AN ANALYSIS ON COMPLIMENT RESPONSE STRATEGIES USED BY THE THIRD SEMESTER STUDENTS OF ENGLISH STUDY PROGRAM UNIVERSITAS RIAU

Yuri Oktavia[1], Indah Tri Purwanti[2], Dahnilsyah[3]
Email: yuri.oktavia06@gmail.com, indah.tri@lecterur.unri.ac.id, dahnilsyah@lecturer.unri.ac.id
Contact: +6282117991579

English Education Study Program
Department of Language and Art Education
Faculty of Teacher Training and Education
Riau University

Abstract: *The purpose of this qualitative descriptive research was to identify the strategies of compliment responses to the EFL learners of the English Study Program of Universitas Riau. This study applied the theory of Holmes (1988) and Farenkia (2012) as supporting idea to analyzethe types of compliment responses. The participants of this research involved 32 EFL participants of the English Study Program selected by using cluster random sampling technique. The instrument of the data was collected by using a DCT (Discourse Completion Task) which contained several situations in which participants were required to response to a compliments. The result showed that the participants used many kinds of strategies in response to a compliment. The accept strategy was the most used by the participants to interact in their daily life. Furthermore, the single appreciation token strategy appeared the most within overall strategies that appeared in the DCT.*

Key Words: *Compliment, Compliment Responses, Types Of Compliment Responses, Speech Act*

ANALISIS STRATEGI RESPON PUJIAN YANG DIGUNAKAN MAHASISWA SEMESTER III PROGRAM STUDI BAHASA INGGRIS UNIVERSITAS RIAU

Yuri Oktavia[1], Indah Tri Purwanti[2], Dahnilsyah[3]
Email: yuri.oktavia06@gmail.com, indah.tri@lecterur.unri.ac.id, dahnilsyah@lecturer.unri.ac.id
Nomor HP: +6282117991579

Program Studi Pendidikan Bahasa Inggris
Jurusan Pendidikan Bahasa dan Seni
Fakultas Keguruan dan Ilmu Pendidikan
Universitas Riau

Abstrak: Tujuan penelitian deskriptif kualitatif ini adalah untuk mengidentifikasi strategi respon pujian pada pembelajar EFL Program Studi Bahasa Inggris Universitas Riau. Penelitian ini menggunakan teori Holmes (1988) dan Farenkia (2012) sebagai ide pendukung untuk menganalisis jenis-jenis tanggapan pujian. Partisipan penelitian ini melibatkan 32 peserta EFL Program Studi Bahasa Inggris yang dipilih dengan menggunakan teknik cluster random sampling. Instrumen data dikumpulkan dengan menggunakan DCT (Discourse Completion Task) yang berisi beberapa situasi di mana peserta diminta untuk menanggapi pujian. Hasil penelitian menunjukkan bahwa para peserta menggunakan berbagai macam strategi dalam menanggapi pujian. Strategi menerima adalah yang paling banyak digunakan oleh peserta untuk berinteraksi dalam kehidupan sehari-hari. Selanjutnya, strategi single appreciation token muncul paling banyak dalam keseluruhan strategi yang muncul di DCT.

Kata Kunci: Pujian, Tanggapan Pujian, Jenis Tanggapan Pujian, Tindak Tutur

INTRODUCTION

A language is a tool for communication that everyone uses in their daily lives to convey information and arguments to others (Rabiah, 2018). They need language for interaction in their community to transfer their ideas. Besides, people can not interact with each other without language. By language, people can express their feelings, opinions, ambitions, willingness or intentions, etc. Language is the means by which we communicate with others. Communication is the process of transmitting information and understanding between people. It is essential for both personal and professional interactions (Keyton, 2011). It refers to a type of communication between two people in which the language is produced by the organs of the human voice and released through the mouth, resulting in a series of words arranged systematically called utterances.

People can act at this point by saying something. People use words and phrases to communicate body movements through speech acts. According to Yule (1999), the speech act occurs once it is spoken or communicated.Apologies, promises, orders, answers, requests, complaints, warnings, invitations, rejections, and praises are common examples.Although most discussions of speech act theory focus on the spoken medium, many linguists believe its insights apply to the written medium as well.A speech act is a linguistic communication unit in all of its forms. Speech acts can be performed in writing as well as verbally. According to Widdowson (1996 in Drid 2018), a speech act is an act of communication that involves a reference, force, and effect.Admittedly, there are important differences between speech and writing Crystal (1995 in Drid 2018), which affect the expression and interpretation of utterances. Thus, what happens in spoken interpersonal communication may not always be totally transferred to written communication since writers and readers are distant from each other in time and space and sometimes the readers are unknown. In addition, the discourse itself is distant from its original context. These utterances can be utterances and compliment responses, for example "You look so beautiful today!" with answers that are often uttered in the word "Thank you".

Some people prefer not to be complimented by others, and some of them prefer to do things secretly so that others don't know their real intentions. Everyone's compliment response is different, sometimes responding to praise depending on the praise given. However, in general, "Thank you" is the most common word and is used a lot by people when getting compliments. Responding to compliments occurs when someone gives praise to someone. Responding to compliments is a familiar sound in daily life when talking to one another. As EFL students, English Study Program students also produce compliment responses in their daily interaction or between students and lecturers during the teaching and learning process. For example, a student who has finished making a good presentation, so the lecturer and his friends will spontaneously give praise "Wow! Your presentation was very good! ". The compliment response that the student will say is "thank you".

This study aims to investigate and analyze the compliment response strategies developed by EFL participants in the English Study Program at Universitas Riau, including the combinations and characteristics of their compliment responses as EFL participants. Based on the daily observation, the participants rarely responding to a compliment to each other. In situations in which they are expected to responding to a compliment, they often seem using the same expression or word choice, such as 'thank you', for examplea student who has finished making a good presentation, so the lecturer

and his friends will spontaneously give praise "Wow! Your presentation was very good! ". The compliment response that the student will say is "thank you". In this research, the researcher wants to provide a more possible situation in order to see the participants' strategies in responding to a compliments.

METHODOLOGY

This study inolved participants of the third-semester participants of the English Study Program of Universitas Riau selected by using cluster random sampling. The participants were asked to fill the written task to find out their compliment response strategies. The compliment response strategies were collected by using DCT. Feldhausen, (2018) a DCT is a questionnaire that can be given orally or in writing and describes many scenarios that are intended to elicit the desired speech performance. In this research, the Discourse Completion Task was adopted from Chiang and Pocthragers (1993). The DCT for this research consists of 9 situations. This research only focus on analyzing the participants strategies in response to a compliment. The DCT was distributed online to the participants by using Google Form. The data of compliment responses would be categorized into categories and subcategories based on taxonomy of compliment responses presented by Holmes (1988) and in collected the data, the supporting thory was needed to be classified the utterances because they were out of the strategy proposed by Holmes (1988). Those expressions such as wish expression and pre-compliment were from Farenkia (2012). The classified utetrances produced by the participants were grouped based on some single strategy and combinations. To see which strategy the participant frequently used, a simple statistic was done.

RESULT AND DISCUSSION

1.The Strategies produced by the participants

The strategies used in responding to compliments by the participants are as follows; single accept strategies, single reject strategies, single deflect/ evade strategies, and the combinations strategies.The single appreciation token appeared to be the most produced strategy by 37 occurances or 12,84% of 288 responses.

1.1 Single Accept Strategies

Single accept categories are divided into four types; appreciation token, agreeing utterance, downgrading/ qualifying utterance and return compliment.Single responses of accept categories inferred the participants prefer to say their compliment responses simply without combinations. The following are the expressions produced by the participants in responding to the given situations.

1.1.1 Appreciation Token

The participants frequently used appreciation tokens in their responses. Instances of their single of appreciation token strategy can be viewed as in the following :
1) (S-31-1) *Thank you*
2) (S-25-1) *Thank you so much*
3) (S-12-1) *Thank you for the compliment*

As in [1], [2] and [3], the participants only use "thank you" to respond to a compliment. Based on the example of the responses above, there is no combination of the strategy and are classified as single responses of appreciation token.

1.1.2 Agreeing Utterance

Some single responses of agreeing utterance strategies used by the participants. Instances of their single of appreciation token strategy can be viewed as in the following :
4) (S-2-3) *I like it too*
5) (S-13-8) *How nice of you to say.*
Based on the example of the responses above, there is no combination of strategy. Both of the participants [4] and [5] agree with the given compliments, so it is classified as an agreeing utterance strategy.

1.1.3 Downgrading/ Qualifying Utterance

There is only one single responses of downgrading/ qualifying utterance strategies used by the participant. Instances of their single of downgrading/ qualifying utterance strategy can be viewed as in the following :
6) (S-9-8) Hahahaya, *I used to be young.*
Based on the example of the responses above, there is no combination of strategy. The participant [6] disregards the given compliment so it is classified as a downgrading/ qualifying utterance strategy.

1.1.4 Return Compliment

There are two single responses of return compliment strategies used by the participants. Instances of their single of return compliment strategy can be viewed as in the following :
7) (S-11-5) *You look as great as always too.*
8) (S-14-5) *I didn't expect you to look prettier too.*
Based on the example of the responses above, there is no combination of strategy. Both of the participants [7] and [8], give back compliments to the person that gives them a compliment.

The frequency and percentage of this strategies are presented in Table 1.

Table 1. Single Accept Strategy

No.	Accept Strategies	Frequency	Percentage
1.	Appreciation token	37	12,84%
2.	Agreeing utterance	4	0,13%
3.	Downgrading/ qualifying utterance	1	0,3%
4.	Return compliment	2	0,7%
	TOTAL	44	13,97%

The table above shows the different frequency of the single accept strategy. It seems that participants like to express their admiration in a single appreciation token strategy.

1.2 Single Reject Strategies

Single reject categories are divided into three types; disagreeing utterance, question accuracy and challenge complimenter's sincerity. However, this section does not list all the responses from the single reject strategy, as only the disagreeing utterance strategy has a single response strategy. The following is the expression produced by the participants in responding to the given situations.

1.2.1 Disagreeing Utterances

There is only one single responses of a disagreeing utterance strategy used by the participant. Instances of their single of disagreeing utterance strategy can be viewed as in the following :

9) (S-7-2) *you praise me too much, dear*

In the example above, the respondent disagrees with the complimenter. [6] the mother who comes to her son's house response to the compliment of her daughter in law who compliments her new hair by saying "you praise me too much, dear" the respondent disagree with the excessive compliment.

The frequency and percentage of this strategy are presented in Table 2.

Table 2. Single Reject Strategy

No.	Reject Strategies	Frequency	Percentage
1.	Disagreeing utterances	3	0,10%
	TOTAL	3	0,10%

The table above shows the frequency of the single reject strategy. It seems that participants do not like to express their admiration in a single disagreeing utterance strategy.

1.2 Single Deflect/ Evade Strategies

Single deflect/ evade categories are divided into five types; shift credit, informative comment, ignore, legitimate evasion and request reassurance/ repetition. However, this section does not list all the responses from the single deflect/ evade

strategy, as only the ignorance strategy has a single response strategy. The following is the expression produced by the participants in responding to the given situations.

1.3.1 Ignore

There is only one single responses of ignore strategies used by the participant. Instances of their single of ignore strategy can be viewed as in the following :

10)(S-24-2) *Don't compliment my hair, i'm beautiful, any hair if the face isn't pretty won't be good*

Based on the utterance above, the respondent changes the topic of conversation when receiving a compliment which contains an expression of ignore strategy by saying "i'm beautiful, any hair if the face isn't pretty won't be good" to the complimenter.

The frequency and percentage of this strategies are presented in Table 3.

Table 3. Single Deflect/ evade Strategy

No.	Deflect/ evade Strategies	Frequency	Percentage
1.	Single Ignore	1	0,3%
	TOTAL	1	0,3%

The table above shows the different frequency of the single deflect/ evade strategy. It seems that participants like to express their admiration in a single ignore strategy.

1.4. Combinations of Two Strategies

In this category, there are combinations of two accept strategies. The use of this strategy can be viewed as the following :

1.4.1 Appreciation token - Agreeing utterance

Appreciation token- Agreeing utterance is the most used strategy in the category of two accept strategies. In this strategy, the sentence begins with an appreciation token strategy followed by an utterance of agreeing utterance. The use of this strategy can be viewed as the following :

11)(S-1-1) *Thank you very much, I'm glad you liked it.*
12)(S-18-9) *Thank you. Well, it's a good one that I like too.*
13)

The examples [11] and [12] contain appreciation tokens such as *'thank you very much' and 'thank you'* so they are classified as appreciation tokens. The sentence after appreciation token is an agreeing utterance used to agree for the compliment given. For example, the sentence *'I.m glad you like it'* states that the way the addressee agrees is grateful for the compliment given. The same goes with the sentence *'well, it's a good one that i like too'* which tells the addressee about their favorite.

The frequency and percentage of this strategies are presented in Table 4.

Table 4. Combinations of two Accept Strategy

No.	Combinations of two Accept strategies	Frequency	Percentage
1.	Appreciation token- Agreeing utterance	30	10,41%
	TOTAL	30	10,41%

The table above shows the frequency of the combinations of two Accept strategies. It seems that participants prefer to say it in an Appreciation token - Agreeing utterance to express their admiration.

1.4.2 Appreciation token – Hope

This strategy contains the two combinations of appreciation tokens accompanied with hope. The use of this strategy can be viewed as the following :

14)(S-5-1) *Thank you very much, I hope what I said earlier can be useful.*
15)(S-7-4) *Thank you, I hope you can also get it tomorrow*

The word *'thank you very much'* and *'thank you'* are coded as an appreciation token and the sentence *'I hope what I said earlier can be useful'* and *'I hope you can also get it tomorrow'* is coded as an hope because the participant wishes about something better for the complimenter.
The frequency and percentage of this strategies are presented in Table 5.

Table 5. *Combinations of two Accept Strategy- Hope*

No.	Combinations of two Accept Strategy- Hope	Frequency	Percentage
1.	Appreciation token- Hope	6	0,20%
	TOTAL	6	0,20%

The table above shows the frequency of the single disagreeing utterance strategy. It seems that participants rarely express their admiration in a combination of two Accept strategies - Hope.

1.4.3 Appreciation token - Informative comment

The strategy is the combination of appreciation token with informative comment that supports the compliment responses. The use of this strategy can be viewed as the following :
16)(S-12-3) *Thanks. I choose the paintings so that to look pretty*
The word *'thanks'* is coded as an appreciation token. The sentence *'I choose the paintings so that to look pretty'* is coded as an informative comment,

because the participant explains to the complimenter about the reasons for choosing a painting.

The frequency and percentage of this strategies are presented in Table 6.

Table 6. Combinations of two Accept Strategy- Deflect/ evade strategy

No.	Combinations of two Accept strategy - Deflect/ evade strategy	Frequency	Percentage
1.	Appreciation token – Informative comment	33	11,45%
	TOTAL	33	11,45%

The table above shows the frequency of the combinations of two Accept strategy - Deflect/ evade strategy. It seems that participants prefer to say it in an Appreciation token - Informative comment.

1.4.4 Disagreeing utterance - Appreciation token

This is a combination between a disagreeing utterance with appreciation token. The use of this strategy can be viewed as the following :

17)(S-27-8) *Oh no! But thanks for saying so aunty*

The sentence *'Oh no!'* is coded as an disagreeing utterance. The accepted sentence is *'But thanks for saying so aunty' because* it contains the word *'thanks'* as an appreciation token.

The frequency and percentage of this strategies are presented in Table 7.

Table 7. Combinations of two Reject strategy - Accept strategy

No.	Combinations of two Reject strategy - Accept strategy	Frequency	Percentage
1.	Disagreeing utterance- Appreciation token	1	0,3%
	TOTAL	1	0,3%

The table above shows the frequency of the combinations of two Reject strategy - Accept strategy. It seems that participants rarely express their admiration in a combination of two Reject strategy - Accept strategy.

1.4.5 Request reassurance/ repetition - Appreciation token

This strategy contains the combination of request reassurance/ repetition accompanied with appreciation token. The use of this strategy can be viewed as the following :
18)(S-2-6) *Really? Thank you dear*
19)(S-26-9) *You think so? Thank you*
The sentences *'Really?'* and *'You think so?'* are request reassurance/ repetition and are followed by the sentences about accepting the compliment so

[17] and [18] are classified as appreciation token strategy.

The frequency and percentage of this strategies are presented in Table 8.

Table 8. Combinations of two Deflect/ evade strategy- Accept strategy

No.	Combinations of two Deflect/ evade strategy- Accept strategy	Frequency	Percentage
1.	Request reassurance/ repetition - Appreciation token	11	0,38%
	TOTAL	11	0,38%

The table above shows the frequency of the combinations of two Deflect/ evade strategy - Accept strategy. It seems that participants prefer to say it in a Request reassurance/ repetition - Downgrading/ qualifying utterance.

1.4.6 Interjection - Appreciation token

This strategy is the combination of interjection with appreciation token that supports the responses. The use of this strategy can be viewed as the following :

20)(S-20-3) *Waw, thanks for your remarks*

The sentence *'Waw'* is coded as an interjection, because *'waw'* is one of the expressions of interjection. The accept is the sentence *'thanks for your remarks'* because it contains the word *'thanks'* as an appreciation token.

The frequency and percentage of this strategies are presented in Table 9.

Table 9 . *Combinations oftwo Pre compliment - Accept strategy*

No.	Combinations oftwo Pre compliment - Accept strategy	Frequency	Percentage
1.	Interjection - Appreciation token	2	0,7%
	TOTAL	2	0,7%

The table above shows the frequency of the combinations of twoPre compliment - Accept strategy. It seems that participants prefer to say it in anInterjection - Appreciation token.

2. *The compliment response strategies commonly used by the third semester participants of English Study Program Universitas Riau*

Based on the overall compliment response strategies, here are three strategies that are commonly produced by the participants.

2.1 Single Appreciation Token

Single appreciation token is a strategy that directly shows the participant's admiration without any combinations. This strategy got the highest percentage which is 12,84% or 37 data of compliment responses from the total of 288 data.

2.2 Appreciation token - Agreeing utterance

Appreciation token - agreeing utterance is a combination where the participants receiving and agreeing to the compliment to appreciates the complimenter. This strategy is the second highest percentage which is 12,15% or 35 data of compliment responses from the total of 288 data.

2.3 Appreciation token - Informative comment

This is a combination of two accept strategies, where the participants add more sentences to explain the compliment responses. The percentage of this strategy is 11,80% or 34 data of compliment responses from the total of 288 data.

Table 10. The Three Most Produced Strategies

No.	Compliment Response Strategy	Frequency	Percentage
1.	Single Appreciation token	37	12,84%
2.	Appreciation token- Agreeing utterance	35	12,15%
3.	Appreciation token- Informative comment	34	11,80%
	TOTAL	106	36,79%

From this table, it can be assumed that the participants prefer to say it in a direct way to express their responses.

Discussion

The percentage of the usage of the compliment responses strategy by the participants shows that the Accept strategy has the most percentage than the other strategies. The comparison between accept strategy, reject strategy and deflect / evade strategy is far, either in single or in combination. Each Accept type has subcategories. The Accept type consists of 4 categories, they are: Appreciation token, Agreeing utterances, Downgrading/ qualifying utterance and Return compliment. This study's findings are also relevant to Razi's (2013) study. He also discovered that accept strategies, particularly appreciation tokens, are the most commonly used by Australian English speakers. Similarly to Khaneshan & Bonyadi (2016), in their study found that compliment responses patterns produced by across gender and age among advanced EFL learners as in almost all situations the responses to compliments (by all gender and age groups) often initiated by "thank you". Another one is Nurziah (2009) who also found that compliment response patterns produced by the two groups showed differences Americans accepted the compliments using lengthy responses while Malays rejected the compliments using shorter responses.

In addition to a single appreciation token, the use of combinations implied that the participants were creative in using English language to respond to the compliment, particularly in the use of the combination with accept strategies, reject strategies, deflect/evade strategies, and supporting ideas strategies. Some participants may have a better pragmatic understanding, allowing them to use more creative strategies in response to compliments. In line with this, Purwanti (2019) stated in her research that

the way EFL participants use the target language to express and interpret specific intentions can be used as an observation to determine their pragmatic competence.

The influence of L1 can be found in the way the participants express their thoughts into their TL. For example, the participants said *'Aw ahahah it's so cute I didn't expect that you would compliment me looking young but thank you so much dear.'* These compliments may be affected from their L1 because in Indonesia, the sentence *'Aw ahahah it's so cute I didn't expect that you would compliment me looking young'* is a common expression for someone when get a compliment and is a literal translation for *'Ya tuhan, kamu terlalu berlebihan haha'*. As in Sucuoğlu & Bahçelerli (2015) state that their cultural knowledge affected their responses. They literally translated Turkish formulaic expressions used in compliment responses and these expressions were not always suitable for the compliment given in English. Another example is *'really, I feel happy and want to fly. thank you so much you are also much prettier and easier than your age with this style of yours'* to express their feelings when they get a compliment and *'thank you bro, I think you already passed away'* is kind of a statement to ask about his friend's condition. *'want to fly'* and *'i think you already passed away'* are literal translations from Bahasa Indonesia for *'ingin terbang'* (want to fly) and *'saya kira kamu sudah meninggal'* but these are inappropriate in English to use. The word "Alhamdulillah" is often used by some people in Indonesian to mean "Thank God" in responding to compliments. In Indonesia as the religious country, there people are mostly moslem, here is the example of the influence of religious things in responding to a compliment is *'Alhamdulillah, thank you very much, I also couldn't get this without your guidance. Once again, thank you very much sir/ mam'* to agree with the compliment by saying praise to god. According to Wu and Takahashi, this direct translation may be due to the participants' intermediate proficiency. As in Wu and Takahashi (2016) "the intermediate participants were able to describe their thoughts with more intricate sentence structures and a wider array of vocabulary, resulting in more direct translations and L1 transfer". Another influence of L1 in responding to a compliment is the use of addressee's name in the responses. For example, *'Oh my God! Tiara? I didn't expect to meet you here. Hmm..don't be like that, you look stunning as well.'* Another example is *'Thank you, Sir. I wouldn't have done it without your help'*. The use of the addressee's name indicates that their responses are still influenced by their L1 because in Indonesia, including one's name in responding to a compliment is a common occurrence in daily conversation.

CONCLUSION AND RECOMMENDATIONS

Conclusion

Based on the data analysis, it can be concluded that the learners who respond to the compliment prefer to use an appreciation token, in any situation where they get compliments from someone. This means that learners appreciate compliments by accepting responses to all compliments and receiving direct praise from someone or something. They prefer to add more sentences to support their compliment response sentences, such as explanations in which they add some reasons and more positive evaluations of the praise topic, in addition to responding directly to compliments. They

also like to give the praise back to people who give them compliments. Finally, this study confirms that the study's participants are pragmatically competent. There was no statistically significant difference in the strategies used by the participants who were observed based on the topic of compliment given. The appreciation token strategy, particularly the single appreciation token, was the most widely used strategy by participants across all topics. L1 participants' influence can be seen in the production of praise responses, such as using literal translation, multiple expressions, and including someone's name in their praise response.

Recommendation

1. The recommendation for students in the third-semester of the English program of Universitas Riau is that students must be taught pragmatic understanding, both orally and in writing, particularly in compliment responses, so that students learn and know that there are strategies in responding to a compliment.
2. For the next researcher who wants to make a topic about compliment responses from a different point of view. Therefore, the author hopes that this research can provide new contributions and ideas for upcoming researchers, especially on the rare topic.

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