter (2012)

He did research in order to examine the techniques used in various methods of conversation to analyze telephone openings and how they were frequently used. Because the speaker and the respondent cannot see one another, they must depend on turn-taking mechanisms and other special techniques to identify themselves and build a social interaction with the other participant (for example, if it is a friend). A business call, on the other hand, may have a completely different start. We can distinguish a number of components in the opening of a telephone call, including the answering of the call (responding to the ringing tone), the exchange of greetings, the answerer's self-identification, and enquiries about the other person's well-being. However, similar components such as the caller's response to the ringing tone, a sequence of turns in which the caller identifies himself and the answerer verifies his identification, and the exchange of greetings before the first topic are presented to be likely all distinguished. The examples indicate that, while there are some similarities, telephone openings can take many distinct forms. Because the caller and the answerer can't see one another, the similarities can be explained. The process of ending a conversation takes a long time and involves several steps. The part begins with the recipient promising to do something, and there are no more topics suggested. By politely asking about another person's life, the participants demonstrate their willingness to continue the discussion.

2.2.3 Hopper and Doany (1989)

They made studies for many languages and comparisons among them to examine the opening of telephone calls, where they defended the universal structure of canonical opening telephone calls of "Schegloff" and examined this aspect in three languages: English, French, and Arabic (i.e., Lebanese Arabic). And he found the opening sequence of these languages is similar, noting that the words "allo" and "hello" are similar in English, while the words "allo" in French and Arabic (a linguistic borrowing term in Lebanon) are widely used as the first response to the summons/response of the telephone only. While Hopper and Doany's (1989) results do not differ for French or Arabic from what Godard (1997) described in some detail about the word "Allo," which is not used in face-to-face conversation, The second sequence is identification/recognition, which is accomplished by recognizing the caller,

i.e., pronouncing the participant's name, which is different from what Godard has come up with. According to the researchers, the summons/answer should be done first.

2.2.4 Schmidt (1986)

He conducted numerous studies and studied each language separately; Schmidt (1986) found that Egyptian Arabic, sometimes known as "Cairo Arabic," has a different telephone conversation opening from French and American Arabic. He examined a sample of 215 telephone conversations recorded in Egypt without revealing any information about the individuals or their relationship. Schmidt revealed that the caller uses hello as a summons or response answer when answered with allo. Also, it is also possible to reply with it in the third turn of the conversation, in order for the caller to produce a chain of "hello" messages, where the callee begins to reply with the word "allo" when there is a bad connection or when the caller opens the telephone but does not say anything immediately. However, here it appears that it is pushing the caller to identify himself. Schmidt adds that the identification and recognition sequence is important. In Egypt, this is a problem because neither the caller nor the recipient gives the caller any personal identification before confirming the other's identity. The Egyptians and Americans are distinguished by the high frequency of both the caller and the summoned. In terms of sequence, it is similar to Americans in terms of the same categories: recall response, identification, salutation, and message introduction. Schegloff (1986) uses Schmidt's Egyptian-Arabic sample, where he claims that the cultural differences in the opening section are not strong.

2.2.5 Stephen c. Levinson (1983)

He studied the opening and closing of telephone conversations, and he explained that such conversations have the most overall organization features that they display. The telephone conversations in the opening section have recognizable openings. He added that there are many complex structures here. At first, note that such opening sections are created largely by pairs; as a result, "hellos" are usually associated with greetings sequences, and we may get self-identifications through mutual identifications or recognizing sequences, and how are you sequence with both "responses" are called "paired responses." Schegloff, 1972a, 1979a; Sacks, 1975). In addition, the summons/responses are

actually elements (minimum) of three-turn sequences, which are: summons, answer, and reason for summons.

Finally, he explained the closing sections for the overall organization of telephone calls, which are technically sensitive in the sense that they have to be put in place so that neither party has to go out while they still have compelling things to say, and socially sensitive in the sense that excessively hasty and slow terminations can be unwelcome. Devices that regulate closing are fully compatible with these issues. We usually find that conversations are closed in the following way.

- 1- Pre-closing "closes some topics, usually implicit closing topics, the first topic in-calls, and extends compliments to the other's family members."
- 2- Initial pre-closing" One or more scroll pairs with pre-closing elements, such as OK, OK, SO, etc."
- 3- Final Closing "followed by another exchange of pre-closing items, the final exchange of final items as goodbye."

2.2.7 Discussion of Previous Studies

In this section, previous studies that shed light on aspects of studies and dealt with this phenomenon will be discussed in order to clarify the similarities and differences between the current study and previous studies Each of the first studies (Mohammed Mahzari 2019) dealt with the opening and closing of informal telephone calls between Saudis and their ritual expressions and the role of identification and recognition sequences in reducing the sequence. (Ronald Carter 2012) dealt with business calls; studied techniques which are used in conversation methods to analyze phone openings; and how they should rely on role-playing mechanisms and other special techniques to identify themselves, while briefly explaining the process of closing telephone calls and considering the time-consuming process of ending a conversation that includes several steps; and adopting the universal structure of canonical opening telephone calls of "Schegloff's. Hopper and Doany (1989) made comparative studies to deal with the opening section of "Lebanese Arabic" and noted that the opening section is similar to the opening section in English and that the word "hello" is the same as the word "hello" in English . Schmidt (1986) studied the opening section of the Egyptian Arabic "Cairo" and focused on the identification/recognition sequence that was ignored by both the caller and the

callee. Stephen C. Levinson (1983) studied the opening section and explained that the response to the call contains elements (minimum) of three-turn (the summons, the response, and the reason for the summons). He also studied the closing of telephone calls, where he explained its sequence is before the initial pre-closing (closing the first topic), pre-closing, and final closing.

This hypothesis differs from the previous hypotheses in

- 1- It is the first socio-pragmatic study that collects the (TOsACs) phenomenon. On the foreign, Arab and Iraqi levels, this phenomenon was not collected in one study. But each phenomenon has been studied separately.
- 2- Telephone openings have been extensively studied by many researchers at the foreign and Arab levels, including Lebanon, Egypt, and Saudi Arabia. However, we cannot rely on these studies because of the diversity of the languages, since it is not possible to adopt any language from these countries as a base language, such as English, which is a universal language , and
- 3- Telephone closings have not been studied as thoroughly as telephone openings. This is due to the difficulty in determining the beginning of the closings and the complexity of their structure, since the closings are affected by many variables, including the type of telephone call and the nature of the relationship between the participants.

CHAPTER THREE

Data Analysis, Findings and Discussion

3.0 Introduction

The data in this chapter were analyzed using an eclectic model composed of (Yule 1996, Levenson 1983, and Leech 1983) to examine the phenomenon of (TOsACs) from a socio-pragmatic standpoint. As far as the structure of (TOsACs) is concerned Schegloff's models (1968–1973) were taken as the typical formats of them. The data was composed of a corpus of 32 live telephone recordings of different social settings. These recordings were analysed by using qualitative and quantitative methods to be accurately taken as models of the typical formats of telephone openings "Schegloff 1968" and closings "Schegloff 1973". The information was divided into formal and informal settings, with gender orientation. Moreover; telephone calls were translated into English.

Along with the "adjacency pairs", pragmatic elements found in the sequence formats of (TOsACs) such as pauses, overlaps, back channels, attributable silence, preference organization, and speech acts) in different social settings were investigated . Another important aspect was figuring out how the relationships between politeness and status, on the one hand, and politeness and gender, on the other hand, affected the organization and/or the structure of (TOsACs), respectively.

Tables and explanations were interpreted to give the findings.

3.1 The Model

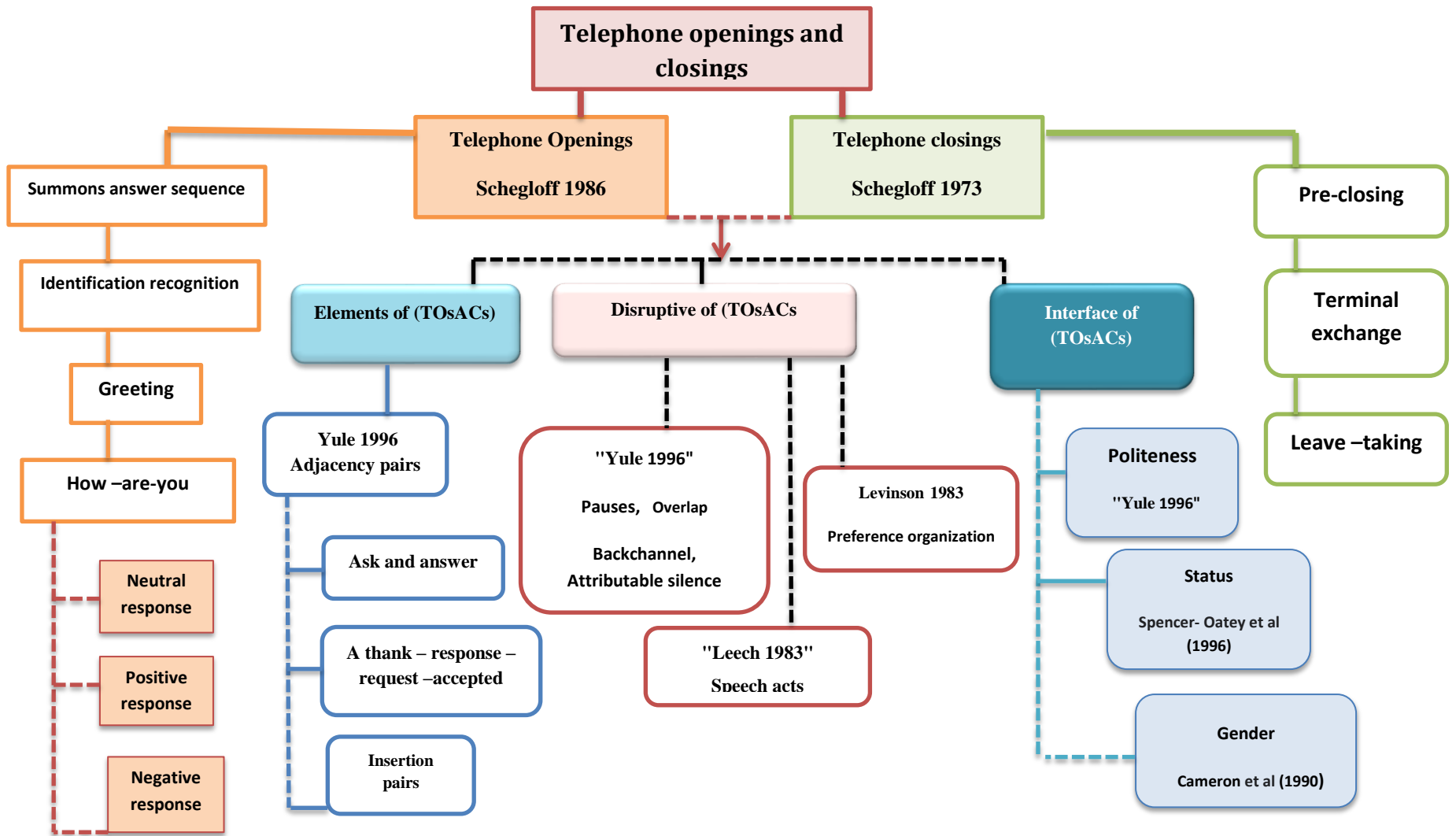
The study relied on an eclectic model since the exchange of conversation between individuals had different contexts according to the types of interaction.

The (TOsACs) forms were organized after Schegloff's "Telephone Openings 1986" and "Telephone Closings 1973." The pragmatic model consisted of the following models, adopted to analyze the formats in question.

- 1- Yule's (1996) model was adopted to look at the pragmatic elements found in the data, such as pauses, overlaps, backchannels, and attributable silence). These elements have an impact on the structure of TOsACs and political theory, which are related to participant conduct in various social settings.
- 2- The Levenson (1983) model was utilized to determine the various (preference organizations) that were used to organize responses, requests, and offers in the formats of the data being discussed, as well as how those organizations affected the canonical sequence formats of (TOsACs).
- 3- Leech's (1983) model was adopted (speech act) in order to examine the most commonly employed in the relevant data, such as (orders, directed, etc.) in a sequence of (TOsACs).
- 4- Status (Spencer-Oatey et al., 1996) and gender (Cameron et al., 1990) are two factors associated with the politeness theory that influence conversational styles.

The telephone calls were analyzed from a socio-pragmatic perspective. The 32 telephone calls were distributed into 16 formal calls between heads of departments and employees and 16 informal calls between co-workers and classmates.

The following figure summarized the model:



(Figure 3) The Model of study

3.2 Data collection

The data collected in this study were "32" recordings of live telephone conversations of different social settings that occurred daily between heads of department, employees, co-workers, and classmates in the Iraqi Baghdadi dialect. These calls were naturally occurring sequence formats of (TOsACs). On the other hand, they were investigated to see how their sequences were affected by the participants when using different pragmatic elements and how social status and gender might affect these sequences.

Moreover, this section also attempted to show the sequence of opening and closing calls, clarifying the context and understanding the effect of disruptive elements and the interface on the sequence of (TOsACs) for the calls that took 35.29, thirty-five minutes and twenty-nine seconds. The socio-pragmatic analysis was conducted by using qualitative and quantitative methods in order to accurately interpret the data, describing the results and improving them. After being translated from Arabic to English, the selected telephone calls were divided and categorized into "16 formal calls" and "16 informal calls" divided between males and females as follows:

- 1- Formal telephone calls, between heads department and employees "8 calls", "2 males and 2 females".
- 2- Formal telephone calls, between co-workers "8 calls", "2 males and 2 females".
- 3- Informal telephone calls, between co-work "8 calls", "2 males and 2 females".
- 4- Informal telephone calls, between classmates "8 calls", "2 males and 2 females".

3.3 Procedures

The present study aims to examine and clarify the effect of pragmatic and social elements, viz., disruptives (Pauses, Overlap, Backchannel, Attributable silence), interfaces (Status, gender) on the sequence (TOsACs) and their frequencies. The following are the steps followed in the procedure.

- 1- Live and random recordings of a group of 32 phone calls
- 2- The data was translated from the Iraqi "Baghdadi dialect" into Standard English.
- 3- A socio-pragmatic analysis of the data was conducted.
- 4- Statistical tables were provided to show the frequency of each of the adjacency pairs along with the pragmatic elements used in them.
- 5- To indicate the sequence of the (TOsACs) organization in each line, the right bracket "] " is used.
- 6- The appendices consisted of the following :

A-Formal heads of department (male, female)

B- Formal co-work (male, female)

C- Informal co –work (male, female)

D- Informal classmate (male, female)

- 1- This study used the following equation to obtain the correct proportions: $P = X / Y \times 100$

P = percentages. X = the total number of each type/function.

Y = total collected data.

In what follows the elements of sociopragmatic aspects of (TOsACs) were investigated in different social settings.

A- Heads of Department (Males)

Table (2) shows the pragmatic elements used in this setting

		Elements			Disruptive											
		Adjacency pairs			pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts			
		Ask – answer	A thank – response – request – accepted	Insertion pairs					assessment	invitation	Offer	proposal	request	Locutionary act	Illocutionary act	Perlocutionary act
<i>Summons/ response answer</i>																
<i>Identification / recognition</i>	<i>Self-identification</i>	✓			✓											
	<i>Other-identification</i>															
<i>Greeting</i>		✓			✓	✓									✓	
<i>How are you</i>	<i>Neutral response</i>															
	<i>Positive response</i>															
	<i>Negative response</i>	✓			✓											
<i>Pre-closing</i>			✓		✓	✓										
<i>Leave-taking</i>			✓		✓	✓										
<i>Terminal exchange</i>						✓										

In Table (2), in the opening format, it was noted that heads of department used "Allo" as their response to summons, and tended to reduce greetings and to skip over the sequence of "How are you?" and go straight to "anchor position". The pauses "hesitate to show abruptness, overlap to indicate strictness. Moreover, the adjacency pairs "ask-answer" used "Directive Verbs" (you completed, printed the order, did you mark, etc.), which in this type of formal call maintain social distance between the heads of departments (high) and employees (low), maintaining mutual respect among them. Overlap indicates stringent.

Formal calls between heads of departments are distinguished by their rapidity and the addition of the caller's name in starting greetings in order to shorten the call's sequence and get right to the "anchor position." The replies

are also often brief and quick, like "good, ok, fine, etc." This kind is rigid and unsupportive.

In the closing section of the heads of department, they regularly employed the adjacency pairs "A thank-response-request-accepted" and "praying as thanks" in "leaving-taking" before moving on to the "terminal exchange." Pauses in this section show that the caller tried to finish the speech with keeps in turn. In other calls, use pause as a pause to correct a mistyped name. Overlap to show respect toward the caller.

Conversation" 6" between (Head department and employee)

01:" Ring"

02 Callee: الو

Alw

Allo

} **Opening section**

03 Caller: ها- استاذ محمد سلام عليكم

Ha- aistadh muhamad Salam ealaykum

Dear, Mr. Muhammad Peace be upon you

04 Callee: = وعليكم السلام هلا دكتور شلونك عيني =

= waealaykum alsalam hala duktur shlunk eayni

= Peace be upon you hello doctor how are you?

05 Caller: وين انت ؟

Wynn anta?

Where are you?

Closing section

11 Caller: =عاشت ايدك بارك الله بيبك ده جبيلياه قبل التوقيع بس ادقعه حتى اتوقعه =

= eashat aydik barak Allah bik dah jiblyah qabl altawqie bas adaqaqah

Hataa atawaqaeah

= Well done, God bless you bring it to me before signing so I can

- Check It out to sign it → **pre- closing**
- 12 Callee: ماشي ماشي صار دكتور
Mashi mashi SAR duktur
Ok, ok done, Doctor
- 13 Caller: عاشت ايدك بارك الله بيك → **Leave – taking**
Eashat aydik barak Allah Bik
Well done God bless you
- 14 Callee: وايدك دكتور ادلل
Wayduk duktur adalil
Thank you doctor you are welcome
- 15 Caller: هلو حبيبي هلو → **Terminal exchange**
Halw habibi hala
Hello dear Hello
- 16 Callee: هلا هلا
Halaa hala
Welcome welcome

See Appendix "A" Formal heads departments, p: 106

In line 2 the callee used "Allo" as a response to the summons , then in line 3 the caller greeting, i.e." Dear , Mr. Muhammad Peace be upon you " Then the Callee followed that in line " 4" uses with another greeting ,i.e., " Peace be upon you hello doctor how are you? , " how are you " , which was used in place of the greeting at the conclusion of the openings section format, the caller ignored the sequence of "How are you " and went straight to the "anchor position," the adjacency pairs used are (ask- answer) and giving order by using directive verbs as in line 5 , Where are you?

In line (11) of the closing section, The caller utilized prayer as a thank, deal with the " adjacency pairs " (A thank – response – request –accepted)as a sign of Pre-closing initiation .i.e. Well done, God bless you bring it to me before signing so I can check it out to sign it ", "Lines 13 and 14 received a response, i.e. " Well done God bless you. ," Thank you doctor you are welcome, as signs of " leave-taking" , the answers in lines15 to 16 , i.e. " Hello dear Hello , Welcome welcome., were " Terminal exchange" .

A- Heads of Department (Female)

Table (3) shows the pragmatic elements used in this setting

		Elements			Disruptive											
		Adjacency pairs								Preference organization			Speech acts			
		Ask – answer	A thank – response – request –accepted	Insertion pairs	pauses	Overlap	Back channel	Attributable silence	assessment	invitation	Offer	proposal	request	Locutionary act	Illocutionary act	Perlocutionary Act
Summons/ response answer																
Identification / recognition	Self-identification	✓			✓		✓									
	Other-identification														✓	
Greeting		✓			✓	✓										
How are you	Neutral response	✓														
	Positive response															
	Negative response				✓	✓										
Pre-closing			✓		✓	✓										
Leave-taking			✓		✓	✓										
Terminal exchange																

The openings section, table (3), showed that heads of departments used "Allo" as a summons response/answer, and they lowered the greetings exchange while ignoring the "How are you?" sequence and going to "anchor position," the adjacency pair "ask-answer." Overlap to indicate accuracy during interactive, used the "directive verb" to direct the employee while

establishing social distance between them to ensure that the task was carried out correctly.

Although the formal female heads of department telephone calls are quick, they tend to add more details within calls when giving instructions to employees. This kind is constrictive and uncomfortable. The responses are also succinct, e.g., (Insha'Allah).

In the format for the closing section, heads of departments usually used prayers as expressions of gratitude, which is a sign of pre-closing. In addition, the adjacency pairs also included "a thank-response-request-accepted." Overlap to praise Callee's efforts, and a movement to "leave-taking".

Conversation "2" between (Head Department and employee)

01 Caller: Ring **—————>** **Opening section**

02 Callee: الو

Alw

Allo

03 Caller: الو، هلو مها حبيبتي ان شاء الله بخير

Alw halw maha habibati ansha'allah bikhayr

Allo, Hello Maha my Dear. I ask Allah to be okay.

04 Callee: = الله يسلمج دكتور ه حبيبتي **"end of opening section"**

Allah yusalmij dukturuh habibti =

May God bless your doctor, my dear =

07 Caller: = هسه اني راح اعدله - وراح اكون ممونه اذا كملتيلياه (2 ثانياة) **pre-closing**

= hasah ani rah aeadlah - warah akun mumawinah adha kamiltilya

(2 thania)

= Now I'm going to edit it - and I'd be grateful if I could print it all out

(2 second)

08 Callee: لا لا شغلي هذا دكتوراه //

// la la shaghali hadha dukturuh

// No, it's my job, doctor

09 Caller: الله يحفظج، يحفظج ابويه، الله يحفظج //

→ **overlap in**

// Allah yahfazj, yahfazuj abwih, Allah yahfazj **"Leave-taking"**

// God protect, protect my dear, My Allah protect you

10 Callee: هلو دكتوراه، هلو → **Terminal exchange**

Halw dukturuh, hilu

You welcome Doctor, welcome

11 Caller: بالسلامة ابوية، بالسلامة

Bialsalamat abawiah, bialsalama

In God's protection, Good bye

See Appendix "A" Formal heads departments, p: 101

The caller responded to the summons in the opening section's line (2) with "Allo," and in lines 3 and 4 they replaced their greeting and confined their reply to "Allo, Hello Maha my Dear." May God bless your doctor, my dear. I pray to Allah, the caller bypasses the "how are you" sequence and proceeds directly to the "anchor position." By interacting with "directive verbs" when directing the employee in a telephone call by using the verb, "My dear, did you make me the schedule-did you print it?"

In the closing section, the caller used adjacency pairs in the lines "7" to "9" "A thank you—response—request—accepted," "Now I'm going to edit it-and I'd be grateful if I could print it all out," in per-closing and in the "leave-taking section as a signal to end the call . "Pause" as a hesitation "if it's the

totally correct schedule," while in line "11," i.e., "God protect, protect my dear, My Allah protect you," prayer as gratitude, "is a sign of "Terminal exchange".

B- Formal co-work (Male)

Table (4) shows the pragmatic elements used in this setting

		Elements			Disruptive								
		Adjacency pairs			Pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts
		Ask – answer	A thank – response – request – accepted	Insertion pairs					assessment	invitation	Offer	Proposal	request
Summons/ response answer													
Identification / recognition	Self-identification	✓				✓							
	Other-identification	✓		✓	✓	✓							
Greeting		✓								✓		✓	
How are you	Neutral response						✓						
	Positive response												
	Negative response	✓			✓	✓							
Pre-closing			✓			✓	✓						
Leave-taking			✓			✓							
Terminal exchange													

The table (4) demonstrated that formal male co-workers used ""Allo," much like "yes," as a summons to response (yes; implies going directly to the cause of the call), they used the greeting exchange, the how are you?" sequence, which was used as a replacement for the greeting, and they moved to the "anchor position" by using speech acts (directive verbs, expressive verbs, and commissive verbs). According to the reason for the call, such as "The caller asks for specific information or sends a proposal to the caller," more than using a preference organization, this is employed as a polite strategy to maintain social function. The adjacency pairs are "ask-answer, insertion pairs". This kind is confining and strict. "Only in this setting did the

"identification/recognition," the other-recognition in "one telephone call," which was the first phone call between participants, appear.

The style of reply in this sitting is indirect and contains some hedging.

In the closing section sequence format, formal male co-workers tended to use prayers as thanks, "Regards to..."with adjacency pairs " a thank – response – request – accepted" as a sign of leave-taking. The "attributable silence" was found only in one call in this sitting because the callee couldn't complete the call (he was "busy at work"). The overlap indicates the restrictive, while in terminal exchange the general closing expression is used as a binary response, "Good bye." to show respect.

Conversation "3" between male and female co-work

00: Ring

01 Callee: نعم → **summons response/ answer**

Naeam
Yes

02 Caller: الو السلام عليكم

Alw alsalam ealaykum
Allo Peace be upon you

greeting sequence

03 Callee: و عليكم السلام اهلا وسهلاً

Waealaykum alsalam ahilan wshlaan
Peace be upon you and you are welcome

04 Caller: حض

hada
yo..

adjacency pairs "insertion pairs"
in Identification sequence

05 Callee: // منو وياي؟

Q1

// minu wyay?
// who is it?

06 Caller: حضرتك -استاذ عصام؟ Q2

Hadratuk- aistadh eisam?
Are you- Mr. Essam?

07 Callee: اي نعم منو وي اي // A2

// ay naeam minu wyay
// yes, right who is it?

08 Caller: اني- ست سهى من الجامعة - انطنتي رقم حضرتك - ست امانى A1

Ani- situ suhaa min aljamieat almustansiriat - anattini raqm hadratik
- sit amani

I am - Miss Suhaa from University - I got your number from - Miss
Amani

09 Callee: ها - اهلاً وسهلاً اي اعرفها لست امانى أهلاً وسهلاً ست سهى //

// ha - ahlaan wshlaan ay aerifha last amani 'ahlan wshlaan sit suhaaa

// yes – right I know her, to Miss Amani Welcome Miss Suhaa

13 Callee: = والله - وياه الوزارة تبقون احنا مو يمنا الموضوع صارهمه شوكت يخلصون الشغل
مالتهم

= Wallah - wayh alwazarat tabqawn ahna mw yumna almawdue sar
Himuh shawkat yukhalisun alshughl malatahum

= You have to contact the ministry. We have nothing to do with this

Everything is related to the ministry they are responsible for its

Completion work

"pre- closing"

14 Callee: اي //  Back channel

// ay
// Yes

15 Callee: ايخاطبون الكليات

Ayukhatibun alkuliyaat
They will tell your colleges

16 Caller: ها - تمام - تمام ممنونه منك استاذ //

"Leave – taking"

// ha - tamaam - tamaam mamnunuh mink astadh

// ha - ok – thank you very much sir

17 Callee: تحياتنا لست امانى

adjacency pairs

Tahiaatuna last amani

"thank-response-request-accepted"

Regards, to Miss Amani

18 Caller: عيني استاذ شكرا جزيلاً مع السلامه

Eayni aistadh shukran jzylaan Mae alsalamih **"Terminal exchange"**

Dear Sir, thank you very much. Goodbye

19 Callee: مع السلامه

Mae alsalamih

Good bye

See Appendix "B" Formal Co-work, p: 113

The opening section was summarized as follows: In line (2), the callee used "yes as a response to the summons." In lines 2, 3 and 4 they exchanged greetings, i.e., Peace be upon you and you are welcome, the identification/recognition sequence. In line "4", the caller start to identifying herself to the callee "there's no prior knowledg callee interrupted her in line "5" by saying " who is it ?", while she responded to him by another question in line "6", i.e., "Are you- Mr. Essam? ". "Pause" was used as a hesitation if he was the person. However, in line "7", the caller interrupted her again and repeated the same question by saying, "Yes, right, who is it?" to assure her that he was the right person. In this type of formal conversation between co-workers, they avoided using the "how are you?" sequence. The callee provided additional greeting expressions in line "9," documenting their knowing of one another through the back channel, " yes – right I know her, to Miss Amani Welcome Miss Suhaa " and go directly to "anchor position".

In the closing section, in line (13), the caller used a directive verb, i.e., "You have to contact the ministry." We have nothing to do with this.

Everything is related to the ministry they are responsible for or its completion work. "As an apology," I can't help," which is a sign of pre-closing. In line "14," the caller used "back channel" to show that she understood what the callee meant. In line "16", the caller used adjacency pairs " A thanks – response – request – accepted," while the callee in line "17" used the expression "sending regards" as a sign of "leave-taking, i.e., "ha-ok – thank you very much, sir." Pauses as "there's nothing to say," i.e., "regards, to Miss. Amani." To show respect, they used binary responses with general closing expressions, such as Goodbye, Goodbye, in terminal exchange.

B- Formal co-work (Female)

Table (5) shows the pragmatic elements used in this setting

		Elements			Disruptive									
		Adjacency pairs			pauses	Overlap	Back channel	Attributable silence	Preference organization					Speech acts
		Ask – answer	A thank – response – request – accepted	Insertion pairs					assessment	invitation	Offer	Proposal	request	Locutionary act
Summons/ response answer														
Identification / recognition	Self-identification	✓			✓		✓							
	Other-identification	✓		✓	✓	✓	✓							
Greeting		✓								✓		✓		
How are you	Neutral response	✓			✓	✓								
	Positive response													
	Negative response													
Pre-closing			✓			✓		✓						
Terminal exchange			✓			✓								
Leave-taking														

The callers at the table (5) Using "Allo" and also "Yes" as a response or answer, greetings were exchanged between the participants. In this type of

calls avoid say "how are you" sequence. This sitting used the speech act (directive verbs, commissive verbs) according to the reason of calls (clarify information, inquiry), rather than dealing with "preference organization" to reflect social acts (proposal) back channel (to confirm knowledge) and overlap to show that this type is restrictive and unfriendly due to reducing sequences. The responses are direct and detailed in this style.

Also, in this type, the "identification/recognition sequence" appears to other, in only "two calls" where there is prior knowledge between the participants but no communication for a long time.

In the closing section, formal female co-workers choose to utilize adjacency pairs "a thanks – response – request – accepted". "Overlap" was an indication of strictness and unfriendliness. To show more respect, I used pauses as a delay for "have nothing to say" and "attributable silence"; waited to check" as a sign of final pre-closing; and used the general closing expression as a binary response "Good bye" in terminal exchange.

Conversation "6" between two female co-works

01: Ring

Opening section

02 Callee : الو:

Alw

Allo

03 Caller: الو السلام عليكم ست نور

Alw alsalam ealaykum situ nur

Allo -peace be upon you, Miss Noor

04 Callee: و عليكم السلام منى تفضلي حبيبتي

Waealaykum alsalam munaa - tafadali habibati

Peace be upon you Mona, - Hello my dear

05 Caller: شلونج ست ؟

Shlunj sit?

How are you Miss?

06 Callee: // تمام الحمد لله انتي شلونج

// tamaam alhimdallihi anti shlunj?

// All right - thank God how are you?

07 Caller: // الحمد لله ست عيني حبيبتي اتصلوا عليه من الجامعة أكو اوامر مرسله من كليتنا

وعندي خطأ بالامر مال التعيين مالتي

// alhimdalaluh situ eayni habibati aitaluu ealayh min aljamieat 'aku

Awamir mursalatan min kullytina waeindi Khataan bialamir mal

Altaeyin malati

// Alhamdulillah my dear Missmy dear they called me from the

University there are an orders been send from our college - and there a

Mistake in my order of appointment

Closing section

08 Callee: // تمام اجيکه و اخابرج - بس ابقي ويايه شويه - عزيزتي منى اني اجيکه و اخابرج -
=اتصل بيچ (6 ثواني)

= // tamaam ajikih wakhabrj - bas abqi wayayh shuih - eazizatay

munaa ani ajikihwakhabri j (6 thawani)

= // ok - I'll check it and call you - but - wait a bit with me - dear

Mona, I'll check it and call you later (6 seconds)

09 Caller: ممنونه منج ست

Mamnunuh minji- sitin

Thank you-Miss Noor

10 Callee: تمام

Tamaam

Its okay

See Appendix "B" formal Co-work, p: 117

In line 2, the callee used "Allo" as a response to the summons, and then in lines (3, 4) they exchanged greetings, i.e., "Allo peace be upon you Mrs. Noor," Peace be upon you Mona, - Hello my dear. In lines 5 and 6, "How are you?" was used as a key to start the conversation (that means as a greeting), i.e., all right, thank God. How are you? The caller goes directly to the "anchor position."

In the closing section, in line "10", the callee used commissive verbs: "promise to follow the topic and to call later," which signal "pre-closing " i.e. " ok - I'll check it and call you - but - wait a bit with me - dear Mona, I'll check it and call you later I'll check it and call yo indicates too with overlap, which indicate to strict. The" attributable silence was used to mean "waited to check." In line "11", the caller used "adjacency pairs." The caller thanks – and the pause response – request – accepted as a sign terminal exchange to show respect for the callee's effort, the caller thanks, i.e., "Thank you, Miss. Noor."

C- Informal co-work (Male)

Table (6) shows the pragmatic elements used in this setting

		Elements			Disruptive													
		Adjacency pairs			pauses	Overlap	Back channel	Attributable silence	Preference organization					Speech acts				
		Ask – answer	A thank – response – request – accepted	Insertion pairs					Assessment	invitation	Offer	Proposal	request	Locutionary act	Illocutionary act	Perlocutionary Act		
Summons/ response answer																		
Identification / recognition	Self-identification	✓																
	Other-identification																	
Greeting		✓															✓	
How are you	Neutral response	✓				✓												
	Positive response																	
	Negative response																	
Pre-closing			✓			✓	✓											
Terminal exchange			✓			✓												
Leave-taking																		

In the opening format, table (6) illustrates an informal male co-work that uses "Allo" as a summons response, more than "yes" (which is also deemed an informal greeting), exchanging greetings, and broadening turns in "How are you?" as a supplement to the greeting. At the end of the opening section format, the male tends to use adjacency pairs. Those are "ask-answer and a thank you; response – request – accepted", and also the speech acts (Directive verbs, Commissive verbs, Expressive verbs) are generally used to convey collaboration and kindness.

In the closing section, the caller employed adjacency pairs " A thank – response – request – accepted" with prayers , as a sign of pre-closing , with expansion in turns using overlap , to express the participants' togetherness.

Conversation 3 between male and female co-work

01: Ring

02 Callee: نعم

Naeam

Yes

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: وعليكم السلام ورحمة الله أهلا ست رحاب

Waealaykum alsalam warahmat Allah 'ahlan sit rehab

May the peace and mercy of God be upon you Welcome Miss Rehab

05 Caller: أهلا وسهلاً شلونك استاذ احمد

'Ahlan wshlaan shlunuk aistadh Ahmad

Welcome how you are Mr. Ahmed

06 Callee: // الله يسلمج الله يعزج

// Allah yusalmij Allah yuezij

// God bless God bless

10 Callee: // لا والله معذوره اني هم والله مابلغت لأن اكثر الناس مشغولة ودهم

مشاغل فماردت اضغط عليهم

→ **Pre-closing**

= // la waallah maedhuruh ani hum wallah mablaght li'ana akthur

Alnaas mashghulat waedahum mashaghil Famaradat adghat

Ealayhim

= // No, by God you are excused I am the one who did not inform

anyone by God because most people are busy and have jobs I did

not want to pressure them

11 Caller: // لا لا عيني استاذ أحمد هذا واجب ان شاء الله عاقبة خير عليكم ان شاء الله =

= // la la eaynay astadh 'ahmad hadha wajib - an sha' Allah eqibatana
Khayr ealaykum ansha'allah

= // No, no - dear Mr. Ahmed this is an obligation, every thing come

From Allah is good —————→ **Leave-taking**

12 Callee: = الله يسلمج ست الله يخلييك //

= // Allah yusalmij sita Allah yukhaliyk

// God bless you Miss God bless you

13 Caller: مع السلامة —————→ **Terminal exchange**

Mae alsalama

Good bye

14 Callee: مع السلامة

Mae alsalama

Good bye

See Appendix "C" Informal co-work, p: 124

In line 2, the callee used "yes" as a response to the summons. In lines (3 to 4) they exchanged greetings with extended greetings, i.e., Allo Peace be upon you, May the peace and mercy of God be upon you Welcome Miss Rehab. "How are you" in the lines 5 and 6 is a supplement for the greeting. The line "6" ends the opening section format by saying "Welcome, how are you, Mr. Ahmed". Overlap with prayers was employed as a polite expression to demonstrate sympathy, i.e., God bless God bless.

In the closing section, pre-closing in line "10," the caller used "Expressive verbs" and "Conditives," with overlap as a sign of pre-closing, i.e., "No, no-dear Mr. Ahmed, this is an obligation, everything that comes from Allah is good," while in "leave-taking," they used adjacency pairs "A thank - response- request-accepted" to end the call, i.e Participants with equal status

C- Informal co-work (Female)

Table (7) shows the pragmatic elements used in this setting

		Elements			Disruptive											
		Adjacency pairs								Preference organization			Speech acts			
		Ask – answer	A thank – response – request – accepted	Insertion pairs	pauses	Overlap	Back channel	Attributable silence	Assessment	invitation	Offer	proposal	request	Locutionary act	Illocutionary act	Perlocutionary act
Summons/ response answer																
Identification / recognition	Self-identification	✓				✓										
	Other-identification															
Greeting		✓			✓	✓										
How are you	Neutral response															
	Positive response			✓		✓				✓	✓	✓		✓		
	Negative response	✓														
Pre-closing		✓	✓			✓	✓	✓								
Terminal exchange		✓	✓			✓										
Leave-taking																

In the opening format, table (6) illustrated that informal female co-workers had used "Allo" as a summons response/answer, which they expanded in turns of the greetings as well as the "How are you?" sequence. Overlap to convey intimacy and use the adjacency pairs "ask-answer, insertion pairs", then the caller goes to "anchor position". This type tends to use preference organization (offer, proposal, request), more than speech act (direction verbs) to demonstrate correlation between participants.

In the closing section format of informal female co-work, we extended the turns within the pre-closing by using different closing expressions such as, "No, no-leave the reservation as it is, I know it-I know it-so-ok-tomorrow then, no, my dear no leave it." "The participants are friends or close," with

adjacency pairs "A thank - response - request - accepted," and payers as a sign of departure. The overlap shows familiarity.

Conversation 2 between two female co-workers

01: Ring

02 Callee : الو

Alw

Allo

03 Caller: الو هلو حبيبي //

// alw halw habibi

// Allo, Hello my dear

Overlap in "greetings"

04 Callee: هلو //

// Halw

// Hello

05 Caller: هلو حبيبي //

// halw habibi

// Hello my dear

06 Callee: شلونج //

// shlunj

// how are you

Ovelap in "how are you"

07 Caller: الحمدلله بخير بخير فدوة لقلبج الحمدلله احمد شلونه ؟ //

// alhamudalaluh bikhayr bikhayr fadwat liqalbaj alhimdalaluh
aihmad shilunah?

// Alhamdulillah fine fine thank you thank god how is Ahmad?

08 Callee: والله بخير الحمدلله //

// wallah bikhayr alhamd lilah

// By God, we are fine thank God

09 Caller: فدوة - ل - الله يسلمج الله يخليج خالة شلونها ؟ //

// fadwat - la - Allah yusalimij Allah Ikhleej khalat shiluniha?

// thank you - for - May God bless you, may God bless you , Aunt how is she?

10 Callee: فدوة والله الحمد لله //

// fadwat wallah alhamudalalah

// Thank you God be praised

13 Caller: لا لا عوفيه يتأخر التوصيل يتأخر خليها يله = **Pre - closing**

= la la eufiha yata'akhar altawsil yata'akhar khaliyha yalh

= No, no-leave the reservation as it because the delivery will delay

14 Callee: اذا ترددين فكري لان همه كالوا منا ليومين التوصيل

Adha tarudiyin fikri lan hamuh kalu minaa liawmayn altawsil

If you want think about it because there is time for two days before the delivery

15 Caller: لا لا يتأخر هاهيه مادام وصيتي خليها وحدة بوحدة يله // **Leave- taking**

// la la yata'akhara hahih madam wasiati khaliyha wahdat biwahdat yalih

// No, it won't be late leave it, since you've booked, let it be one

16 Callee: اذا تريدون تغييرين خابريني منا ليومين

Adha tredin tughayirin khabirini minaa liawmayn

If you want to change during these two days, call me

17 Caller: هاهيه مع السلامة

Terminal exchange

Hahih Mae alsalama

It's ok Good – bye

18 Callee: مع السلامة

Mae alsalama

Good-bye

See Appendix "C" Informal co- works, p: 121

In line 2, the callee used "Alloas a response to the summons , then in lines "3 to 5," greetings exchanged are used with expansion of turns , i.e., Allo Hello my dear, "Hello , Hello my dear", and also in " how are you," in lines "6 to 10" , i.e., Alhamdulillah fine, fine t you-thank thank God how i Ahmad? By God, we are fine, thank God, etc., and go directly to "anchor position". Overlaps with prayers were utilized to show closeness and intimacy.

As far as the closing section, they extended the turns in line "13". The caller used expressions, i.e., No, no-leave the reservation as it is because the delivery will be delayed, as a sign of pre-closing, and in leave-taking used, i.e., "If you want to change during these two days, call me," as a sign of ending the call, while in line "16," the terminal exchange, i.e., "It's OK, good-bye, , good-bye.

D- Informal classmate (Male)

Table (8) shows the pragmatic elements used in this setting

		Elements			Disruptive													
		Adjacency pairs																
		Ask – answer	A thank – response – request – accepted	Insertion pairs	pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts					
Assessment	invitation								Offer	proposal	request	Locutionary act	Illocutionary act	Perlocutionary act				
Summons/ response answer																		
Identification / recognition	Self-identification	✓				✓												
	Other-identification																	
Greeting		✓				✓												
How are you	Neutral response				✓	✓												
	Positive response									✓		✓		✓				
	Negative response																	
Pre-closing		✓	✓			✓												
Terminal exchange		✓	✓			✓												
Leave-taking						✓												

In the opening format, table (8) illustrates that informal male classmates use "Allo" as a summons response/answer, much as they use "yes." They stretched in exchange greeting, "How are you?" It was used as a replacement for the greeting, which responses in this sitting are brief, as "phatic communion." Adjacency pairs are "ask-answer." This type used "speech act," "commissive verbs," and expressive verbs" to reflect cooperation among participants, much as it deals with preference organization ("proposal, request"), showing friendly and togetherness.

In the closing section of informal classmate pairs, " a thank – response – request – accepted" are used as a sign of " leave-taking" and extended turns in terminal exchange with the general closing expression "Goodbye." is used to demonstrate connectedness.

Conversation "2" between male and female classmates

01: Ring

02 Callee: نعم → **summons response**

Naeam

Yes

03 Caller: الو، السلام عليكم

Alw, alsalam ealaykum

Allo, Peace be upon you

Greeting

04 Callee: وعلیکم السلام ورحمة الله وبرکاته اهلا ست

Waealaykum alsalam warahmat Allah wabarakatuh, ahila situn

And upon you be peace - and the mercy and blessings of God be

Upon you, Welcome

05 Caller: الله یسلمک شلونک استاذ عبد الکریم شلون صحتک

Allah yusalimak shilunuk iustadh eabd alkarim shlun sihatak

May God bless you, how are you, Mr. Abdulkarim, How have you been?

06 Callee: اهلا وسهلا، اهلا وسهلاً → **response in "how are you as "phatic communion"**

A hilan wasahla, ahilan wshlaan

Welcome, Welcome

07 Caller: الله یخلیک عینی استاذ مبروک علی اصدار کتابک الجدید

Allah yukhaliyk eayni astadh mabruk ealaa asdar kitabak aljadid

May God bless you dear Mr., congratulations on publishing of your new book.

Closing section

09 Caller: = // ان شاء الله منها للاعلى - وان شاء الله الدكتوراه - تستاهل كل خير

= // an sha'allah minha lilaalaa - wansha'allah aldukturah – tastahil

Kula khayr

= // God willing, from her to the top-and God willing the doctorate-
you deserve all the best.

10 Callee: // تسلمين، تسلمين ست يوم الالكم يارب

// taslimin, taslimin sita yawm alalkumi yarb

// thank you, thank you, God willing and the same to you God willing

11 Caller: // الله يسلمك - الله يخليك - استاذ عبد الكريم - الله يخليك - حبيت بس منها للدكتوراه
اباركلك - اه وان شاء الله

= // Allah yusalimuk - Allah yukhaliyk - astadh eabd alkarim – Allah
Yukhaliyk - habayt bas abarkilak – ah wansha'allah minha
Lildukturah

= // May God bless you - may God protect you – Mr. AbdulKarim –
may God protect you –I wanted toCongratulate you - Oh, and, God
willing, from her on the Ph.D.

12 Callee: // الله يبارك بعمرك ست ويحفظلك ابو الاولاد يارب **overlap in Lave- taking**

// Allah yubarik bieumurik sit wayahfaziluk abu alawalad yarab

// May God bless by your age Mrs. and protect to you father of your
children God willing

13 Caller: // الله يخليك، الله يخليك // **overlap in "Terminal exchange"**

// Allah yukhaliyk, Allah yukhaliyk

// God bless you, God bless you

14 Callee: حياج الله

Hiaj Allah

You are welcome

15 Caller: // الله يخليك، الله يسلمك مع السلامة //

// Allah yukhaliyk, Allah yusalimuk mae alsalama

// God bless you, may God bless you Good-bye

See Appendix "D" Informal Classmate, p: 134

In line "2," the callee used "yesas a reply to the summons , in lines " 3 and 4," greetings exchanged with expansion, i.e., Allo Peace be , and upon you be peace and the mercy and blessings of God be upon you. Welcome," in lines "5 and 6, in line "5and 6", how are you, a substitute for the reeting and the responses as "phatic communion " , i.e., May God bless you, how are you, Mr. Abdulkarim, How have you been? , Welcome, Welcome.

The caller initiated the pre-closing part by using prayer as "greeting" in line "9" of the closing section. "Expressive verbs are used to express" congratulations "with an overlap to express cooperation, i.e., God willing, from her to the top-and God willing the doctorate -you deserve all the best.", The pause as a delay means " there's nothing more to say," In lines 10 to 12, they expanded turns with adjacency pairs " a thank – response – request – accepted" as a sign of leave-taking, i.e., May God bless your ...etc. while replis in lin i.e., , i.e. G you-may s you - you-good-bye, u - Good-bye as a sign of " terminal exchange".

D- Informal classmate (Female)

Table (9) shows the pragmatic elements used in this setting

		Elements			Disruptive													
		Adjacency pairs																
		Ask – answer	A thank – response – request – accepted	Insertion pairs	pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts					
									Assessment	invitation	Offer	proposal	request	Locutionary act	Illocutionary act	Perlocutionary Act		
Summons/ response answer																		
Identification / recognition	Self-identification	✓		✓														
	Other-identification																	
Greeting		✓				✓												
How are you	Neutral response																	
	Positive response																	
	Negative response	✓				✓					✓	✓		✓				
Pre-closing		✓	✓	✓	✓	✓	✓											
Terminal exchange		✓	✓	✓	✓	✓												
Leave-taking																		

In the opening format, table (9) shows an informal female classmate using "Allo" as a summons response/answer. They exchange greeting formats, while they go into expansion by saying "How are you?", it is used as a replacer for the greeting. Adjacency pairs are "ask-answer, insertion pairs" tend to use the preference organization "proposal, request", much more deal with the speech act "expressive verbs". This type is friendly and close.

In the closing section, informal female classmates used adjacency pairs " a thank – response – request – accepted" as a sign of leave taking, with prolonged turns. And most participants used "Good bye" to show gratitude in the terminal exchange.

Conversation "1" between two female classmates

01: Ring

02 Callee: الو

Alw

Allo

Opening section

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: و عليكم السلام

Waealaykum alsalam

Peace be upon you

05 Caller: // شلونج ست زينب شلونج حبيبي

// shlunj situ zaynab shlunj habibi

// How are you, miss Zainab How are you my dear?

06 Callee: // والله الحمد لله انتي شلونكي الامور ؟

// wallah alhamudalaluh anti shlunki alamur ?

// By God, thank God how are you, how is it going?

07 Caller: // والله بخير، بخير الله يخليج فدوة لقلبج

// wallah bikhayr, bikhayrallh yakhlij fadwat liqalbaj

// By God fine, fine - may God protect you my dear

08 Callee: // الاهل

// alahal

// your family

09 Caller: - //الله يسلمج حبيبي -أكلج حبيبي اكلج شنو اسم المكتبة اللي كلتي عليها زينة اني
كتبتها- اه يعني اسمها بالورقه - بس ما عرف وين حطيتها

// Allah yuslmilij habibati 'uklij habibati aklij shanuw asm almaktabat
ally kilati ealayha zina ani katabtuha- ah yaeni smuha bialwaraqih –
bas maearaf win hataytuha

// God bless you my dear I wanted to ask you my dear please what is the
name of the library which you tell me was good ,I wrote it, uh, I mean
its name is on the paper - but I don't know where I left it

15 Callee: اه- ايي - اي اي - كانت - مكتبة بشار = **pre- closing**

= //Ah - ayi - ay ay - kanat - maktabat bashaar

= // ah- yes - yes yes - it was - Bashar Library

16 Caller: ها - ده اكول ياربي هي لو لا متوهمة بالاسم يله حبيبي تسلمين

ha - dah akul yarbi hi law la mutawahimat bialiasm yalh habibati
taslimin

Ha - I kept trying to remember, Lord, is she or not I was delusional by

her name, Thank you, my dear , Thank you **"Leave –taking"**

17 Callee: ياها ياها //

// yahilan yahilan

"Terminal exchange"

// welcome Welcome

18 Caller: // تسلمين رحمة الله والديج

// taslimin rahmat Allah waldayj

// thank you may God have mercy on your parents

19 Callee: ياها

Yahala

Welcome

20 Caller: // سلميلي عيني

// silmili eayniun

// my regards dear

21 Callee: ياها //

// Yahala

// welcome

See Appendix "D" Informal classmate, p: 133

In line "2", the caller responds with 'Allo'; in lines "3, and 4", greeting exchanges, i.e., Allo-Peace be upon you, Peace be upon you, "how are you" instead of the greeting, "phatic communion", which "extends in turns, How are you doing, Zainab? How are you doing, my dear? By God, thank God-how are you-your news, etc." overlap to reflect kindness.

In the closing section, pre-closing in lines "15", i.e., "ah-yes-yes-yes-it was-Bashar Library" with overlap to demonstrate support. "Pause" as hesitation, "it's the right names "15", i.e., "ah-yes-yes-yes-it was-Bashar Library" with overlap to demonstrate support."Pause" as hesitation, "it's the right name," used adjacency pairs A thank you – response – request – accepted, in line "16", i.e., Ha - I kept trying to remember, Lo she-or not-or not -" leave-takinglave - taking . And participants extend turns in the terminal exchange with overlap to reflect solidarity, in lines "17 to 21," i.e., "welcome welcome, thank you—may God have mercy on your parents ...etc."

3.5 Findings

The following section presents explanations of the analysis of the data collected from the live recording of "32" telephone calls to describe the results accurately , interpret the data elements of disruptive and interface, and to verify the hypotheses as well as to achieve the objectives.

Table (10) below shows the frequency of the elements, disruptive and interface, having an influence on the expansion or reduction of turns between participants, as well as the typical formats of telephone openings section sequence, where the current study comes to the following findings:

- 1- In the opening section, the elements of "adjacency pairs" ('ask-answer'), which have (24) turns making up (75%) of the data, are automatically

employed in discussions during conversations of participants to clarify information through turns with formal and informal telephone calls.

- 2- The disruptive element "overlap" has occurred 23 times which represents (71.875%) of the data in the opening section.

Overlap is important in the disruptive element which is utilized in formal telephone calls to show (strictness, unfriendliness, restrictive, stringent, and accuracy) that the discussion will be brief and that the turns will be decreased. They are compared to informal telephone calls conversations which show (cooperation, intimacy, closeness, familiarity, and togetherness) , that may lead participants to prolong turns throughout conversations.

- 3- Speech acts in the openings occur (22) times, which represents (68.75%), where "11" of them are "Directive verbs", "7" Expressive verbs "and "4"Commissive verbs ". Participants employ these phrases to create utterances that serve certain goals. In order to interpret what was said and demonstrate mutual respect and collaboration.
- 4- Preference organization in telephone openings section occurs (10) times, representing (31.25%), of the total calls under discussion. where "5" of them are "request". Preference organization is a technical sense divided into preferred and dispreferred social behaviors by the preference structure.
- 5- Finally, the disruptive elements "pauses" occur (7) times, which represent (21.875%) of the data in the openings section, these short silences between turns symbolize hesitancy or delay for giving themselves time to respond.

Table (10) The Total Frequency of Occurrences of Elements, Disruptive, Interface, in telephone openings section

Sitting	Elements			Disruptive											Total %	
	Adjacency pairs			Pauses	Overlap	Back channel	Attributable silence	Preference organization					Speech acts			
	Ask – answer	A thank – response – request – accepted	Insertion pairs					assessment	invitation	Offer	Proposal	Request	Locutionary act	Illocutionary act		Perlocutionary act
Formal Male heads department	3	1	0	1	1	0	0	0	0	0	0	0	0	4	0	10 31.25%
Formal Female heads department	4	0	0	1	2	0	0	0	0	0	0	0	0	4	0	11 34.375%
Formal Male co-work	3	0	1	1	4	1	1	0	0	0	0	1	0	3	0	15 46.875%
Formal Female co-work	4	0	0	2	3	2	0	0	0	0	1	0	0	3	0	15 46.875%
Informal Male co-work	2	2	0	0	3	0	0	0	0	0	0	0	0	4	0	11 34.375%
Informal Female co-work	3	0	1	0	3	0	0	0	0	1	1	1	0	1	0	11 34.375%
Informal Male classmate	3	1	0	2	3	0	0	0	0	0	1	1	0	2	0	13 40.625%
Informal Female classmate	2	1	1	0	4	0	0	0	0	0	1	2	0	1	0	12 37.5%
Total	24	5	3	7	23	3	1	0	0	1	4	5		22		98
%	75%	15.625 %	9.375 %	21.875 %	71.875 %	9.375%	3.125 %	10 31.25%					0 %	68.75%	0%	100%

Table (11) on page 79 shows the frequency of the elements, disruptive and interface, have an influence on the expansion or reduction of turns between participants, as well as the typical formats of telephone closing section sequences. The current analysis leads to the following results:

- 1- In the closing section, the elements of the adjacency pairs, "A thank-response-request-accept" pairs, obtain a percentage (27) of the data, which represents 84.375%) of the data. It is a pair emerging as a signal for pre-closing, for expressions of mitigating the closing section.
- 2- In second place, overlap, which occurs (24) times, represents (75%) of the data. Overlap is a symbol of "leave-taking and terminal exchange". It is referring to the attitude of support between participants in informal telephone, whereas in formal telephone, it points to a state of toughness and unfriendliness.
- 3- In third place, speech acts come in the opening. They occur (22) times, which represents (68.75%), where "11" of them are "Directive verbs" and "7" expressive verbs" and "4" compissive verbs". They are important in the closing section, which is used for the overall final check (the caller understands what the caller said before closing)
- 4- In fourth place, "pauses" are used twenty-one times, which represents 65.625%) of 32 phone calls, which are considered as pre-closing signs. Pauses are interpreted as ashesitation (abruptness, or blurring), or delay (I have nothing to say), which is understood as an unwillingness to complete the call.
- 5- Finally, "preference organization" comes. It occurs ten (10) times, representing (31.25%) of the total calls under discussion. where "5" of them are "requests". The responses to these preferences determine whether the closing section will be ended by thanks or apology for bothering the callee.

Table (11) The Total Frequency of Occurrences of Elements, Disruptive, Interface, in telephone Closings section

Sitting	Elements			Disruptive											Total %	
	Adjacency pairs			pauses	Overlap	Back channel	Attributable silence	Preference organization					Speech acts			
	Ask – answer	A thank – response – request – accepted	Insertion pairs					assessment	invitation	Offer	Proposal	Request	Locutionary act	Illocutionary act		Perlocutionary act
Formal Male heads department	0	4	0	2	2	0	0	0	0	0	0	0	0	4	0	12 37.5%
Formal Female heads department	2	2	0	4	4	0	0	0	0	0	0	0	0	4	0	16 50%
Formal Male co-work	1	3	0	3	3	1	0	0	0	0	0	1	0	3	0	15 46.875%
Formal Female co-work	0	4	0	1	4	1	1	0	0	0	1	0	0	3	0	15 46.875%
Informal Male co-work	0	4	0	1	2	1	0	0	0	0	0	0	0	4	0	12 37.5%
Informal Female co-work	2	2	0	3	3	1	1	0	0	1	1	1	0	1	0	16 50%
Informal Male classmate	0	4	0	3	3	0	0	0	0	0	1	1	0	2	0	14 43.75%
Informal Female classmate	0	4	0	4	3	3	0	0	0	0	1	2	0	1	0	18 56.25%
Total	5	27	0	21	24	7	2	0	0	1	4	5		22		118
%	15.625%	84.375%	0%	65.625%	75%	21.875%	6.25%	10 31.25%					0%	68.75%	0%	

In the opening section, the high percentage of elements is in "adjacent pairs," or "question-answer." In the second place, the elements of "Overlap" come, and in the third place, "Speech Acts"(directive verbs, expressive verbs, and commissive verbs). In fourth place, "preference organization"(request, proposal, offer) and last, the "pauses". as in Figure 4.

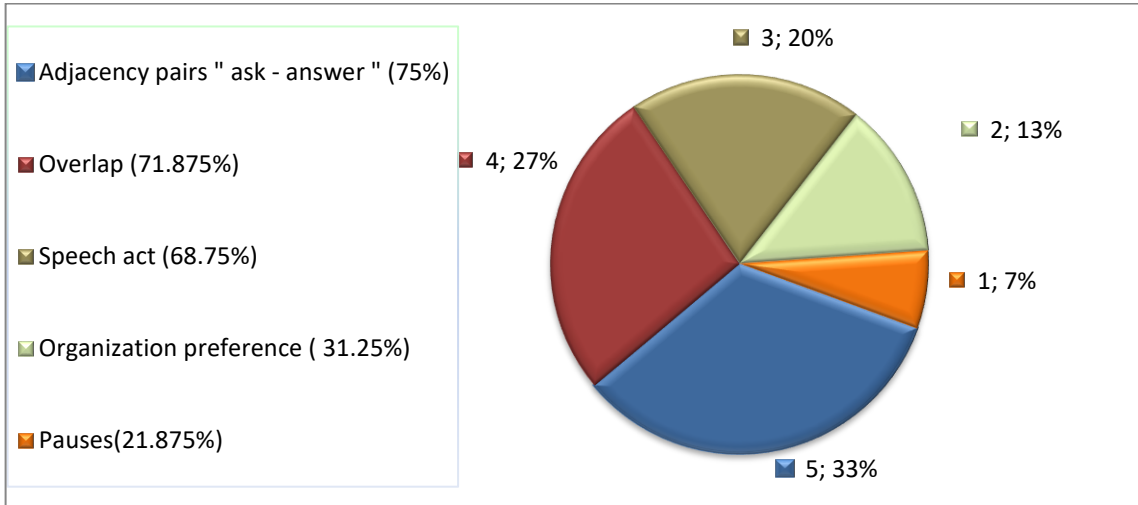


Figure (4) the percentage of frequency of elements, disruptive and interface telephone openings

While in the closing section, in the first place, the elements of the adjacency pairs "a thank-response-request-acceptance", in the second place, the elements of "Overlap", and in the third place, "speech acts"(directive verbs, expressive verbs, commissive verbs). In fourth place, "preference organization" (request, proposal, offer) in fourth place, "pauses" and lastly, "preference organization". As in figure 5.

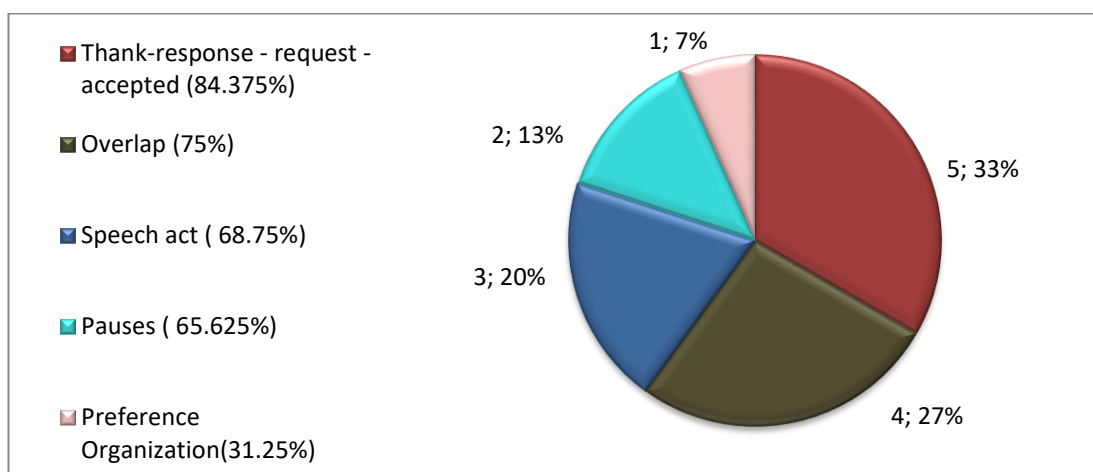


Figure (5) the percentage of frequency of elements, disruptive and interface of telephone closings

Finally, calls are classified according to status and gender, which are the variables that tend to be frequently used for the elements of disruption and interface during telephone calls. This analysis found that in the openings section there are "98" turns;

1- The "formal male of co-work" of (15) turns uses the elements (ask-answer and insertion pairs), the disruptive element (pause, overlap, backchannel and attributable silence), and speech acts (directive verbs, commissive verbs, expressive verbs).

And formal female co-workers utilize the elements (ask-answer pairs), the disruptive element (pause, overlap, backchannel), the preference organization (proposal), speech act (expressive verbs) to represent the highest rate in the openings section at an average of (46.875%).

2- "Informal male classmate" came in second with a rate of (13) turns, which is equal to (40.625%), using the elements (ask-answer and a thank-response-request-accepted), the disruptive elements (pause, overlap), the preference organization (proposal, request), and speech acts (commissive verbs, expressive verbs).

3- Informal female classmate got third place with a rate of (12) turns, which is equal to (37.5%), the element (ask-answer, a thank-response, request-

accepted and insertion pairs) , the disruptive element (overlap) , the preference organization (proposal , request) , speech act (expressive verbs), which represents (37.5%), and

4- In fourth with (11) turns, which is equal to (34.375%), each of the formal female heads department "employs the elements (ask-answer), the disruptive element (pause, overlap), speech act (directive verbs),

With informal male co-workers using the elements (ask-answer and a thank-you response–request–accepted), the disruptive element (overlap), speech act (directive verbs)

And also the informal female of co-work "uses the elements (ask-answer and a thank-response–request–accepted), the disruptive element (overlap), the preference organization (request, offer, and proposal), speech act (expressive verbs),

5- the formal male heads department comes in last with (10) turns, which is equal to (31.25%), the element as (ask-answer) , the disruptive element (pause , overlap) and the speech act (directive verbs), which represents (31.25%), As in figure (6) below

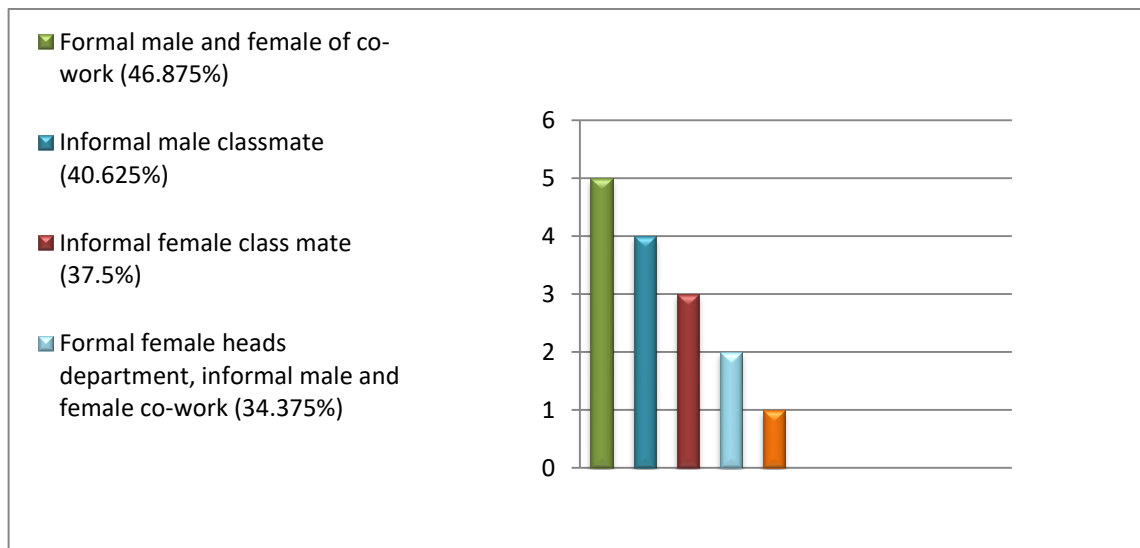


Figure (6) *Frequency of the elements, disruptive and interface of formal and informal telephone of heads department, co-workers and classmate in openings section*

The closing section, on the other hand, has an average of 118 turns and has a higher percentage of used elements between the sequences;

1- The largest percentage for "Informal female of classmate" (18) which percentage (56.25%) the elements used (a thank – response – request – accepted), the disruptive element (pause, overlap, backchannel), the preference organization (request, proposal), speech act (expressive verbs),

2- Second-placed "Formal female of heads department the elements utilized (ask- answer and a thank – response – request –accepted), the disruptive element (pause, overlap), speech act (directive verbs),

And informal female of co-workers in (16) turns, that either percentage (50%) employs the elements (ask- answer and a thank – response – request – accepted), the disruptive element (pause, overlap, backchannel and attributable silence), the preference organization (proposal, offer and request), speech act (expressive verbs),

3- Third-placed "Formal male of co-work , which uses the elements (ask- answer , a thank – response – request –accepted) , the disruptive element (pause , overlap, backchannel) ,the preference organization (request) , speech act (commissive verbs , expressive verbs),

And formal female of co-workers in (15) turns, how each percentage (46.875%), uses the elements (a thank – response – request –accepted) , the disruptive element (pause , overlap, backchannel and attributable silence) , the preference organization (proposal) , speech act (commissive verbs and directive verbs),

4- Fourth-placed "Informal male of classmate" in (14) turns in what percentage (43.75%), employing the elements (a thank – response – request – accepted) , the disruptive element (pause , overlap) , the preference organization (proposal, request) , speech act (commissive verbs and expressive verbs) ,

5- And at last , " the Formal male of heads department utilizes the elements (a thank – response – request –accepted), the disruptive element (pause, overlap), speech act (directive verbs),

And Informal male of co-work the elements (a thank – response – request –accepted) , the disruptive element (pause , overlap and backchannel) , the preference organization (request) , speech act (commissive verbs , expressive verbs), in (12) turns , that percentage (37.5%) ,as in figure "7" below

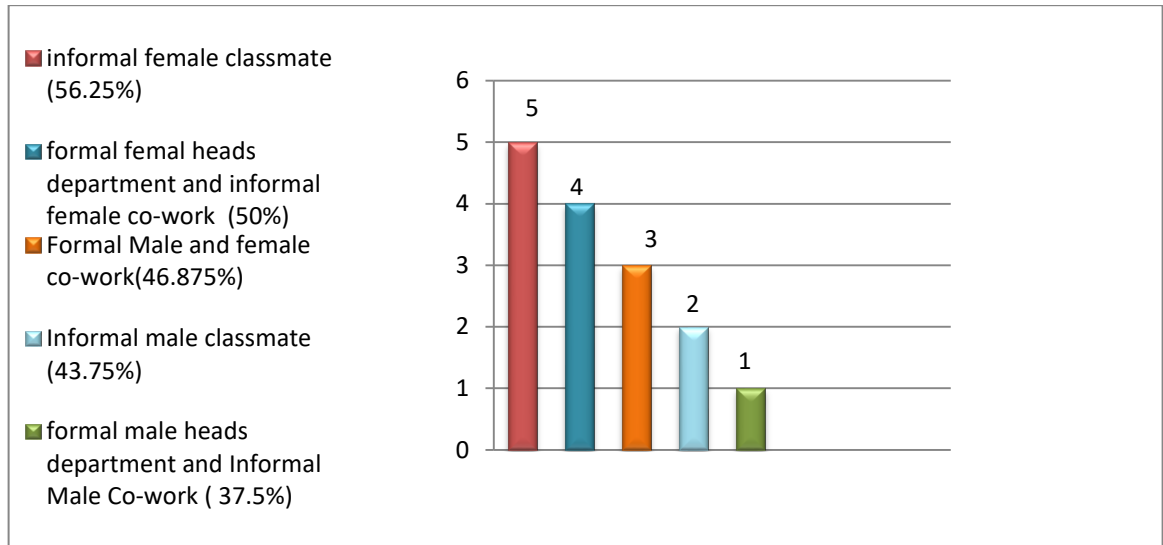


Figure (7) Frequency of the elements, disruptive and interface of formal and informal telephone of heads department, co-workers and classmate in closings section

3.6 Discussion

After applying quantitative and qualitative methods to "32" phone calls between heads of department, coworkers, and classmates, "16" formal calls and "16" informal calls, the study will discuss the findings hereafter:

It was found that the Arabs "Iraqis, demonstrate that majority of telephone openings sequences reduced."Caller ID may affect the asymmetry of data noticed about prior telephone conversations by permitting the recipient to know it before lifting the phone," (Schegloff 2002, p. 293)." That the "Iraqis" telephone openings are three sequences: **the summons respond/ answer, greeting sequence, and how are you sequence.** Except for 3 calls that included the identification/recognition sequence next to the other three sequences ,one in "formal call "male" of co-work ” “first call between

participants” and in two formal calls “female” co-work” there is prior knowledge, but no communication since long time ., Whereas the telephone closings sequence are; **pre-closing, leave-taking and terminal exchange**. This is comparable to "Schegloff 1986" "Schegloff 1973. While the frequency occurrences of elements, disruptive and in openings of telephone among Iraqis.

In opening section, the elements of the "adjacency pairs '**ask-answer**' obtained (24) turns" in the first section, accounting for (75%) of the data, which are essential pairs that naturally occur in talks between participants to clarify the sequence of telephone openings. Telephone calls are made up of pairs of sequences. In telephone conversations, it makes sense that two utterances were necessary to coordinate the pair; rather than one utterance. (Caller and Callee) so we must communicate through this pairs. When the first person talks, he waits for the second speaker to reply before determining whether the second speaker recognizes him, heard him clearly, did understand what he said, accept or not, etc. The conversation would be useless without this pair. Uses in everyday communication with all sitting, both formal and informal telephone calls.

The current study has noticed that the disruptive element "**Overlap**" is presented in the openings section in the second highest percentage of "23" turns, that represents (21.875%). Overlap is a critical element that assists in determining the nature of interactions between participants during turns , which in "formal calls" the participant tends to reduce sequence and response by using short answer , and participants are not comfortable in this type and would like to end call it indicates strictness, unfriendly, while in "informal calls " it indicates friendliness and solidarity “ the participants will be free to expanded turns that reflect intimacy , familiarities among them .

In the openings, "**speech acts**" come in third place. Occur (22) times, that percent (68.75%), with (11) of them being "directive verbs,"(7),"expressive verbs," and (4) and "commissive verbs,"at the opening section, speech acts serve an important function in guiding the discussion and establishing its functions. Males interact with these verbs more than females do, and they are utilized more frequently during formal calls than during informal calls. To

comprehend the conversation and accomplish the expectation of the telephone call were." Talks" achieve goals by using these verbs.

The "**preferred organization**" comes in fourth. It happens at the beginning of the phone call ten times at that rate (31.25%). Where "5" of them "request," "4" of proposal, and "1" of offer of the total calls under discussion.. Organization of Concept Preferences is a significant organizational tool that is employed to enhance communication between parties and is more commonly used by women during informal calls than by men, while being used less during formal calls. Females tend to show synergy through making proposals, offers, invitations, assessments, or requests and softening responses when rejected or unwilling. It then decides whether to prolong the call or end it.

Finally, the disruptive elements "**pauses**" occur (7) times, which represents (21.875%) of 32 phone calls in the openings section, Pauses are a sensitive element, and the pauses in the openings section convey that the person on the other end of the call is either astonished or busy and would like to finish the call. and use less than in openings section.

Telephone openings discussions generally use "greetings" as a common starting point to expand into discussion pairs, etc. In contrast, **telephone closing** discussions converge from a variety of conversations on their way to a regular joint conclusion with "goodbye" or its variants. Using the techniques and devices to initiate the pre-closing process can help mitigate the closing section. Closings are a complicated issue, confusing, and to threat for saving face acts through communication. When it came to assessing closings, this mechanism's availability presented a challenge for conversation analysts because "...an infinitely extendable string of turns to talk [might] be formed" (Schegloff and Sacks, 1974, 1973,p: 237) . The closing process, which the participants use to initiate the closings, is regulated by the employment of these mechanisms and devices in the closing section.

The "Iraqi" Arabs always lengthen the turns in **the closing section** , because the closing process is a sensitive process,they used thanks and appreciation, devices employs in pre- closing as say "God willing" while in leave - taking and terminal exchange using expression as " "God bless you " Allah yukhlik" ,..etc. Then expand by mechanisms of the element "**overlap and pause**" between turns of conversation to show familiarity in the section of taking leave and exchange final to facilitate the closing process.

Due to the sympathetic and sociable nature of Arab "Iraqis," the closing section of the discussion featured the highest usage of disruptive elements and interface.

The "**a thanks-response-request-accept**" pairs in the adjacency pairs received a rate of 27 turns, which equals (84.375%), the greatest percentage in the openings and closings section. These pairs are employed as a technique in order to save face and lessen the risk of closings, particularly among "females." Participants often employ "prayer, invocation, and thanks," closing sequences, and the frequency of devices the words "Insha'Allah," which is equivalent to the word "OK" in English, and "Tamaam,which means "yes" or "ok" as an indication of acceptability.

In closing section, where "**overlap**" obtained the second-highest percent in "24" This equates to (75%) of the turns. This mechanism is a delicate matter because participants often prolong their turns during leave-taking and terminal exchanges, demonstrating collaboration and friendliness in informal calls while "overlapes, demonstrating collaboration and friendliness in informal calls while "overlap" indicates to soften the "strict" in formal calls.

After the "**speech acts**" Fourth place goes to the disruptive element "**Pauses**", which occurs 21 times, that (65.525%) in the closings section, which is higher than the rate of the openings section. Pauses are a critical element that is understood to be a signal of the pre-closing section. Give an impression of being unable to continue the call.

And interface elements during **telephone openings** calls according to "**status and gender**", with the highest rate for "male and female formal co-workers" with an average of (15) turns. This represents 46.875%, and the

lowest rate to each of, in the fourth place, "formal female heads department" with a rate of (11) turns, which represents (34.875%), and in last place, "formal male heads department" with (10) turns, which represents (31.25%). What determines the character of this type of formal telephone call is the reason for the call, such as "The caller requests specific information or sends the caller an invitation, inquiry, etc." The interaction in these sequences, in addition to the nature of the relationship in these calls, although the "participants of equal status or being of different status (low/high)", is a crucial factor that affects the lengthening or shortening of turns, which makes the status have a higher impact than gender.

According to interface elements during **telephone closings**, "**status and gender**" have the highest rate for "Informal female classmate" at an average of (18) turns. This represents (56.25%), while in the second place, "Formal female of head department and informal female of co-work in (16) turns, which represents (50%). The interface rate of these elements in the closing section is higher than the opening section at a rate of (118) turns compared to (89) turns, and got a low rate in fourth place with "informal male classmate" with (14) turns, which represents (43.75%), and finally "formal male heads department" with (12) turns, which represents (37.5%) that deduces participants' gender. "Female" plays a significant role in the interaction because females in the closing section display sympathy more than males.

Chapter Four

Conclusions, Recommendations and Suggestions for Further Research

This chapter is devoted to summarizing the results of the current study. It also tries to provide some recommendations for those who are interested in examining the phenomenon of telephone openings and closings. Finally, suggestions for future research will be made.

4. Conclusions

The study has arrived at the following conclusions:

1- The formats of telephone openings are reduced to three, namely: summons responds/answer, greeting sequence, and how are you sequence., whereas the closings sequence, pre-closing, leave-taking, and terminal exchange, which agrees with the findings of "Schegloff 1986" and "Schegloff 1973," This supports the claim that **hypothesis "1"** there is a standard sequence formula used by Arab "Iraqi" speakers during conversation in telephone openings and closings.

2- Among the four settings that were looked at in the Iraqi Arabic telephone discussion, the study found that the formal (male and female) co-work sitting obtained the highest percentage in the opening section in the use of the elements "adjacency pairs" (ask-answer and a thanks-response-request-accept). The most disruptive elements "overlap, pauses" were used, with the closings section having the highest percentage. The informal (female) classmates come in first place, and in the second place, each of the "Formal female of the heads of department and informal female of co-work, accordingly **hypothesis "2"** proved that (TOsACs) among females are characterized by extended and detailed turns more than in males.

3- According to "status and gender, in the openings section," formal co-workers (male and female) received the highest percentage ('participants of equal status expansion of turns), while formal heads of department (males and females) got the lowest percentage of turns , according to which status has a

higher impact on participant turns than gender. It confirms the validity of **hypothesis "3"**, that the interface of status (high/low) has effects on the extension of sequence of (TOsACs), more than gender (male-female) in the formal and informal settings.

4-The most frequently used elements in the openings section are the "adjacency pairs" (ask-answer) and disruptive elements (overlap). While these variables influence the closing sequence that received the highest percentage, which employs adjacency pairs (a thanks-response-request-accept), and participants frequently prolong turns during "leave-taking" and "terminal exchanges" to reflect cooperation and kindness in informal calls, and to save face in formal calls that are strict these variables influence the telephone openings and closings sequence. As a result, **hypothesis "4"** was validated and confirmed, that pragmatic elements (pause, overlap, back channel, attributable silence, preference organization, and speech acts) influence the sequence formats of various socio-pragmatic settings.

5-The Arabic "Iraqis" telephone conversations were characterized by the length and detail of the exchanges, as well as the frequent use of ritual expressions, as the greeting "Assalamu alaykum" was expanded to include the expression "wa alaykum assalaam wa rahmatu allaah wa barakatuh," and "Alhamdulillah's, 'thanks to God'," while in the closing section, using "ma assalamah," which is the most frequent and common closing expression to show welcome between participants.

6- Greetings are regarded as a common compliment between participants of equal status. Greetings like, "God bless you," "Allah yukhlik," "May God protect you," "Allah yisallimk," "May God protect you," "Allah yahfazuk," in the openings section, express sympathy. In contrast to the closing section, these greetings are considered prayers as a pre-closing sign to show solidarity and are used in formal and informal calls.

4.2 Recommendations

According to the findings of the current study, the recommendations below are essential for researchers in this field, postgraduate students specializing in linguistics.

1- It is appropriate that linguistic students learn about the phenomenon of telephone openings and closings and their role in interactive conversations. It is possible to conduct another study on this phenomenon. Students should focus on the sequence to understand the role of the caller and the callee during turns.

2- This study might provide sufficient evidence for readers that a socio-pragmatic analysis of interactive conversation for non-native English speakers is worth studying, to achieve successful communication and avoid misunderstandings, and to aid future research in the relevant field.

3- Interactive conversations of openings and closings telephone calls are one of the most common types of conversations to communicate in our time, especially after "Covid 1". Students of the department of English should study it more seriously as there are still many aspects awaiting analysis.

4- Experienced translators in English and Arabic are advised to study the phenomenon of telephone openings and closings in order to focus on translating phone conversations correctly and to avoid confusion of conversational information when conducting a comparative study between the languages.

4.3 Suggestions for Further Research

1- Investigating the functions of the sequence of openings and closings of telephone calls in formal business calls, "product marketing" in Iraqi society.

2- Discourse analysis of the sequence of (TOsACs) calls in some Iraqi social, sports, and artistic television programs.

3- A Socio-cultural Study: A comparative study of the sequence of telephone openings and closings among the Iraqi Provinces.

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Appendix Data sheet of Types, of Arabic Telephone Openings and Closings

Appendix A: Formal telephone (Heads department)

1-conversation between (Heads department and employee) (1:32min)

01 Caller: Ring

02 Callee: الو

Alw

Allo

03 Caller: سلام عليكم ست زينب

Salam ealaykum sit zaynab

Peace be upon you, Miss Zainab

04 Callee: = هلو - سلام - اهلاً دكتور..... (4 ثواني)

haluw -salam - ahlaan duktur =..... (4 thawani)

Hello - hello - hello doctor = (4 seconds)

05 Caller: ست زينب، بالنسبة للجنة الامتحانية – اه- فرع الكيمياء كملتوا القوائم مالمته –

دخلتوا السعيات

Situ zaynab ' bialnisbat lilajnat aliamtihaniat – ah- fare alkimya' - kamalatuu alqawayim

malatah dakhaltuu alsaeyat

Miss Zainab, for the examination committee – ah- the branch of Chemistry you completed

the lists you entered the pursuits

06 Callee: اي نعم دكتور السعيات الي وصلتنا ده ندخلها (4ثواني)

Ay naeam duktur alsaeyat ali wasalatna dah nadkhuluha (4thwani)

Yes, yes, doctor the quests that we have received, we enter those (4 seconds)

07 Caller: = المهم اذا اكو اشكال او بي اي خطأ بأسم اي طالب خابروني بلا زحمة عليكم

= almuhimu adha akw aishkal aw bi ay hataa bi'asam ay talib khabirunibila zahmat ealaykum

= The important thing is if there are any problems or mistakes in the name of any student

Please let me know

08 Callee: تمام دكتور، تمام

Tamam duktur- tamaam

Okay, Doctor Okay

09 Caller: يلا- شكر اجزيلاً ممنون الج ست

Yla - shkrajzylaan - mamnun alj sit

Okay- thanks you very much – you welcome Miss

10 Callee: اهلا، اهلا دكتور مع السلامة

ahilan - ahilan duktur - mae alsalama

Welcome - you welcome Doctor –Goodbye

2- Conversation between (Heads department and employee) (00:42min)

01 Caller: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو، هلو مها حبييتي ان شاء الله بخير

Alw halw maha habibati an sha' allah bikhayr

Allo, Hello Maha my Dear. I ask Allah to be okay.

04 Callee: = الله يسلمج دكتور حبييتي

allah yusalnij dukturuh habibati =

May God bless your doctor, my dear =

05 Caller: حبييتي سويتلي الجدول – طبعته ؟

habibati suitili aljadwal - tabeatayh

My dear, did you make me the schedule - did you print it?

06 Callee: // سحبتلجياه هسه انطيتجياها للورقة

// sahabtiljyah hasah antitijyaha lilwaraqa

// I just pulled you back and gave it to you the paper

07 Caller: = هسه اني راح اعدله – وراح اكون ممونه اذا كملتلياه (2 ثانية)

= hasuh ani rah aeadlah - warah akun mumawinah adha kamiltilyah (2 thania)

= Now I'm going to edit on it - and I'd be grateful if I could print it all out (2 second)

08 Callee: // لا لا شغلي هذا دكتور

// la la shaghali hadha dukturuh

// No, it's my job, doctor

09 Caller: //الله يحفظج، يحفظج ابويه، الله يحفظج

// Allah yahfazj, yahfazuj abwih, Allah yahfazj

// God protect, protect my dear, My Allah protect you

10 callee: هلو دكتوره، هلو

Halw dukturuh, hilu

You welcome Doctor, welcome

11 Caller: بالسلامة ابوية، بالسلامة

Bialsalamat abawiah, bialsalama

In God's protection, Good bye

3- Conversation between (Head department and employee) (00:24min)

01 Caller: Ring

02 Callee: الو

Alw

Allo

03 caller : هلو رنا شلونج عيني ؟

Halaw Runa shlunij eayni?

Hello Rana how are you?

04 Callee: // شلونج دكتوره ؟

// shlunij dukturuh?

// How are you, Doctor?

05 caller : شلونج عيني ، شلون صحنج ؟

Shlunij eayni shilun sahtaj ?

How you are dear how have you been?

06 Callee: // عزيزتي دكتوره =

// eazizati dukturuh =

// dear doctor =

07 Caller: عزيزتي رنا بلا زحمة عليح اديزيلنه على دكتور- حيدر عدنا اجتماع لجنة علميه (2 ثانية)

Eazizati rana bila zahmat eulayj adizilnah ealaa duktur haydar -eudna ajtimae lajnat

eilamayh

(2 thania)

Dear Rana, please send Dr.- Hider we have a scientific committee meeting

(2 second)

08 Callee: // دكتور حيدر لو دكتور محمد تقصدين ؟

// duktur haydar law duktur muhamad taqsidin?

// Dr. Hider or Dr. Muhammad do you mean?

09 Caller: = // اي - ماشي، ماشي عزيزتي =

= // ay - masshi, masshi eazizati

= // Yes - fine, fine

10 Callee: تمام دكتوره

Tamam dukturih

Okay- doctor

11 Caller: هلو عيني - هلو حبيبتي - مع السلامة

Haluw eayni - halw habibati - Mae alsalama

Hello dear - bye -Hello dear

4- Conversation between (Head department Responsible for Postgraduate Studies)

(1:36 min)

01 caller: Ring

02 Callee: الو

Alw

Allo

03 Caller : السلام عليكم

Alsalam ealaykum

Peace be upon you

04 Callee: السلام هلا دكتور

alsalam hala duktur

Peace, hello doctor

05 Caller: شلونك دكتور ياس

shlunk duktur yas

How are you, Doctor Yas?

06 Callee : // حياك الله

// hayaak Allah

//May God bless you

07 Caller : = شلون الصحة عيني عندي سؤال ؟ =

= shluwn alsihat eayni eindi suaal?

= How have you been, dear I have a question?

08 Callee : نعم //

// Naeam

// yes

09 Caller : منح الشهادة للطالب صباح – كملتها – لا (2 ثانية)

manah alshahadat liltaalib sabah - kamilatiha - la (2 thania)

Granting the certificate to the student Sabah - has it been completed or – not (2 seconds)

10 Callee: كملت دكتور الاوراق كلها ودققت من قبل مسؤول الدراسات الاستاذ احمد والامور تمام – وهسه

جاري العمل على الطالب عقيل الي راح يناقش بعده

Kamat duktur alawraq kulaha wadaqaqat min qibal maswuw aldirasat alaistadh aihmad
walamur tamam –Wahasah jari aleamal ealaa altaalib eqil allly rah yunaqash baedah

Doctor I completed all the papers and checked by the official of studies, Mr. Ahmed, and
things are fine – and now work is underway on the student Aqil, whowill discuss after him

11 Caller: = // بارك الله بيبك , بقت شغله وحدة مهمة جداً لان اخاف الدراسات العليا يدزون علينا اوراق المتابعة

مال الاشراف وين وصلت ؟

=// barak allah bik , baqat shaghlah wahdatan muhimatan jdaan lan akhaf aldirasat aleulya
yaduzun ealayna awraq almutabaeat mal alashiraf win wasalat ?

= // May God bless you, I have one very important thing left because I am afraid graduate

Studies are asking us for it followup papers on Supervision have they been completed?

12 Callee: اغلب الاساتذه يعني 95% تقريباً يعني انجزت ماعدا دكتور ضياء عنده بس رقم الاقرار البحوث هاي

– الرقم مال إقرار البحوث وتكمل (2 ثانية)

aighlab alasatidhah yaeni 95% tqrybaan yaeni ainjazat - maeidan duktur dia' eindah – bas

raqm alaiqarar albuqhuth hay - alraqm mal 'iiqrar albuqhuth watukamil (2 thaniatan)

Most of the professors, I mean, about 95% I mean, it was completed except for Dr. Zia
who as - but the approval number for those researches the number to approve the

research and Complete it (2 second)

13 Caller: بارك الله بيبك اشكرك د.ضي اه- ياس العفو ممنون

Barak allah bik aushkuruk da.di ah –yas aleafw mamnun

May God bless you thank you Dr. Zi-ah. - Yas pardon, Thank you

14 Callee : تسلم

Tasalam

You welcome

5- Conversation between (Head Department with the employee) (00:58 min)

01: Ring

02 Callee : الو

Alw

Allo

03 Caller: = الو، هلو ست انوار

= alw, halw situ anwar

= Allo, Hello Miss Anwar

04 Callee: نعم دكتور ه

Naeam dukturuh

Yes doctor

05 Caller اكلج عيني انتي وين ؟

akalij eaynay anti win ?

Listen, my dear - where are you?

06 Callee: اه - بالمكتب اني

Ah - bialmaktab ani

Ah - in the office I am

07 Caller: اوكي- بالمكتب تلकिन أكو فد ورقة على مكتبي - من فضلج الورق تستنسخيه "5" نسخ

(2 ثانية)

awki - bialmaktab tilkin aku fad waraq ealaa maktabi - min fadlij alwaraq tastansakhih 5
nasakh (2 thania)

Ok - in the office you will find a paper on my desk- please copy it 5 copies

(2 seconds)

08 Callee: // ان شاء الله

// ansha' Allah

// God willing

09 Caller: = عيني - باجر اذكيريني اريدج علمود - علمود شغلات الدراسات العليا انروح نسأل عليها ... (2 ثانية)

Eayni - bajir adhkirini arriridj ealmud- ealmud shughalat aldirasat aleulya anruh - nas'a l
ealayha (2 thanih)

Dear - tomorrow remind me I want you about - about matters of higher studies we go to
ask about it (2seconds)

10 Callee: // ان شاء الله، ان شاء الله

// an sha' allah, an sha' Allah

// God willing, God willing

- 11 Caller: ماشي - اي شي مستجد اتصلي -اني بالجامعة //
 // mashi - ay shi mustajidi ataseli -ani bialjamiea
 // okay – anything happens-call me - I am at the university
- 12 Callee: ان شاء الله دكتور ه //
 // ansha' allah dukturuh
 // God willing, doctor
- 13 Caller: اوكي عيني مع السلامة //
 // awki eayni mae alsalama
 // ok dear bye
- 14 Callee: اهلاً اهلاً //
 // ahlaan ahlaan
 // Welcome Welcome
- 15 Caller: هلو بيح مع السلامة
 Halu bij mae alsalama
 Welcome good bye

6- Conversation between (Head department and employee) (00:36 min)

01: " Ring"

02 Callee: الو

Alw

Allo

03 Caller: ها- استاذ محمد سلام عليكم

ha aistadh muhamad salam ealaykum

Dear, Mr. Muhammad Peace be upon you

04 Callee: = وعليكم السلام هلا دكتور شلونك عيني

= waealaykum alsalam hala duktur shlunk eayni

= Peace be upon you hello doctor how are you?

05 Caller: وين انت ؟

Wynn anta?

Where are you?

06 Callee: جوه بم الصادرة دكتور

jawh yam alsaadirat - duktur

On the ground floor at Outgoing Division – Doctor

07 Caller: ها - اكلك علمود المؤتمر مال قسم الرياضة - طبعت الامر - لا

ha - akaluk ealmud almutamar mal qism alriyadat - tabaeat alamir - la

Ha - listen - about the conference for the sports department - did you print the order or - no

08 Callee: اي اي طبعته دكتور //

// ay ay tabaeatuh duktur

// Yes, yes I printed it - Doctor

09 Caller: =عاشت ايدك بارك الله ببيك ده جيبلياه قبل التوقيع بس ادققه حتى اتوقعه =

= eashat aydik barak Allah bik dah jiblyah qabl altawqie bas adaqaqah hataa atawaqaeah

= Well done, God bless you bring it to me before signing so I can check it out to sign it

10 Callee: ماشي ماشي صار دكتور

Mashi mashi SAR duktur

Ok, ok done, Doctor

11 Caller: عاشت ايدك بارك الله ببيك

Eashat aydik barak Allah Bik

Well done God bless you

12 Callee: وايدك دكتور ادلل

Wayduk duktur adalil

Thank you doctor you are welcome

13 Caller: هلو حبيبي هلو

Halw habibi hala

Hello my dear Hello

14 Callee: هلا هلا

Halaa hala

Welcome welcome

7 – Conversation between (Head department and the responsible for applying students in schools) (1:38 min)

01 caller: Ring

02 Callee: الو

Alw

Allo

03 Caller: مساء الخير دكتور ماجد

masa' alkhayr duktur majid

Good evening Dr. Majid

04 Callee : اهلا دكتوره زينب :

ahila dukturah zaynab

Hello Dr. Zainab

05 Caller: هلو عزيزي شلونك - اه =

= Ah- halw eazizi shalunk

= Ah - Hello dear, how are you?

06 Callee : أهلاً دكتورة : //

// ahlaan duktura

// hello doctor

07 Caller : // العفو دكتور ماجد بخصوص التطبيق :

// aleafw duktur majid bikhusus altatbiq

// hello doctor Pardon Dr. Majid about the application

08 Callee : اي //

// ay

// Yes

09 Caller: // يوم غد انشاء الله نلتقي بعد يعني اه - منكم امتحانات اثبتت الدراسات ونكعد اني وياك انضبطها (2 ثانية) =

= // yawm ghad ainsha' Allah naltaqi baed ah- yaeni minkamil amtihanat anthabat

Aldirasat - wanakead ani wayaak andabataha (2 thania)

= // Tomorrow - God willing, we will meet after ah- mean after we finish exams, we

Set studies - and we sit together to arrange them (2 second)

10 Callee: // ان شاء الله :

// an sha' Allah

// God willing

11 Caller: // شكراً د. ماجد عزيزي //

// shkraan da. Majid eazizi

// Thank you, Dr. Majid dear

12 Callee: هلو دكتورة :

Halw duktura

Hello doctor

13 Caller : مع السلامة بيباي هلو :

Mae alsalamat - bay bay - halw

Goodbye - bye – hello

8- Conversation between (Head of the Department with the employee) (1:32min)

01: Ring

02 Callee : الو

Alw

Allo

03 Caller: الو السلام عليكم

Alw - alsalam ealaykum

Allo- Peace be upon you

04 Callee : = و عليكم السلام ورحمة الله =

= waealaykum alsalam warahmat allah

= Peace be upon you and the mercy of God

05 Caller: استاذ مثنى بالنسبة قبل مدة- كلفتك من الطلاب تجمع منهم عدم الممانعة في سبيل التطبيق اي موه الشكل

Aistadh muthanaa bialnisbat qabl mudat kulfatik min altulaab tajamae minhum

eadam almumanaeat fi Sabil altatbiq ay mwh alshakl

Mr. Muthana, for a while ago- I assigned you to the students collecting their no-objection for the application right?

06 Callee : // ان شاء الله ، الثلاثاء ان شاء الله اكملياهم كلهم =

= // an sha' Allah, althulatha' an sha' Allah akmilkiahum kuluhum

= // God willing, Tuesday, God willing, I will complete them all

07 Caller: // كلش زين ممتاز ممنون من عندك استاذ

// kalash zany mumtaz mamnun min eindik astadh

// very good excellent Thank you Mr.

08 Callee: حبيبي دكتورنا الغالي

Habibi dukturuna alghali

My dear, dear doctor

09 Caller : // شكرا ، شكرا //

// shukran, shkraan

// thank you, thank you

Appendix B: Formal telephone openings and closings (co-work)

1- Formal conversation: between male and female co-works (00:42 min)

01: Ring

02 Callee: السلام عليكم

alsalam ealaykum

Peace be upon you

03 Caller: و عليكم السلام عزيزي استاذ بسام عزيزي شلونها صحتك ؟

Waealaykum alsalam eazizi astadh basaam eazizi shalunaha sihatak?

Peace be upon you, my dear Mr. Bassam how have you been?

04 Callee: = // يبارك بيج يابه //

// yubarik bij yabah =

// May God protect you dear =

05 Caller: //عزيزي استاذ بسام - محتاجة رقم استاذ زيد - ضروري - تكدر دبرلياه ؟ (3 ثواني)

// eazizi aistadh basaam- muhtajatan raqm astadh zayd- daruriin- takadar dabarlyah?

(3 thawani)

// Dear Mr. Bassam- I need Mr. Zaid's number - necessary Can you get it for me?

(3 seconds)

06 Callee: = ماشي بس تسمحيلي بس اخذ اذنه وعكب انطيغياه ان شاء الله =

= mashi bas tismahili bas akhidh adhnah waeakab antijiah anshauallah?

= OK but let me just take his permission and then give it to you, God willing?

07 Caller: // لا عادي عادي //

// la eadi eadi

// no it's okay okay

08 Callee: اخذ بس اذنه

akhidh bas adhanah

Just take his permission

09 Caller: // لا عادي، عادي استاذ بسام براحتك ممنونه منك، ممنونه منك مع السلامة //

// la eadi eadi astadh basaam barahatak mamnunah mink mamnunah mink mae

alsalama

// No, it's okay , okay Mr. Bassam, when you have your free time thank you thank you
good bye

10 Callee: مع السلامة

mae alsalama

Good-bye

2- Formal conversation: Between two female co-works (1:32 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم ست

Alw alsalam ealaykum sit

Allo Peace be upon you Miss

04 Callee : و عليكم السلام- منو وياي ؟

Waealaykum alsalam- minu wyay?

Peace be upon you- who is it?

05 Caller: اني ست ماجدة من الجامعة المستنصرية – اذا تذكرتي ؟ (2 ثانية)

ani situ majidah min aljamieat almustansiriat - adha tadhkirati ?(2 thania)

I am Miss Majda from Al-Mustansiriya University- If you remember? (2 seconds)

06 Callee: نعم. //

// naeam.

// Yes

07 Caller: حضرتك مو ست منال ؟

hadratuk mw sitt manal ?

Are you Miss Manal?

08 Callee: اي نعم //

// ay naeam

// yes, right

09 Caller: اداومين بالسياحة ؟

Adawmin bialsiyaha?

Do you work at the Faculty Tourism?

10 Callee: اي نعم //

// ay naeam

// yes, right

- 11 Caller: ست مرة انطيتني كتاب موسوعة اللغويات وظل وياية
 sit marat antayatni kitab mawsueat allughawiaat wazala wiayatan
 Once- you gave me a book called Encyclopedia of Linguistics - and it stayed with me
- 12 Callee: // هاي قبل شكك هذا الحجي ؟
 //hay qabl shakid hadha alhajiya ?
 // When did that happen?
- 13 Caller: تقريباً العام مرة من اجيتي للمكتب - اذكرتيني ست
 tqrybaan aleam maratan min ajiati maktab aleamid - adhkrtni situn
 About last year when you came to the office-do you remember me?
- 14 Callee: ام- اي اذكر هيج شي - حبييتي ست - كولي (4 ثواني)
 Ama- ay adhkur hij shi - habibati sita - kuli (4thwani)
 Umm-Yes, I remember something like this- Dear Miss - How can I help you (4 seconds)
- 15 Caller: ست حابة التقي بحضرتج وارجه للكتاب وعندي كم استفسار بخصوصه اذا امكن
 situ habat altaqia bihadratij warjeh lilkitab waeindi kam astifsar bikhususih adha amkin
 I'd like to meet you and return the book, and I have a few questions about it if Possible.
- 16 Callee: = اي عادي ماكو مشكلة حبييتي تدللين يوم الاحد ان شاء الله راح اكون بالجامعة
 = ay eadi maku mushkilat habibati tudalilin yawm alahid an sha' Allah rahakun –
 bialjamiea
 = Its okay - no problem, my dear you are welcome on Sunday God willing, I will be at the
 University
- 17 Caller: نعم
 Naeam
 Yes
- 19 Callee: الساعة 9 الصبح اذا تحبين تجين لهنالك اني حكون موجودة هناك وتدللين اخابرج:
 alsaaeat 9 alsubh adha tuhibiyn tujin lahunak ani hukun mawjudat hunak watudalilin
 akhabrij
 It's nine in the morning - if you want - come there, I'll be there - you're welcome - I'll call
 you
- 20 Caller: //تسلمين ست ممنونه منج- ان شاء الله اشوفك يوم الاحد- وراح اجيبلك الكتاب وياية
 // taslimin sitt mamnunah minj- an sha' Allah ashufuk yawm alahid -warah ajyblk alkitaab
 wiaya
 // Thank you very much .Miss will be very grateful to you. God willing, I will see you on
 Sunday and I will bring your book with me

21 Callee: تذلّيلن اهلا اهلا

Tudalilin ahilan ahilan

You welcome

22 Caller: مع السلامة

Mae alsalama

Good-bye

3- Formal conversation: between male and female co-works (1:11 min)

00: Ring

01 Callee: نعم

Naeam

Yes

02 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

03 Callee: وعللكم السلام اهلا وسهلاً

Waealaykum alsalam ahilan wshlaan

Peace be upon you and you are welcome

04 Caller: حض

hada

yo..

05 Callee: // منو وياي

// minu wyay

// who is it?

06 Caller: حضرتك- استاذ عصام

Hadratuk -aistadh eisam

Are you -Mr. Essam?

07 Callee: // اي نعم منو وياي

// ay naeam minu wyay

// yes, right who is it?

08 Caller: اني- ست سهى من الجامعة - انطنتي رقم حضرتك - ست امانى

Ani- situ suhaa min aljamieat almustansiriat - anattini raqm hadratik - situ amani

I am - Miss Suhaa from University - I got your number from - Miss Amani

09 Callee: // ها - اهلاً وسهلاً اي اعرفها لست امانى أهلاً وسهلاً ست سهى

// ha - ahlaan wshlaan ay aerifha last amani 'ahlan wshlaan situ suhaaa

// yes – right I know her, to Miss Amani Welcome Miss Suhaa

10 Caller: استاذ، ست امانى بلغتنى انو اي استفسار بخصوص العلاوات والترفيعات انو اتصل على حضرتك

aistadh - situ amani balaghatni anu ay astifsar bikhusus aleilawat waltarfiyat - anu-
atasal ealaa hadratik

Sir - Ms. Amani informed me that any inquiries about bonuses and promotions - to call you

11 Callee: = والله - وياه الوزارة تبقون احنا مو يمنا الموضوع صار همه شوكت يخلصون الشغل مالتهم

= Wallah - wayh alwazarat tabqawn ahna mw yumna almawdue sar himuh shawkat
yukhalisun alshughl malatahum

= You have to contact the ministry. We have nothing to do with this. Everything is related
to the ministry they are responsible for its completion.

12 Callee: // اي

// ay

// Yes

13 Callee: ايخاطبون الكليات

Ayukhatibun alkuliyaat

They will tell your colleges

14 Caller: // ها - تمام - تمام ممنونه منك استاذ

// ha - tamaam - tamaam mamnunuh mink astadh

// ha - ok – thank you very much sir

15 Callee: تحياتنا لست امانى

Tahiaatuna last amani

Regards, to Miss Amani

16 Caller: عيني استاذ شكرا جزيلاً مع السلامه

Eayni aistadh shukran jzylaan Mae alsalamih

Dear Sir, thank you very much. Goodbye

17 Callee: مع السلامه

Mae alsalamih

Good bye

4- Formal conversation: Between two female co-works (1:14min)

01: Ring

02 Callee: الو

Alw

Allo

03 Callee: الو السلام عليكم ست هديل

Alw alsalam ealaykum situ hadil

Allo Peace be upon you, MissHadeel

04 Callee: وعليكم السلام ست ايمان هلو عيني

Waealaykum alsalam sita ayman halu eni

Peace be upon you, Miss Iman hello my dear

05 Caller: الله يخليج ست شلون أحوال الج أمورج

Allah yakhlij siti shlun 'ahwalij 'amurj

May God keep you Miss how is it going?

06 Callee: اني الحمد لله وانتي ؟

ani alhimdalalah wanti ?

Thank God and you?

07 Caller: // والله بخير بخير ست حبيبتني ست راسلتني انتي رسالة انو اني الاستمارة مال جرد الموظفين مالتني يعني مراسلتها

// wallah bikhayr bikhayr sit habibati habibati situn rasiltli anti risalat anw any alaistimarat mal jard almuazafin malati yaeni murasalataha

// By God, I am fine. I am fine. Miss dear. Dear. Miss - You sent me a message that I did not send the employee Inventory form.

08 Callee: اي والله حبيبتني تدرين لان مستعجلين عليها فحبيت اعرف انتوا كملوتها للاستمارة دزيتوها – لا ؟

ay wallah habibati tadrin lan mustaejilin ealayha fahabit aerif antuu kamuluatiha Iliastimarah dazituha - la?

Yes by God, my love you know because we are in a hurry to complete it so I wanted to know whether it was completed sent the form - or not?

09 Caller: // ان شاء الله شوفيها شوفيها واي شي تحتاجين اني موجوده واذا تحبين ارجع ارسلجياها مرة ثانية بس اني رسلتها لست سعاد

= //an sha' Allah shufiha shufiha way shi tahtajin ani mawjudah wadha tuhbiyjn arjie

Arslljyaha maratan thaniatan bas ani raslataha last suead

= // God willing make sure of it make sure and anything you need I'm there and if you want,

Send it back again But I sent it to Miss sued

10 Callee: ماشي حبيبتي هسه افتهم من عدها واذا اي اشكال ارجع اخبارج و

Mashi habibati hasah aftahum min eadiha wadha ay ashkal arjae akhabrj w

Well my dear I will call her and understand from her and if there is any problem I will call you back and

11 Caller: // ان شاء الله ماكو اي اشكال عيني عيني ست //

// an sha' Allah maku ay ashkal eayni eaynay situn

// God willing there is no any problem my dear my dear Miss

12 Callee: شكرا حبيبتي

Shukran habibati

Thanks, my dear

13 Caller: عفواً حبيبتي اهلا اهلا

Efwaan habibati ahilan ahilan

Excuse me my dear hello hello

14 Callee: أهلاً

Ahlaan

Welcome

5- Formal conversation: Between male and female co-worker (00:48min)

01 Ring

02 Callee: نعم

Naeam

Yes

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: هلا ومرحبا وعليك السلام

Waealaykum alsalam hala wamarhaban

Peace be upon you welcome

05 Caller: شلونك استاذ محمد ؟

Shlunk aistadh muhamad?

How are you, Mr. Muhammad?

06 Callee: اهلا وسهلاً هلا ومرحبا //

// ahilan wshlaan hala wamarhaban

// Peace be upon you, Welcome

07 Caller: // شلونها صحتك ؟ //

// shiluwnaha sihatuk ?

// How have you been?

08 Callee: // الحمد لله ماشين، الحمد لله //

// alhimdalaluh mashin ،alhimdalalah

// Alhamdulillah well, Alhamdulillah

09 Caller: // حبيت بس اسئل عليك - شلونك - الاهل شلونهم ؟..... (5 ثواني) //

habit bas asuyil ealayk - shilunuk - alahal shilunahum ? (5 thawani)

I just wanted to ask about you- How are you- how are your family? (5 seconds)

10 Caller: // = استاذ محمد مشغول ؟ //

= aistadh muhamad mashghul?

= Mr. Mohamed busy?

11 Callee: // اه - اني مشغول حالياً اني اخابر ج ان شاء الله //

//ah- ani mashghul halyaan ani akhabrij anshaallah

//ah- I'm busy right now. I'll call you Inshaallah

12 Caller: // لا لا عادي استاذ محمد لا- هو حبيت بس اسلم عليك عزيزي مع السلامة //

// la la eadi astadh muhamad la hu habayt bas aslam ealayk eazizi Mae alsalama

// No, no, it's okay Mr. Mohamed. No -I just wanted to greet you good bye

13 Callee: // مع السلامة //

Mae alsalama

Good bye

6- Formal conversation: Between two female co-works (00:59 min)

01: Ring

02 Callee: // الو: //

Alw

Allo

03 Caller: // الو السلام عليكم ست نور //

Alw alsalam ealaykum situ nur

Allo -peace be upon you, Miss Noor

04 Callee: و عليكم السلام منى تفضلي حبيبتى

Waealaykum alsalam munaa - tafadali habibati

Peace be upon you Mona, - Hello my dear

05 Caller: شلونج ست ؟

Shlunj sit?

How are you Miss?

06 Callee: // تمام الحمد لله انتى شلونج //

// tamaam alhimdallih anti shlunj?

// All right - thank God how are you?

07 Caller: // الحمد لله ست عيني حبيبتى اتصلوا عليه من الجامعة أكو اوامر مرسله من كليتنا وعندي خطأ بالامر مال التعيين //

مالتى

// alhimdalaluh situ eayni habibati aitasaluu ealayh min aljamieat 'aku awamir mursalatan
min kullytina waeindi Khataan bialamir mal altaeyin malati

// Alhamdulillah my dear Missmy dear they called me from the university there are an
orders been send from Our college - and there a mistake in my-the command of
appointment

08 Callee: = // تمام اجيكه واخبارج - بس ابقي وبياه شويه - عزيزتي منى انى اجيكه واخبارج - اتصل بيج (6 ثواني)

= // tamaam ajikih wakhabrj - bas abqi wayayh shuih - eazizatay munaa ani ajikih

wakhabrij aitasal bi j (6 thawani)

= // ok - I'll check it and call you - but - wait a bit with me - dear Mona, I'll check it and call
you later (6 seconds)

09 Caller: ممنونه منج ست

Mamnunuh minji- sitin

Thank you-Miss Noor

10 Callee: تمام

Tamaam

Okay

7 - Formal conversation: between male and female co-work (1:31 min)

01: Ring

02 Caller: الو

Alw

Allo

03 Callee: الو السلام عليكم ست شيماء

Alw alsalam ealaykum situ shimaa

Allo-Peace be upon you, Miss Shimaa

04 Caller: و عليكم السلام استاذ جعفر شلون صحتك

Waealaykum alsalam astadh jaefara shlun sihatak

And peace be upon you, Mr. Jaafar, How have you been?

05 Callee: الحمد لله // =

= // alhimdalalah

= // Praise be to God

06 Caller : استاذ جعفر – أكو موقع – اسمه "Books Blogger Dz" نزلت من عنده كتاب - ونزل-

اجي على الملفات الكي ماكو (3 ثواني)

astadh jaefar - 'akuw muqie - asmah " Books Blogger Dz "nazalt min eindih kitab –

wanazal – aji ealaa almilafaat alki maku (3 thawani)

Mr. Jafar - there is a site - called "Books Blogger Dz". I downloaded a book from him –

and it was downloaded – When I search for the book in the files, I can't find it

(3 seconds)

07 Callee: = دزيلي اسم الكتاب اللي تحتاجيه واني ادبر لجياه يوم – يومين =

= dizili aism alkitab ally - tahtajih wani - adbirljyah yawm - yawmayn

= send to me the name of the book - what you need and I - I will get it for you in 1-2 days

08 Caller: رحمة الله والديك عيني استاذ جعفر راح اتعبك

Rahmat Allah walidik eaynay astadh jaefar rah atteabk

May God have mercy on your parents dear Mr. Jafar I will tire you

09 Callee: لا لا بالعكس

la la bialeaks

No don't worry

10 Caller: = لقد هسه حرسلك اسم الكتاب وانت على راحتك ان شاء الله =

= laeada hasuh harsaluk asm alkitab wanat ealaa rahatik- an shaallah

= Ok then I will send you the name of the book do not rush God willing

11 Callee: اني اشوفلجياه وادزلجياه

Ani ashuflijyah wadzilijjah

I'll search and send it to you

12 Caller: مع السلامة

Mae alsalama

Good-bye

13 Callee: مع السلامة

Mae alsalama

Good-bye

8- Formal conversation: Between two female co-works (1:30 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم ست

Alw alsalam ealaykum situ

Allo peace be upon you, Miss

04 Callee: وعليكم السلام أهلا وسهلا هلو ست هلو بيج

Waealaykum alsalam 'ahlan wasahlan halw sit halu bij

Peace be upon you welcome, hello Miss

05 Caller: عيني ست – اني ست اريج اتصلت عليج قبل شهرين - اذا تذكرين

eayni situn - ani sit arij aitasalat ealayj qabl shahrayn - adha tadhkurin

Dear Miss - I'm Miss Areej - I called you two months ago - If you remember

06 Callee: ها - ها اهلا وسهلاً (3 ثواني)

Ha - ha ahilan wshlaan (3 thawani)

Yes – right , welcome (3 seconds)

07 Callee: = اي - احنا اشغلنا كاشغل اداري كل شي كمل- حسبنا الفروقات ونزلنا الاعداد والارقام - بقى على

التمويل الي يم الجامعة

= ay - ahna ashghalna kashghal adari kula shayin kamil- hasbuna alfuruqat wanazalna

alaedad walarqam – baqaa ealaa altamwil ali ym aljamieat

= Yes - we completed it as an administrative work that we completed - We calculated the

differences and downloaded the numbers - We are only waiting for funding from the

university

08 Caller: اي نعم //

// ay naeam

// oh yes

09 Callee: اذا تكدرين اتابعين الموضوع هناك

Adha tikdirin atabiein almawdue hunak

If you can follow the topic there

10 Caller: // ممنونه منج ممنونه منج راح اتعجب ويابه ست ممنونه منج -

// mamnunah minj mamnunah minj rah ateabij wayayih situn mamnunah minj

// Thank you Thank you I'll bother you with me Miss. Thank you

11 Callee: أهلاً

Ahilan

Welcome

12 Caller: عيني ست عيني ست

Eayni situn eayni situn

My Dear Miss. My Dear Miss.

Appendix C: InFormal telephone openings and closings (Co- works)

1- Informal conversation: between male and female co-worker (1:31 min)

01 Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo peace be upon you

04 Callee: الو و عليكم السلام هلو ست امنة

Alw waealaykum alsalam halw sitt aminah

Allo- peace be upon you Welcome Miss aminah

05 Caller: شلونك استاذ أثير؟

Shlunk aistadh 'athir?

How are you Mr. Atheer?

06 Callee: الحمد لله شلون عافيتج ان شاء الله بخير؟

Alhamudalalah shlun eafitij ansha' Allah bikhayr?

Alhamdulillah how is every thing ok? God willing you will be fine

07 Caller: الحمد لله الحمد لله

Alhamd lilah alhamd lilah

Thanks God thanks God

08 Callee: //بشري وين وصلتي وين ما وين؟

//bashiri win wsilti win ma win?

// tell me where are you where are you?

09 Caller: والله استاذ اثير مدى اندل العنوان المكان انت وين كتلي منين اطلع؟

Wallah astadh athir madaa andil aleunwan - almakan -anat win kutali minin atalae?

By God, Mr. Atheer, I could not find out where the address the place where are you?

Where did you tell me, Where do I get out?

10 Callee: = راح او كفلج بالركن او كي عزيزتي

= rah awkflij bialrukn awki eazizati

= I'll wait for you in the corner ok dear

11 Caller: او كي - ان شاء الله تسلم استاذ اثير - ممنونه

awki - an sha' allah tasalam astadh athir- mamnunah

Ok - God willing, thank you, Mr. Atheer - thank you

12 Callee: لا عزيزتي - ادللي - مع السلامه

la eazizati- adlli- mae alsalamih

No my dear – you welcome- goodbye

13 Caller: مع السلامه

mae alsalamih

Good bye

2- Informal conversation: between two female co-worker (1:56 min)

01: Ring

02 Callee : الو

alw

Allo

03 Caller: // الو هلو حبيبي

// alw halw habibi

// Allo, Hello my dear

04 Callee: هلو //

// Halw

// Hello

05 Caller: هلو حبيبي //

// halw habibi

// Hello my dear

06 Callee: شلونج //

// shlunj

// how are you

07 Caller: الحمد لله بخير بخير فدوة لقلبح الحمد لله احمد شلونه ؟ //

// alhamudalaluh bikhayr bikhayr fadwat liqalbaj alhimdalaluh aihmad shilunah?

// Alhamdulillah fine fine thank you thank god how is Ahmad?

08 Callee: والله بخير الحمد لله //

// wallah bikhayr alhamd lilah

// By God, we are fine thank God

09 Caller: فدوة - ل - الله يسلمج الله يخليج خالة شلونها ؟ //

// fadwat - la - Allah yusalimij Allah yakhlilij khalat shiluniha?

// thank you - for - May God bless you , may God bless you , Aunt how is she?

10 Callee: فدوة والله الحمد لله //

// fadwat wallah alhamudalalah

// Thank you God be praised

11 Caller: اكلج داكه عليه - البارحة - مشفت المكالمة ؟ (2 ثواني) //

aklij dakat ealayh - albarihat - mashifat almukalama ? (2 thawani)

Did you call me yesterday-I didn't hear the call (2 seconds)

12 Callee: اي دكيت عليج وصيت على هاي الستر اللي كلنا مرة نوصي عليها من الانترنت //

//ay dkit ealij wasit ealaa hay alsitr allly kuluna maratan nusi ealayha min alaintirnit

// I called you to tell you that I recommended the jackets that we said we would order from the Internet

13 Caller: =لا لا عوفيهما يتأخر التوصيل يتأخر خليها يله= //

= la la eufiha yata'akhar altawsil yata'akhar khaliyha yalh

= No, no-leave the reservation as it because the deliver will delayed

14 Callee: اذا تردين فكري لان همه كالوا منا ليومين التوصيل //

Adha tarudiyn fikri lan hamuh kalu minaa liawmayn altawsil

If you want think because there is time for two days before the delivery

15 Caller: لا لا يتأخر هاهيه مادام وصيتي خليها وحدة بوحدة يله //

// la la yata'akhara hahih madam wasiati khaliyha wahdat biwahdat yalih

// No, it won't be late leave it, you've booked, let it be one jacket each

16 Callee: اذا تريدن تغيرين خابريني منا ليومين

adha tredin tughayirin khabirini minaa liawmayn

If you want to change during these two days, call me

17 Caller: هاهيه مع السلامة

Hahih Mae alsalama

It's ok Good - bye

18 Callee: مع السلامة

Mae alsalama

Good-bye

3- Informal conversation: between male and female co-worker (1:18 min)

01: Ring

02 Callee: نعم

Naeam

Yes

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: وعليكم السلام ورحمة الله أهلا ست رحاب

Waealaykum alsalam warahmat Allah 'ahlan sit rehab

May the peace and mercy of God be upon you Welcome Miss Rehab

05 Caller: أهلا وسهلاً شلونك استاذ احمد

'Ahlan wshlaan shlunuk aistadh Ahmad

Welcome how you are Mr. Ahmed

06 Callee: // الله يسلمج الله يعزج //

// Allah yusalmij Allah yuezij

// God bless, God bless

07 Caller: البقية بحياتك يابه

Albaqiat bihayatik yabih

The rest of your life

08 Callee: = // لا والله معذوره اني هم والله مابلغت لأن اكثر الناس مشغولة وعدهم مشاغل فماردت اضغط عليهم

= // la waallah maedhuruh ani hum wallah mablaght li'ana akthur alnaas mashghulat
waedahum mashaghil famaradat adghat ealayhim

= // No, by God you are excused I am the one who did not inform anyone by God because
Most people are busy and have jobs I did not want to pressure them

09 Caller: = // لا لا عيني استاذ أحمد هذا واجب ان شاء الله عاقبة خير عليكم ان شاء الله =

= // la la eaynay astadh 'ahmad hadha wajib - an sha' Allah eaqibatan khayr ealaykum an
sha'allah

= // No, no - my dear Mr. Ahmed this is an obligation God willing after his death good for
you , God willing

10 Callee: = // الله يسلمج ست الله بخليك //

= // Allah yusalnij sita Allah yukhaliyk

= // God protect you Miss God bless you

11 Caller: مع السلامة

Mae alsalama

Good bye

12 Callee: مع السلامة

Mae alsalama

Good bye

4-- Informal conversation: Between two female co-worker (1:39 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo peace be upon you

04 Callee: عليكم السلام اهلا وسهلاً

Ealaykum alsalam - ahilan wshlaan

Peace be upon you – welcome

05 Caller: //هلو حبيبي شلونج وايه شلون صحتج ؟

- // halu habibi, shlunj ayah shlun sahtiji?
 // Hello my dear, How are you AyaHow have you been?
 06 Callee: //تمام، هلو رشا شلونج حبيبتني- هلو بيج شخبارج ؟
 // tamaam halw rasha shlunj habibti halu bij shukhbarij?
 // OK Hello Rasha How are you my dear, Welcome, how is it goning?
 07 Caller: // الحمد لله والله اسئل عليج شخبارج ؟
 // alhamudalaluh wallah asuyil ealayj shukhbarij?
 // Alhamdulillah how are you, How is it goning?
 08 Callee: // الحمد لله بخير انتي شلونج ؟
 // alhamudalaluh bikhayr anti shlunj?
 // Alhamdulillah I'm fine how are you?
 09 Caller: // الحمد لله شوماكو ادك عليج ماكو سويتي ؟
 // alhamudalaluh - shumaku - adik ealij maku -siwiti?
 // Alhamdulillah why are you not there I called you but you are not there what did you do?
 10 Callee: // اي والله كلش تعبانة – يعني ملتية ملتية عقلي مشوش ببيعة الغراض ابيعها جزء منهن ابيعها
 كلها كلش تعبانة بعدني مقرر ة
 = //ay wallah kalash taebanat - yaeni multahiatan multahih eaqliun mushawash bibayeat
 Alghirad abieuha juz' minhuna abieuha kuluha kalash taebanat baedani muqarara
 = // I swear, by God, I'm very tired – I mean busy very busy my mind is confused with
 Selling stuff - Should I sell some of them or should I sell them all Iam too tired I haven't
 Decided
 11 Caller: // خطية الله يساعدج الله كريم تنحل ان شاء الله وتسهل الامور ان شاء الله
 = // khatiyat Allah yusaaidij Allah karim tanhal an sha' Allah watusahil alamur anshaallah
 = // my dear, God helped God is generous, it will be resolved, God willing, and things will
 be easier God willing
 12 Callee: تسلمين قلبي على التليفون
 Taslimin qalbi ealaa altlifun
 Thank you my dear for your phone call
 13 Caller: // عيني عيني نتواصل ان شاء الله عيني مع السلامة
 // eayniun eayniun natawasal an sha' Allah eayni mae alsalama
 // my dear my dear, we will keep in touch, God willing my dear, bye bye

14 Callee: مع السلامة
mae alsalama
Good bye

5 - Informal conversation: between male and female co-worker (00:58 min)

01: Ring

02 Callee: الو
Alw
Allo

03 Caller: الو السلام عليكم
Alw alsalam ealaykum
Allo peace be upon you

04 Callee: و عليكم السلام عيني
Waealaykum alsalam eayni
Peace be upon you my dear

05 Caller: شلونك استاذ عبد الله
Shlunk aistadh eabd allah
How are you, Mr. Abdullah?

06 Callee: اللة يسلمج عيني
Allah yusalmij eayni
God protect you my dear

07 Caller: شلونك شلون صحتك ؟
Shluwnk shlun sihatak?
How you are how have you been?

08 Callee: // الله يخليج
// Allah yakhlj
// God bless you

09 Caller: استاذ عبدالله - اه - ده اتصل على ست زينة - اه ومدى جاوبني - محتاجتها ضروري - قريبة عليك ؟
Aistadh eabdallah - ah - dah aitasal ealaa siti zinat - ah wamadaa jawabni- muhtajatuha
daruriun - qaribat ealayk ?
Mr. Abdullah - Uh - I'm trying to call Miss Zina - Ah, she doesn't answer -I need herurgently
- Is she close to you?

10 Callee: هسه جانت هنا، هسه جانت هنا موجودة
Hasuh janat huna, hasuh janat huna mawjuda

She was just here, she was here

11 Caller: اي //

// ay

// yes

12 Callee: = اه - فعدنا ضغط مراجعيين هواية هسة اني اشوفها واردلج خبر

ah - faeidna daght murajieiiyn hiwayat hasat ani ashufha wardalaj khabar

Uh - We have a lot of pressure at work I'll look for her and call you back

13 Caller: رحمة الله والديك عيني استاذ عبدالله - راح اتعبك

rahmat allah walidik eaynay astadh eabdallah rah ateabk

May God have mercy on your parents' dear, Mr. AbdullahI will tire you

14 Callee: لا لا تدالين

La la tudalilin

No no you are welcome

15 Caller: رحمة الله والديك ممنونه منك مع السلامة

rahmat allah walidik mamnunuh mink mae alsalama

May God have mercy on your parent's thank you and good bye

16 Callee: هلو

Halw

Halo

17 Caller: تسلم عيني مع السلامة

tasalam eayni mae alsalama

Hello dear good bye

18 Callee: هلو

halw

Halo

6- Informal conversation: between two female co-workes (1:11min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: هلو حبي شلونج:

Halw hubiy shlunj?

Hello my dear how are you?

05 Caller: هلو حبيبي شلونج انتي شخبارج ؟

Halw habibi shlunj anti shukhbarij?

Hello my dear how are you ,How is it going?

06 Callee: // الحمدلله تمام بخير اذا انتوا بخير

// alhimdalaluh tamaam bikhayr adha antiwabkhayr

// Alhamdulillah fine fine if you are fine

07 Caller: فدوة لقلج - شلون مكان لكيت - كلوليلي عليه.... (3 ثواني)

Fadwat liqalbij- shluwn makan lakayt - kululili ealayh.... (3 thawani)

My dear - how a beautiful place I have found - they told me about it... (3 seconds)

08 Callee: // وين ؟

// win?

// where?

09 Caller: اه - "توست" - بزيونة - اكلج اكله يخبل - الو (6 ثواني)

ah - "tust" - bizuyunat - aykilj 'ukluh yakhbal - alw (6 thawani)

Ah - "toast" - in Zayouna - it is said that his meals are delicious – Allo (6 seconds)

10 Callee : // اه - عندي - وياج وياج - اه - بس اني - اللي اعرفه كلش مزدحم .

// ah - eindi - wayaj wayaj -ah - bas ani - alliy aerifh kilash muzdahim

// Uh - I have - yes with you - with you - uh - but - I know it's very crowded

11 Caller: ازحام هو ؟

azham hu ?

Crowded?

12 Callee: عندي واحد ثاني اعرفه يطل على نصب الشهيد هم اطلالة وهم اكله طيب فد شي يعني رايحتله قبل

Eindi wahdi thani aierifh yutilu ealaa nasb alshahid hum 'atlatat wahum 'ukluh tayib fadin shi

Yaeni rayahtalah qabl

I have another one I know it overlooking the martyr's monument which has both views and delicious meals I went to him before

13 Caller: // اوكي، لعد شوكت

// awki, liead shukat

//Ok, so when?

14 Callee: = اه - باجر بـ 2- تندلين هو- بزيونة

= ah - bajir bi 2 tandalin hu - bizuyuna

= Uh - tomorrow at 2 - you know where it is - at Zayouna

15 Caller: اندليته اندليته زين اوكي لعدعلى باجر ان شاء الله زين حبيبي

Andalyatuh andalyatuh zayn awki lieaduelaa bajir an sha' allahu- zayn habibi

I know it I know it so ok tomorrow then God willing oks my dear

16 Callee: ان شاء الله ان شاء الله

ansha' allah an sha' allah

God willing God willing

17 Caller: حبيبي هلو باي هلو قلبي مع السلامة

Hlu- bay halu qalbi mae alsalamat habibati

Hello bye hello dear goodbye my dear

18 Callee: باي قلبي هلو

bay qalbi halu

Bye dear hello

7- Informal conversation: between male and female co –works (1:09 min)

01: Ring

02 Callee: الو

Allo

03 Caller: الو

Alw

Allo

04 Callee: هلا عيني

halaa eayni

Hello dear

05 Caller: شلونك استاذ مزهر؟

Shlunk aistadh muzhir?

How are you Mr. Muzhir?

06 Callee: هلا بيح شلونج؟

Halaa, bij shlunj?

Hello, how are you?

07 Caller: // الله يسلمك الله يخليك على الخير ماأجرك

// Allah yusalimuk Allah yukhaliyk ealaa alkhayr ma'ajak

// May God bless you may God protect you Congratulations on the newborn

08 Callee: خير الي يصيبج //

// khayr ali yusibij

// thank you

09 Caller: =الله يسلمك الله يخليك حبيت بس اسلم عليك وبارك على المولود الجديد=

= allah yusalimuk allah yukhaliyk habayt bas aslam ealayk wabarak ealaa almawlund aljadid

= May God bless you may God protect you I just wanted to say hello and congratulations on your new baby

10 Callee: ياها لا ياها لا //

// yahilan yahilan

// welcome Welcome

11 Caller: ان شاء الله شوف كل الخير على كصته

An sha' Allah shuf kulu alkhayr ealaa kisatih

God willing, all good will come with him

12 Callee: أمين أمين الله يحفظك

amin amin allah yahfazuk

Amen Amen God bless you

13 Caller: // الله يسلمك استاذ مزهر تحياتي //

// allah yusalimuk astadh muzhir tahiaati

// May God bless you Mr. Muzhir my greetings

14 Callee: //ياها لا ياها لا//

// yahilan yahilan

// welcome Welcome

8- Informal conversation: Between two female co-workes (1:27min)

01 Ring

02 Caller: الو، الو هلو حبييتي شلونج ؟

Alw, alw halw habibati shlunj?

Allo, Allo Hello my dear, howare you?

03 Callee: هلو بيج انتي شلونج ؟

hilu bij anti shlunj?

Welcome how are you?

04 Caller: الحمد لله بخير انتي شلونج اخبارج ؟

Alhamudalaluh bikhayr anti shlunj akhbarij?

Alhamdulillah fine how is it going ?

05 Callee: الحمد لله على الله انتي شلونج ؟

alhamidalalah ealaa allah anti shlunj?

Praise be to God how are you?

06 Caller : الحمد لله- اكلج حبيبتني شارع فلسطين مو قريب عليج اكو مسوين عروض ردت اوصيچ اجيبيلي فدجامتين :
يم هذا -اه- مجمع (فلس) الي اريد ولاختي همين 2 يعني يصيرين (4) قطع والقياسات تعرفيهن انتي يعني مابين اكسين
لارج و اكس لارج اريدهن على نوقج زين - وان شاء الله باجر - بالدوام نتحاسب اني وياج حبي - اوكي

Alhamdalaluhu aklij habibati sharie filastin mu qarib eulij aku maswin eurud yam hadhaa-
Uh- mujamae (filis) radat awsij ajibili fadun bijamatayn ali arid walakhti hamayn 2 yaeni
yasirin (4) qate walqiasat taerifihina anti yaeni mabyn aksin larj w aks larj aridahuna ealaa
dhawqaj zayn - wan sha' allah abajir- bialdawam natahasab ani wayaj hubiy - awk

Praise be to God - listen - my dear - since it is Palestine Street - close to you - there are offers
- at this uh - complex (Fils) I wanted you to buy me two pajamas, and for my sister too, 2
become (4) pieces, and the sizes you know are between XXL-large and XL-, I want them by
your taste, we agree - and hopefully, tomorrow when I see you at work, I Will give you their
price - my dear - ok

07 Caller: =الو - مروه - الو - مروه - مروه (6 ثواني)

= alw - marwah - Allo- Marwa (6 thawani)

=alw - marawah - marawah - Allo- Marwa - Marwa (6 thawani)

08 Caller: الو- مروه- حبي اكو شي- بيج شي ؟

Alw- maruh- hubiy aku shi- bij shi?

Allo- Marwa- my dear, is there anything? - Did anything happen to you?

09 Callee: لا لا- شنو ليش شنو - شكلي - مفتمتج ؟ (3 ثواني)

la la- shanu - lish shanu - shaklati - muftahamatij? (3 thawani)

No- no-why-what did you say- I didn't understand? (3 seconds)

10 Caller: // لا لاحببيتي لاهاهيه الظاهر مشغولة بلا عودين على باجر ميخالف اشوفج - اه حبيت بس اسلم عليج يله حبيبتني
سلامتج مع السلامة حبيبتني

// la la habibati lahaahih alzaahir mashghulat yalan eudayn ealaa bajir mikhalif ashufaj-ah hbit

Bas aslamealayj yalh habibati salamatij Mae alsalamat hubyati

// no no my dear no leave it you seem busy see you tomorrow don't care see you - oh I

Wanted to say hi, All right, my dear, your safety. Bye, my dear

11 Callee: مع السلامة

Mae alsalama

Good bye

Appendix D: Informal openings and closings telephone (classmate)

1- Informal conversation: between two female classmate (1:14 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو السلام عليكم

Alw alsalam ealaykum

Allo Peace be upon you

04 Callee: و عليكم السلام

Waealaykum alsalam

Peace be upon you

05 Caller: // شلونج ست زينب شلونج حبيبي

// shlunj situ zaynab shlunj habibi

// How are you, miss Zainab How are you my dear?

06 Callee: // والله الحمد لله انتي شلونكي الامور

// wallah alhamudalaluh anti shlunki alamur

// By God, thank God how are you, how is it going?

07 Caller: // والله بخير، بخير الله يخليج فدوة لقلج

// wallah bikhayr, bikhayrallh yakhlj fadwat liqalbaj

// By God fine, fine - may God protect you my dear

08 Callee: // الاهل

// alahal

// your family

09 Caller: //الله يسلمج حبيبي -أكلج حبيبي اكلج شنو اسم المكتبة اللي كلتي عليها زينة اني كتبتھا- اه يعني اسمھا - بالورقه - بس ماعرف وين حطيتها

// Allah yuslmilij habibati 'uklij habibati aklij shanuw asm almaktabat allly kilati ealayha zina
ani katabtuha- ah yaeni asmuha bialwaraqih - bas maearaf win hataytuha

// God bless you my dear I wanted to ask you my dear please what is the name of the
library which you tell me was good ,I wrote it, uh, I mean its name is on the paper - but I
don't know where I left it.

10 Callee: = // اه- ايي - اي اي - كانت - مكتبة بشار

= //Ah - ayi - ay ay - kanat - maktabat bashaar

= // ah- yes - right - it was - Bashar Library

11 Caller: ها – ده اكول ياربي هي لو لا متوهمة بالاسم يله حبيبتني تسلمين

ha - dah akul yarbi hi law la mutawahimat bialiasm yalh habibati taslimin

Ha - I kept trying to remember, Lord, is she or not I was delusional by her name, Thank you,
my dear , Thank you

12 Callee: ياها ياها //

// yahilan yahilan

// welcome Welcome

13 Caller: // تسلمين رحمة الله والديج

// taslimin rahmat Allah waldayj

// thank you may God have mercy on your parents

14 Callee: ياها

Yahala

Welcome

15 Caller: // سلميلي عيني

// silmili eayniun

// my regards dear

16 Callee: // ياها

// Yahala

// welcome

2- Informal conversation: between male and female classmate (1:15 min)

01: Ring

02 Callee: نعم

Naeam

Yes

03 Caller: الو، السلام عليكم

Alw, alsalam ealaykum

Allo •Peace be upon you

04 Callee: و عليكم السلام ورحمة الله وبركاته اهلا ست

Waealaykum alsalam warahmat Allah wabarakatuh, ahila situn

And upon you be peace - and the mercy and blessings of God be upon you, Welcome

- 05 Caller: الله يسلمك شلونك استاذ عبد الكريم شلون صحتك
 Allah yusalimuk shilunuk astadh eabd alkarim shlun sihatak
 May God bless you, how are you, Mr. Abdulkarim, How have you been?
- 06 Callee: اهلا وسهلا، اهلا وسهلاً
 A hilaan wasahla, ahilaan wshlaan
 Welcome, Welcome
- 07 Caller: الله يخليك عيني استاذ مبروك على اصدار كتابك الجديد
 Allah yukhaliyk eayni astadh mabruk ealaa asdar kitabak aljadid
 May God bless you dear Mr. , congratulations on publishing of your new book.
- 08 Callee: // الله يبارك فيك ست
 // Allah yubarik fik sita
 // God bless you Miss
- 09 Caller: = // ان شاء الله منها للاعلى - وان شاء الله الدكتوراه - تستاهل كل خير
 = // an sha'allah minha lilaealaa - wan sha'allah aldukturah - tastahil kula khayr
 = // God willing, from her to the top - God willing, the doctorate - you deserve all the best
- 10 Callee: // تسلمين، تسلمين ست يوم الالكم يارب
 // taslimin, taslimin sita yawm alalkumi yarb
 // thank you, thank you, God willing and the same to you God willing
- 11 Caller: // الله يسلمك - الله يخليك - استاذ عبد الكريم - الله يخليك - حبيت بس اباركك - اه وان شاء الله منها
 للدكتوراه
 = // Allah yusalimuk - Allah yukhaliyk - astadh eabd alkarim - Allah yukhaliyk - habayt bas
 Abarkilak – ah w anshaallah minha lildukturah
 = // May God bless you - may God protect you – Mr. AbdulKarim - may God protect you –I
 wanted to congratulate you - Oh, and, God willing, from her on the Ph.D.
- 12 Callee: // الله يبارك بعمرك ست ويحفظلك ابو الاولاد يارب
 // Allah yubarik bieumurik sit wayahfaziluk abu alawalad yarab
 // May God bless by your age Mrs., and protecy to you, father of your children God willing
- 13 Caller: // الله يخليك، الله يخليك
 // Allah yukhaliyk, Allah yukhaliyk
 // God bless you, God bless you
- 14 Callee: حياج الله
 hiaj allah
 You welcome

15 Caller: // الله بخليك، الله يسلمك مع السلامة
// allah yukhaliyk, allah yusalimuk mae alsalama
// God bless you, may God bless you Good-bye

3- Informal conversation: between two female classmate (00: 57 min)

01: Ring

02 Callee: الو

alw

Allo

03 Caller: الو السلام عليكم شلونج ست براء

Alw alsalam ealaykum shlunj sita bara'

Allo peace be upon you how you are Miss. Baraa

04 Callee: // الحمد لله انتي اخباركي

// alhimdalaluh anti akhbarki

// Alhamdulillah, How is it going?

05 Caller: الحمد لله بخير حبيبي انتي شلونج الاهل

Alhamudalaluh bikhayr anti shlunj alahil

Alhamdulillah fine and how are you family

06 Callee: // والله الحمد لله يسلمون عليك

// wallh alhamudalaluh yuslimun ealayk

// I Swear God thanks God they greeting on you

07 Caller : ست براء - ست براء حبي اريد ارسل اغراض ويه السائق ويه ابو محمد اه - تعرفيه اه - و - اه - كتله - اه -
- كال يعني - كلي وين - ام - اوديلجياهن - كتله بلكي يوديهن بكم - تقبلين يوكفلكم يم اسواق السكر ؟

(3 ثواني)

situ bara' - situ bara'hubiy 'urid arsil 'aghrad wayih alsaayiq wayh abu muhamad ah -

taerifih -ah - w - ah -katalah - ah - kal yaeni - kuliyy win am - awdiljiahuna - katalah bilki

Yudihuna yumkum - taqbalin yukfalakum yam aswaq alsukar? (3 thwani)

Miss Bara - Miss Bara my dear I want to send stuff - with the driver Abu Muhammad uh -

You know him - ah - and - uh - I told him - uh - He said I mean - he said where - um - I put it

For you - I told him - to put them with you - Would you accept to wait for him near the sugar

Markets? (3 seconds)

08 Callee: تمام عيوني ادللي صار

Tamaam euyuni - adlali sar

Well my dear - you are welcome, it's okay

09 Caller: تسلمين حبيبتي ممنونه منج عمري انتي هسه حخابر ابو محمد مع السلامة

Taslimin habibati mamnunah minj eumri anti hasah hakhabir abu muhamad mae alsalama

Thank you my dear very much thank you my dear I will call Abu Muhammad now bye

10 Callee: مع السلامة

Mae alsalama

Good bye

4- Informal conversation: between male and female classmate (1:42min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو- السلام عليكم

alw- alsalam ealaykum

Allo- Peace be upon you

04 Callee: وعليكم السلامة ورحمة الله، اهلا وسهلاً

Waealaykum alsalamat warahmat Allah, ahilan wshlaan

May the peace and mercy of God be upon you, welcome

05 Caller: شلونك استاذ محمد ؟

Shlunk aistadh muhamad?

How are you, Mr. Muhammad?

06 Callee: // والله الحمد لله بخير شلونكم

// wallah alhamudalaluh bikhayrin shalunkum

// I swear to God thanks God fine how are you?

07 Caller: والله بخير، الاهل، شلونكم

Wallah bikhayr, alahil, shulunukum

By God fine, family, how are you?

08 Callee: // والله، الحمد لله بخير

// wallah, alhamudalalah

// God be praised

09 Caller: // الله بخليك الله يحفظك، استاذ محمد أكو مؤتمر راح يكون بجامعة القادسية نهاية هذا الشهر فحبيت ابليغك اذا

تعب علمود تحضر

// Allah yukhaliyk Allah yahfazk, astadh muhamad 'aku mutamar rah yakun bijamieat
alqadisiat nihayat hadha alshahr habit ablughk adha tuhibu ealmud tahadar

// God bless you May God protect you, Mr.Muhammad there is a conference it will be at the
University of Al-Qadisiyah at the end of this month I wanted to inform you If you like to
Come

10 Callee: = اي - والله - اي -اه- يعني - على اساس 21- 22 اسافر
= ay - wallah - ay -ah- yaeni - ealaa asas 21- 22 asafir
= Yes - by God - Yes -ah Imean - on 21-22 I wil l travel to them

11 Caller: // بلا - اتروح وتجي بالسلامة واني او سواء كانت محاضرة او فد اي شي - ميخالف ان شاء اسجل -
اني ان شاء الله اني اتواصل وبالك يخص المؤتمر ان شاء الله ان شاء الله

// yala - atiruh wataji bialsalamat wani aw an sha aisjal swa'an kanat muhadarat awfd ay shi
Mikhalf ani ansha' allah ani atawasil wayaak yakhusus almutamar an sha' Allah
Ansha' Allah

//Well you go and come back safely and I God willing, if it is Iwill write it down whether it's a
Lecture or nything it's okay I God willing I will communicate with you about the conference
God willing God willing

12 Callee: ممنون منج جداً، مع السلامة
Mamnun minj jdaan, Mae alsalama
Thank you very much, good- bye

13 Caller: مع السلامة
Mae alsalama
Good bye

5 - Informal conversation: between two female classmate (1:24 min)

01: Ring

02 Caller: الو - السلام عليكم
Alw - alsalam ealaykum
Allo- Peace be upon you

03 Callee: وعليكم السلام هلو حبيبتني
Waealaykum alsalamu halw habibti
Peace be upon you Hello my dear

04 Caller: هلو عيني شلونج ،شلونج قلبي ؟
Halu eayni shlunj , shlunj qalbi?

- Hello dear, How are you,?
- 05 Callee: // الله يسلمج الحمدلله، انتي شلونج؟
 // Allah yusalmij alhimdalaluh, anti shlunji?
 // May God bless you Alhamdulillah, How are you?
- 06 Caller: // الحمدلله بخير، الامور، شلونهم أاهل؟
 // alhamudalaluh bikhayr, alamur, shilunahum 'alahl?
 // Alhamdulillah fine, news, how is your family?
- 07 Callee: الحمدلله ماشي الحال على الله
 Alhamudalalah mashi alhal - ealaa Allah
 Alhamdulillah everything is fine
- 08 Caller: // اكليج شنو - عندج - باجر - ؟ (2 ثانية)
 // aklij shanu eandaj bajir?
 // what do you have tomorrow?
- 09 Callee: باجر - ام - اه ماعندي شي - ليش! (7 ثواني)
 bajir - am - ah maeindi shi - lish ! (7 thawani)
 Tomorrow - Um- Uh –nothing -why! (7 seconds)
- 10 Caller: // حلو - اكليج تكدرين اتروحين - على - ست ضحى - مريضة - وماريد اروح وحدي (3 ثانية)
 Hulu- aklij takdirin atiruhin -ealaa- siti duhaa - maridatan- wamarid aruh wahdi
 (3 thaniatan)
 Good- can you go to visit Miss Doha- she is sick and I don't want to go alone (3 seconds).
- 11 Callee: // = هاهية
 = // hahia
 = // we agreed
- 12 Caller: // // خوش فرصة لعد هاهية لعد اوكي، باجر بـ (4) العصر ان شاء الله زين ادكليج
 // khwsh fursatan lieadin hahiat lead awki, bajir bi (4) aleasra an sha' Allah zayan adklj
 // Good, then an opportunity we agreed then ok, tomorrow at (4) afternoon God willing,
 well, I will call you
- 13 Callee: // باجر بـ (4) ان شاء الله، ماشي
 // bajir bi (4) an sha' Allah, mashi
 // Tomorrow at (4), God willing, okay
- 14 Caller: // حبيبي هلو عيني مع السلامة
 habibi halu eayni mae alsalama
 My dear hello my dear – goodbye

15 Callee: عيني، مع السلامة
eayni ,mae alsalama
Dear, good bye

6- Informal conversation: between male and female classmate (2:30 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو- السلام عليكم

Alw- alsalam ealaykum

Allo -peace be upon you

04 Callee: وعليكم السلام ورحمة الله - اهلاً ست هاجر

Waealaykum alsalam warahmat Allah - ahilan sit hajir

May the peace and mercy of God be upon you- Welcome Miss hajir

05 Caller: // الله يسلمك شلونك استاذ محمد شلون صحتك،

// Allah yusalimuk, shilunuk astadh muhamadi shilun sihatak

// May God bless you, how are you, Mr. Muhammad, How have you been?

06 Callee: // والله - الحمد لله - بخير - رحمة من الله (2 ثانية)

// wallh - alhamudalaluh - bikhayr - rahmat min alllh (2 thania)

// By God - praise be to God - fine - mercy from God (2 seconds)

07 Caller: أمورك، شلونك، شلون صحتك يابه ؟

'amuruk ،shlunk ، shlun sihatak yabah ?

Your news, how are you , - How is it going ?

08 Callee: // والله الحمد لله بخير، شونكم انتو ؟

// wallah alhamudalaluh bikhayr, shunikum antu?

// By God, praise be to God fine, how are you?

09 Caller : // والله الحمد لله بخير - الله يخليك - الله يسلمك - استاذ محمد ردت أسئلك علمود التخفيض، اكو - اجه - لا -

(3 ثواني)

صار ما صار - عندك معلومات؟

// wallah alhamudalaluh bikhayr - allah yukhaliyk - allah yusalimuk - astadh muhamad radat

'asyilak ealmud altakhfid aku - ajah - la- sar ma sar - eindak maelumati?

(3 thawani)

// God, praise be to God, is fine - may God protect you - may God bless you - Mr.

Muhammad I wanted to ask you about the reduction, there is - a book came about it - no –
what happened – do you have information? (3 seconds)

10 Callee: // بس الشي واللي اعرفوا انو كليتنا بس 5%

// bas alshshy wally aerufuu anu kulytana bas 5%

// But the thing I know it's our college only 5%

11 Caller: = والله بعد مادري- بلكي تشوف اذا كدرت تروح يعني - تسئل بلكي الله بصيرلك مجال الاحد - الاثنين -
الاسبوع الجاي (2 ثانية)

= Wallah baed madri- bilki tishuf adha kadart taruh yaeni - tusyil bilki allah yusayrluk
majal alahid - aliaithnayn – alاسبوع الجاي (2 thania)

= By God - I don't know - I hope you can if your time allows you to go I mean - to ask God
willing you will havetime to go - Sunday - Monday - next week (2 second)

12 Callee: // اسبوع الجاي ان شاء الله

// ausbue aljay ansha' allah

// Next week God willing

13 Caller: عيني استاذ محمد ممنونه منك ممنونه منك

eyni astadh muhamad mamnunah mink mamnunah mink

Dear Miss Muhammad, Thank you, Thank you

14 Callee: اهلا وسهلا

Ahilan wasahlan

Welcome

15 Caller: مع السلامة، مع السلامة

Mae alsalamat· mae alsalama

Goodbye ،good bye

16 Callee: مع السلامة

Mae alsalamat

Good-bye

7- Informal conversation: between two female classmate (1:28 min)

01: Ring

02 Callee: الو

Alw

Allo

03 Caller: الو - السلام عليكم

- Alw - alsalam ealaykum
 Allo - peace be upon you
- 04 Callee: عليك السلام هلو حبيبي //
 // ealaykum alsalam halw habibati
 // Peace be upon you Hello my dear
- 05 Caller: // هلو عيني شلونج شلون صحتج، الله يخليج حبيبي اشونج ؟
 // halu eaynay shlunj shlun sahtaj, allah yakhlj habibi ashunj?
 // Hello my dear, how are you, How have you been, May God bless my dear - How are you?
- 06 Callee: // اشونكم ؟
 // ashunkum?
 // how are you?
- 07 Caller: // والله بخير بخير، الاهل شلونهم ؟
 // wallahu bikhayr bikhayr, alahal shilunahum?
 // By God fine fine, how is your family?
- 08 Callee: الحمد لله والشكر لله كلنا زينين
 Alhamudalaluh walshukr lilh kuluna zinin
 Alhamdulillah and thanks to Allah we are all fine
- 09 Caller: شلونج انتي صحتج، احوالج ؟
 Shlunj anti sahtaj, ahwalj?
 How have you been, How is it going?
- 10 Callee: والله تعبانه مالي خلك مريضة
 Wallah taebanuh mali khulak marida
 I'm tired I'm not fine sick
- 11 Caller: ابالي لعد- كلت عازمتته - رنا علمود- تجين ويانا - رنا كالت بلغياها لام حسن علمود ويانه - اه مسوية مولود لابنها ماعرف شنو- فكلت علمود سويه نروح - خطية (2 ثانية)
 abali lied -kalat eazimatnuh - rana ealmud- tijin wayana - rana kalt bulghiaha lam hasan ealamud wayanah - ahmiswiat mawlud liaibniha maearif shanu fakalat ealmud suayh naruh – khatiyh (2 thania)
 I imagined that - I said we were invited to a feast - Rana about - you came with us - Rana told Me, tell me Umm Hassan to be with us - Oh, she will throw a birthday party for her son
 Something like this - And to go together (2 second)
- 12 Callee: لا - ماأكدر - اعتذر واعتذرلي هوايه منها - لا ماأكدر - لان مالي خلك - حيل تعبانه هاليومين (2 ثانية)
 = La -maakdar- aetadhar waetidharli hawayah minha - la ma'akdar- lan mali khalak – Hialtaebanih halyawmayn (2 thania)

= No - I can't - I apologize and apologize a lot to her - No, I can't- because I'm not feeling well - I'm so tired (2 second)

13 Caller: لاحقج //

// la haqaj

// No, you're excused

14 Callee: اني ان شاء الله - اصير زينه وأتصل عليها //

// ani ansha' allah - asir zaynah wa'atasil ealayha

// God willing - I'll get a little better and I'll call her

15 Caller: ان شاء الله ماعندج غير العافية حبييتي //

// anshaallah maeandaj ghayr aleafiat habibati

// God willing, there will be nothing but good health my dear

16 Callee: حبييتي //

// habibati

// my dear

17 Caller: عيني، عيني سلمينا عيني مع السلامة //

// eayni, eayni silmina eayniun mae alsalama

// my dear - my dear send my regards my dear bye

18 Callee: مع السلامة //

// Mae alsalamat

// Good-buy

8- Informal conversation: between male and female classmate (01:24 min)

01: Ring

02 Caller: الو - السلام عليكم

Alw - alsalam ealaykum

Allo- Peace be upon you

03 Callee: وعليكم السلام هلا ومرحبا، هلو ست

Waealaykum alsalam hala wamarhaban, halw sita

Peace be upon you Hello and welcome ,Welcome Miss

04 Caller: الله يسلمك شلونك استاذ أمجد، شلون صحتك //

// Allah yusalimuk shlunk astadh 'amjad, shlun sihatak

// God bless you How are you, Mr. Amjad, how have you been?

05 Callee: والله الحمد لله بخير انتو شلونكم ؟

Wallah alhamd lilah bikhayr antu shlunkum?

By God praise be to God fine how are you?

06 Caller: والله بخير - الله يخليك - الله يسلمك - استاذ أمجد - ردت اسئلك - مصادر - منين حصلت - اريد ؟ (3 ثواني) //

// wallah bikhayrin- - Allah yukhaliyk - Allah yusalimuk -astadh 'amjad -radat asiilak -

- masadir –minin hasalat - arid? (3 thawani)
// By God - fine - God bless you - God bless you - Mr. Amjad - I wanted to ask you - Sources –
Where did you get – I want? (3 seconds)
- 07 Callee: Acadmica = هذا اي موقع انكليزي طبي عليه وشوفي بس أكتبي موقع =
= hadha ay mawqie ankilizi tibiyun ealayh washufi bas 'aktubi mawqie Acadmica
= yes, this is an English site, log in it and start searching, just write a Site - Acadmica
- 08 Caller: اوكي- زين - زين -دزلي موقع الرابط- عندك الرابط ؟
awki zany zany dazli mawqie alraabti eindak alraabit?
Well fine, fine send the link site do you have the link?
- 09 Callee: اي ان شاء الله هسه ادزلجياه
Ay ansha' allah hasah adzilajyah
Yes. God willing I will send it to you now
- 10 Caller: ممنونة منك استاذ أمجد، ممنونه
Mamnunat mink astadh 'amjad, mamnunah
Thank you, Mr. Amjad, Thank you
- 11 Callee: هلو، هلو مع السلامة
Halu, halu Mae alsalama
You welcome, Good- bye
- 12 Caller: مع السلامة
Mae alsalama
Good- bye

دراسة اجتماعية – تداولية لافتتاح المكالمات الهاتفية وانهاؤها في اللغة العربية

المستخلص

الأستاذ المساعد

ايناس مهدي علي

زياد فاضل حمود

المكالمات الهاتفية هي ثاني أهم موقع للتفاعل اللفظي بعد المحادثة وجهاً لوجه ، لذلك تكمن بيانات المحادثة الهاتفية على وجه الخصوص في التعامل مع نفس القدر من معلومات الكلام المأخوذة من المشاركين ، أي " ما تسمعه هو ما تحصل عليه " . تهدف الدراسة الحالية إلى: أولاً ، التحقيق النظري لافتتاح الهاتف وانهاؤها ما بين العراقيين . ثانياً ، تحديد تعاقب ظاهرة افتتاح الهاتف وانهاؤها من وجهة اجتماعية تداولية مختلفة مثل الجنس والمكانة . ثالثاً ، تحديد ترتيب حدوث العناصر التداولية المستخدمة في افتتاح الهاتف وانهاؤها . رابعاً ، معرفة كيف تؤثر العناصر التداولية المستخدمة من قبل الذكور والإناث على حد سواء في الانواع الرسمية وغير الرسمية على تعاقب تنسيق افتتاح الهاتف وانهاؤها . ولتحقيق هذه الأهداف افترضت الدراسة ما يلي: أولاً ، هناك صيغة معيارية للتعاقب يستخدمها المتحدثون العرب " العراقيون " أثناء المحادثة في افتتاح الهاتف وانهاؤها . ثانياً: يتميز افتتاح الهاتف العربي " العراقي وانهاؤها ما بين " الإناث " بالادوار الموسعة والمفصلة أكثر من الذكور. ثالثاً ، تفاعل المركز الاجتماعي (عالي / منخفض) يؤثر على امتداد تعاقب افتتاح الهاتف وانهاؤها أكثر من الجنس. (ذكر - أنثى) في المكالمات الرسمية وغير الرسمية. رابعاً ، من المتوقع أن تؤثر العناصر التداولية (توقفات ، تداخل ، قنوات الإرجاع ، الصمت المتعمد ، التنظيم المفضل وأفعال الكلام) على التنسيقات التعاقبية للانواع الاجتماعية التداولية المختلفة. اعتمدت الدراسة نموذج هيكل التسلسل "إيمانويل شجلوف (فتحات الهاتف 1968 وإغلاق الهاتف 1973) . كشفت الدراسة الحالية عن النتائج الرئيسية التالية: أولاً يتم تقليل تنسيقات التعاقب الخاصة بفتح الهاتف إلى ثلاثة وهي: الاستدعاءات والرد / الإجابة ، وتسلسل التحية ، وتسلسل كيف الحال . ، في حين أن تسلسل الإنهاء هو ، ما قبل الإنهاء ، الاستعداد لإنهاء المحادثة والتبادل النهائي. ثانياً ، من بين الانواع الأربعة التي تم تناولها في المناقشات الهاتفية " العربية " العراقية ، وجدت الدراسة أن مكالمات العمل الرسمية (ذكور وإناث) ، حصلت على أعلى نسبة في القسم الافتتاحي في استخدام عناصر "ثنائيات متجاوزة". أزواج " (سؤال - جواب ، شكر - استجابة - طلب - قبول) والعناصر المعرّقة " التداخل ، الوقفات " من ناحية أخرى ، النسبة الاعلى في قسم الإنهاء تأتي المكالمات غير الرسمية لزميلة الدراسة (الإناث) في المرتبة الاولى وفي المرتبة الثانية كل من المكالمات الرسمية لرئيسة القسم والمكالمات غير الرسمية لزميلة العمل (الإناث) ، حيث تتميز مكالمات الإناث بمزيد من التفاصيل والتوسع في الادوار أكثر من الذكور في فتحات الهاتف وانهاؤها. ثالثاً ، وفقاً " للمكانة والجنس " ، في قسم الفتحات حصل زملاء العمل الرسميون (ذكوراً وإناثاً) على أعلى نسبة (المشاركون من نفس المكانة ، توسعوا في الأدوار ، بينما رؤساء الأقسام (ذكور وإناث) حصلوا على أقل نسبة المشاركون ذو اختلاف في المكانة (عالي / منخفض) ، تم تقليل عدد الأدوار ، وفقاً للمكانة والذي يكون له تأثير أكبر على ادوار المشاركين أكثر من الجنس . أخيراً ، العناصر التداولية الأكثر استخداماً في قسم الفتحات هي " الثنائيات المتجاوزة " (سؤال - جواب) والعناصر المعرّقة " التداخل ". على النقيض ، هذه تؤثر هذه المتغيرات على تعاقب قسم الإنهاء والتي حصلت على أعلى نسبة في استخدام الثنائيات المتجاوزة (شكر - استجابة - طلب - قبول) ، والعناصر المعرّقة " التداخل " ، وغالباً ما يطيل المشاركون ادوارهم أثناء " الاستعداد لإنهاء المحادثة " و " التبادل النهائي " لعكس التعاون واللفظ في المكالمات غير الرسمية ، و لحفظ ماء الوجه في المكالمات الرسمية التي تكون " صارمة " ، . وأخيراً قدمت الدراسة بعض الاقتراحات والتوصيات لأبحاث مستقبلية.

اقرار لجنة المناقشة

نشهد نحن اعضاء لجنة التقويم والمناقشة ، بأننا قد اطلعنا على الرسالة الموسومة بـ " دراسة اجتماعية – تداولية لافتح المكالمات الهاتفية وانهاهاها في اللغة العربية " وقد ناقشنا الطالب بما تحويه هذه الرسالة وفيما له علاقة بها فوجد أنه جدير بالقبول لنيل شهادة الماجستير في التربية وعلم اللغة واللغة الانجليزية بوصفها لغة أجنبية .

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قرار مجلس الكلية

اجتمع مجلس كلية التربية الاساسية بجلسته المنعقدة بتاريخ 2022 / /

وقرر التوصية بمنحه شهادة الماجستير في اللغة الانجليزية .

التوقيع : التوقيع :

الاسم : أ.د. عاصم عادل صباح الاسم : أ.م.د. صفاء الدين عبدالله سليمان

مقرر مجلس الكلية عميد كلية التربية الاساسية

التاريخ : 2022 / / التاريخ : 2022 / /

أقرار المشرف

أشهد بان إعداد هذه الرسالة الموسومة بـ " دراسة إجتماعية – تداولية لافتتاح المكالمات الهاتفية وانتهاءها في اللغة العربية " قد جرت تحت إشرافي في جامعة الموصل / كلية التربية الأساسية / قسم اللغة الانجليزية ، وهي جزء من متطلبات نيل شهادة الماجستير في علم اللغة الانجليزية بوصفها لغة اجنبية .

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بناءً على التوصية التي تقدم بها المشرف ارشح هذه الرسالة للمناقشة .

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التاريخ : / / 2022



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رسالة تقدمت بها

ايناس مهدي علي

الى

مجلس كلية التربية الأساسية / جامعة الموصل

وهي جزء من متطلبات نيل شهادة الماجستير

في

علم اللغة واللغة الإنجليزية بوصفها لغة أجنبية

بإشراف

الأستاذ المساعد

زياد فاضل حمود