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A Pragmatic Study of Civility

in the Royal Family Members' Speeches

A Thesis

Submitted to the Council of the College of Education for Human Sciences, University of Babylon in Partial Fulfilment of the Requirements for the Degree of Master in English Language and   Linguistics

By

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بسم الله الرحمن الرحيم

(وانك لعلى خلق عظيم)

صدق الله العلي العظيم

(القلم: ٤)

In the Name of Allah, the Merciful, the Gracious

And thou(standest) on an exalted

standard of character

Allah is Truthful

(Al Qalam: 4)

(Ali, Y. 20٠1)

The Supervisor's Declaration

I certify that this thesis **(A Pragmatic Study of Civility in the Royal Family Members' Speeches)** written by **Riyam Ridha Jassim Abd** has been prepared under my supervision at the College of Education for Human Sciences, University of Babylon, as a partial fulfillment of the requirements for the Master Degree in English Language and Linguistics.

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We certify that we have read this thesis **(A Pragmatic Study of Civility in the Royal Family Members' Speeches)** written by **(Riyam Ridha Jassim Abd)** and, as Examining Committee, examined the student in its content, and that in our opinion it is adequate as a thesis for the Master Degree in English Language and Linguistics.

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Date: / / 2022

To

- ➢ **anyone who keeps on learning**
- ➢ **the piece of my liver Mohammed and Zahraa**

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Abstract

This study pragmatically investigates civility in the speeches of the British royal family members. This concept is selected to be studied for its importance in social life and because there are no studies before shedding light on civility in relation to the speeches of the royal family members. Thus, in order to bridge this gap, this study sets itself the task of focusing on civility in the early mentioned data. It aims at (1) Figuring out the most frequent types of civility used by the royal family members. (2) Identifying the pragmatic structure of the civilized speeches issued by the royal members. (3) Pinpointing out the speech acts that are mostly exploited by the royal members to show civility. (4) Specifying the most frequently employed politeness strategies and sub-strategies by the members of the royal family. (5) Discovering whether there are any differences among the three selected members of the royal family in using the types of civility as well as the pragmatic strategies.

In the same line with the aims, this study hypothesises that (1) There are certain types of civilty that are heavily used by the members of the royal family; these types are deep, surface and formal civility.(2) The structure of the speeches issued by the the royal members is divided into three stages, namely: initiating, developing, and concluding. (3) Representative and expressive speech acts are the most frequently used types of speech acts by the members of the royal family. (4) Bold on record and posetive politiness strategies are mostly employed by the members of the royal family. Among posetive politeness strategies; noticing wants of the heares and intensifying interest to hearers are mostly used (5) There are slight differences in using the types of civility and the pragmatic strategies among the members of the royal family.

Certain procedures are adopted to achieve the aims and to test the validity of the hypotheses: (1) Providing a thorough literature review about civility phenomenon. (2) Taking into consideration the relevance of some pragmatic strategies to civility and these strategies include speech acts, conversational maxims, politeness strategies, and diexes as far as the context of the selected speeches is concerned. (3) Randomly selecting twelve speeches by three members of the royal family to be analyesd. Additionally, each speech is divided into three stagess. (4) Designing an eclectic pragmatic model for qualitatively analysing the data of this study, it is composed of two layers. The first layer inspects the types of civility used in each stage of each speech. The second layer of the model involves the pragmatic strategies used to manifest the mentioned types of civility in each stage. These pragmatic strategies include: speech acts by Searl (1976), Gricean maxims (1975), politeness theory by Brown and Levinson (1987) and deixis. (5) Analyzing the data statistically through tabulating the findings and discussing these findings to come up with certain conclusions.

The main conclusion of the study is that the British royal family members resorts to three types of civility in their speeches, namelly deep, surface, and formal civility. These types are pragmatically manifested by various pragmatic strategies.

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List of Abbreviations

Abbreviated form	Full Form
BOP	Bald-on record politeness
CMs	Conversational Maxims
Com	Commissive
Dir	Directive
Exp	Expressive
FCM	Flouting the Conversational Maxims
FTAs	Face Threating Acts
OCM	Observing the Conversational Maxim
NP	Negative politeness
PP	Positive politeness
PSs	Politeness strategies
Rep	Representative
SAs	Speech acts

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Chapter One

Introduction

1.0 Preliminary Remarks

This chapter introduces the problem, aims, hypotheses, procedures, and limits of the study. Besides, it familiarizes the readers with the value of its findings that are supposed to be harvested at the final part of this study.

1.1 The Problem

Language as a means of communication has an important role in every human interaction. It is used to socialize and to interact with each other. Without language, it will be difficult to cooperate and understand each other. However, by language, people can understand what other people say, think and need. In this view, to be civil is to interact with others in ways that are mannerly, respectful, and sociable. Thus, language is the back bone of civility i.e. throughout using language in daily interaction; people show how civil they are.

The lack of civil or respectful discourse in public discussions on cyberspace or in real life exchange whether between political or common people in the current era is very serious problem that is why a focus on the concept of civility is important because it is a crucial and fundamental principle of public life.

Some scholars such as Sifianou (2019) and Papacharissi (2004) agree that the concept of civility is "elusive, contested and hard to define." Still, Sifianou (2019: 13) notices that civility is a reciprocal respect and considerateness. With the same ideas, Calhoun (2000: 259) states that "civility always involves a display of respect, tolerance , and consideration. Moreover Zerilli (2014: 114) states that

civility is typically known as a certain way of caring for oneself and caring for others.

Although some studies have been conducted before to investigate how civility is expressed in a number of influential figures' language, little is known about how civility is expressed in the royal family members' language. As one of the most influential figures in the world, the members of the royal family are expected to implement a high level of civility towards their audience and take into consideration the variety of their audience's political, social, ethical and even religious backgrounds so this responsibility (how to sound civil to others) makes it an interesting topic to investigate. Thus, this study is an attempt to further our understanding about how civility is created in speeches directed towards a huge heterogeneous audience.

The present study is conducted within the framework of pragmatics with the aim of finding out how civility is pragmatically manifested in the selected speeches issued by the members of the royal family. This study sets itself the task of answering the following questions:

1. What are the types of civility in the selected speeches of the royal family members?
2. What is the most frequent type of civility used by the royal family members?
3. What are the stages of the royal family speeches and what is the most dominant type of civility used in each stage?
4. What are the speech acts that are mostly exploited to show civility?
5. What are the politeness super-strategies and sub-strategies that are mostly employed to show civility by the members of the royal family?
6. How do the members of the royal family employ the conversational maxims? Do they resort to observing or flouting the maxims?

7. What are the most frequently used types of deixis by the members of the royal family to appeal to civility and what is their pragmatic function?

8. What are the basic differences among the members of the royal family in the employment of civility and the pragmatic strategies in relation to their speeches?

1.2   The Aims

In relation to the foregoing questions, this study attempts to attain the following aims as far as the concept of civility is pragmatically concerned:

1. Identifying the types of civility in the selected speeches of the royal family members?

2. Finding out the most frequent type of civility used by the members of the royal family.

3. Determining the stages of the speeches then finding the most dominant type of civility used in each stage.

4. Finding out the speech acts that are mostly exploited to show civility.

5. Specifying the most frequently employed politeness strategies and sub-strategies by the members of the royal family.

6. Finding out whether the members of the royal family observe the maxims or flout them in their speeches.

7. Figuring out the most frequently used types of deixis by the members of the royal family. Then, finding what pragmatic function they fulfil.

8. Detecting whether there are differences among the members of the royal family in the employment of civility as well as the pragmatic strategies in relation to their speeches.

1.3 The Hypotheses

In the light of the questions and aims introduced in the previous sections, the following hypotheses are presented:

1. There are different types of civility employed by the members of the royal family such as deep, surface, and formal civility.
2. Deep civility is mostly used by the members of the royal family.
3. The speeches of the royal family are divided into three stages namely; initiating stag, developing stage, and concluding stage. Deep civility is the most dominant type that is highly used in all stages.
4. Representative and expressive speech acts are mostly exploited in showing civility.
5. Positive politeness strategy is exploited by the member of the royal family
6. The royal family members tend to observe the maxims rather than flouting them.
7. Social deixis is the most frequently used type of deixis.
8. There are some slight differences can be noted in the use of the types of civility as well as the pragmatic strategies among the members of the royal family in relation to their speeches.

1.4 The Procedures

To answer the questions of the study, achieve its aims, and test the validity of its hypotheses, the following procedures are adopted:

1. Providing a thorough literature review about civility as a pragmatic phenomenon.

2. Taking into consideration the relevance of some pragmatic strategies to civility and these strategies include speech acts, conversational maxims, politeness strategies, and diexes as far as the context of the selected speeches is concerned.

3. Randomly selecting the data of analysis.

4. Designing an eclectic pragmatic model for analysing the data of this study

5. Qualitatively analysing twelve speeches delivered by three members of the royal family, four speeches for each member. Additionally, each speech is divided into three parts.

6. Analysing the data statistically through tabulating the findings and discussing these findings to come up with certain conclusions.

1.5 The Limits

It is important to restrict the present study to certain limits, so that the result and conclusion will be more accurate. The present study limits itself to the pragmatic investigation of civility in selected speeches of the British royal family members. Specifically, the study is restricted to dealing with 12 speeches (four speeches for each royal character) which are randomly chosen from the site of the royal family speeches. All the chosen speeches tackle social issues related to different occasions.

The chosen members are queen Elizabeth: the head of the commonwealth, prince Charles: prince of Wales, and prince Harry: duck of Sussex. The period of the selected speeches extends from 2015 to 2022. Also the study is abided by scrutinizing the pragmatic aspects of civilized speeches in terms of speech acts (by Searle1976b), politeness strategies (by Brawon and Levinson1987), conversational maxims(by Grice 1975), and deixis (by Huang 2007).

1.6 The Value

Writing a thesis means caring about something so important and valuable. As such, the present study shed the light on virtuousness concept which refers to a behaviour that shows high moral standard, simply speaking it is civility.

Pragmatically, this study is thought to be of value to the fields of pragmatics. It attempts to contribute to the field of pragmatics as it sheds the light on the theories of pragmatics that has effect on manifesting civility. Moreover, this study is expected to be helpful both theoretically and practically. The theoretical component is an attempt to provide a reasonably detailed account of civility from a pragmatic perspective. The practical part is intended to demonstrate how civility is pragmatically structured in the royal family members' speeches.

This study could be of value to textbook designers as it leads them to concentrate on this crucial concept through teaching the students how to be civil when using everyday language or when writing a speech for a certain occasion.

This study is hoped to be valuable to all readers in general and especially politicians.

Chapter Two

Theoretical Background

Civility: A Pragmatic Perspective

2.0 Preliminary Remarks

This chapter is devoted to talk about the concept of civility. It gives different definitions of civility from different viewpoints. Moreover, it presents the types of civility as well as cues to civil discourse. Lastly, it sheds light on the pragmatic theories in relation to civility.

2.1 The Etymology of the Word Civility

According to Sifianou (2019: 11), the term 'civility' is connected to the term 'civil society' and goes back to Aristotle's κοινωνία η πολιτική in his Politics. It refers to a partnership which is formed with a view to some good, corresponding with the classical Greek πόλις (city-state). Civil society is characterized by a shared set of norms and ethos, in which free citizens live under the rule of law. The terms 'civility', 'civilisation' and 'citizenship' have obvious connections to the Latin civis 'citizen' and civitas 'city'.

Elias, cited in (Buonfino & Mulgan, 2009: 19) sets the most effective account of how civility came to the fore in his great book "*The Civilising Process.*" In it he traces the transformation of the term civility from its origins rooted in notions of citizenship and civil organization. Also, he describes how the concept of 'courtesy', a term reflecting the aristocratic values and attitudes derived from court society, in a gradual way replaced by the notion of civility. This shift marks the 'bourgeoisification' of European culture, in which etiquette and manners defined

by the royal court gradually give way to a new code emerging from the growing civil society.

Peck (2002:359) claims that the early use of the term 'civil' denotes the state of being a citizen and hence implies good citizenship or orderly behaviour. From this perspective, "the civilized are those who are fit to live in cities, fit to experience both the benefits and responsibilities of citizenship, and are political those who are not civilized and are not political are barbarians". This is not very different from current understandings, as civility is an urban concept referring to how one should behave in big cities and in close proximity to socially distant others, mainly strangers. In its most basic sense; civility "is the lubricant that makes modern urban life possible" (Boyd, 2006:871).

According to the Oxford English Dictionary, the word civility basically means "polite behavior" (Web source1). Lexico dictionary defines civility as formal politeness and courtesy in behaviour or speech and continues to state that its origin is from old French civilite, from Latin civilitas, from 'civilis relating to citizen' and hence good citizenship or orderly behaviour (Web source 1).

Bryson (1998:59) argues that the term 'civil' was increasingly being used to define 'good manners'. Moreover, far from being simply borrowed at a later stage by political theorists seeking to enlarge the terms of their debates, the term and its variants were from the outset employed to link manners both to ethics and to overall conceptions of the structure and identity of the community. Even late in the seventeenth century, however, 'civility' remained only one of several words defining correct social behaviour, with new terms, particularly 'politeness' and 'good breeding', emerging beside it (Bryson, 1998:61).

To conclude, the term civility is an old term and has a very long history; it is rooted in Latin and Greek civilization and goes back to Aristotle's koinonia politike and in its early days of existence it was firmly rooted within civil society.

2.2 A Spotlight on Civility

The concept of 'civility' is elusive, contested and hard to define. As a result, it has no comprehensive and widely agreed-upon definition. This may be partly because the term has a very long history, has undergone transformations and has been approached from a wide array of disciplines, such as philosophy, sociology, communication studies, journalism, anthropology, psychology, criminology, education and political science (Sifianou, 2019: 11).

In recent years the need for civility has increased as a result of the increasingly heated public discourse. Civility helps to avoid the potential unpleasantness of life with others. Without it, ordinary social interactions can become unpleasant and even hazardous. As a result, civility appears to be a fundamental social value. Several philosophers and academics provide diverse meanings and explanations of the term civility.

Hume (1985, 274-280) argues that civility includes positive virtues of 'humanity', 'charity', and 'generosity' associated with the condition of 'manners' or 'politeness', these contribute to keep the peace, assuaging social conflicts, and give way to the easy and sociable manner. According to Bryson (1998:29), the term civility is increasingly used to define good manners. Thus, it is crystallized as a term for good manners.

Part of learning to be civil is training in suspending judgement about others who are different from us. Also, the constant and intense proximity of difference under

modern urban conditions makes civility a pressing moral and sociological requirement. That is why civility in this most basic sense is the lubricant that makes modern urban life possible (Boyd, 2006: 871).

Weiner (1999: 242) defines civility broadly as "the sum of the many sacrifices we are called to make for the sake of living together, in order to promote the common good". He thinks that people should make sacrifices for others not only because doing so makes social life easier, but as a sign of respect for our fellow citizens, marking them as full equals, before the law and before God. He argues that civility facilitates respectful dialogue, helps ensure moral action, checks the encroachment of market and political values, builds community, and makes bearable the many indignities and frictions of everyday life.

Weiner (1999: 243) mentions a number of rules concerning civility that are designed to help people re-establish civility. These rules include those of process, "civility assumes that we will disagree; it requires people not to mask their differences but to resolve them respectfully and those of substance civility requires resistance to the dominance of social life by the values of the marketplace", civility requires that we sacrifice for strangers, not just for people we happen to know as well as civility has two parts: generosity, even when it is costly, and trust, even when there is risk.

Civility creates not merely a negative duty not to do harm, but an affirmative duty to do good and it requires a commitment to live a common moral life, so we should try to follow the norms of the community if the norms are not actually immoral; we must come into the presence of our fellow human beings with a sense of awe and gratitude (Weiner, 1999: 243).

Weiner (1999:243) emphasises the idea that civility requires that we listen to others with knowledge of the possibility that they are right and we are wrong. He adds that civility requires that we express ourselves in ways that demonstrate our respect for others. At the same time, he believes that civility allows criticism of others, and sometimes even requires it, but the criticism should always be civil; and finally he states that civility discourages the use of legislation rather than conversation to settle disputes, except as a last, carefully considered resort.

Weiner (1999:243) believes that some people, when they think of civility, think of manners. Others think of proper standards of moral conduct, or a set of standards for conducting public argument. Still others think of willing participation in the institutions that enable our democracy to thrive, what has come to be known as the movement for civil renewal.

Different strands of civility meanings are presented by Carter. These strands prove that this term is comprehensive and almost all the ideas that are related to courtesy, politeness, tolerance are covered by it(Weiner, 1999:243).

Civility is defined in Dr. Johnson's dictionary as the state of being civilized: Free from barbarity (Barker, 1948: vii). Sellars (2004: 15) refers to civility as "standards of behaviour that should govern public discourse designed to achieve the common good".

Calhoun (2000: 259), and Brooks and Geer (2007: 4) state that civility always involves the notion of "mutual respect, tolerance and consideration". Boyd (2006:871) sees tolerance as inextricably linked to civility, referring to respect for difference. For Courtin, 'civility' is closely bound to 'humility', 'modesty and pudor' (quoted in Bryson 1998: 82).

Thus, civility is a crucial principle of public life, it refers to the free and respectful exchange of ideas and it is part of the common wealth of a society, it is needed to cultivate more civil society, with more respect, kindness and decency.

From what has been introduced above about the concept of civility and as far as the current study is concerned, civility is typically understood as both a certain way of caring for one self and caring for others (Zerilli, 2014: 114). Also, The researcher shows that civility should to be understood as a set of norms and rules based on some concepts such as respect, antique, tact, education, peace, humanity and good manners that are first learned in childhood (through the family and school) and then reinforced in adult life through experiences in life, and in many situations that make up a society.

2.2.1 General Types of Civility

Civility can be either reciprocal, or unequal, where one individual or group is expected to behave better, or with more deference, than another (Buonfino & Mulgan, 2009:10). As such it is concluded that civility has two general types, reciprocal (e.g. in a conversation) or unreciprocal (e.g. in speeches). Whether reciprocal or un reciprocal, civility has different dichotomies that are going to be explained in the next section.

2.2.1.1. Deep and Surface Civility

Andersson and Pearson (1999:452) draw a distinction between deep and surface civility, with politeness and good manners being the superficial/ surface manifestation. Deep or genuine civility refers to acting with others in mind, the realisation that fellow human beings deserve love and respect.

Calhoun's (2000:253) understanding of the same distinction does not equate politeness and good manners with surface civility but rather views surface civility as a mindless compliance with rules; deep civility involves "a critical moral point of view" about what really counts as kindness, respect, tolerance and consideration of others' feelings, among other things.

According to Buonfino and Mulgan (2009:9), civility has both superficial aspects; about manners and correctness as well as much deeper aspects, which are about treating others with empathy and understanding, it is concerned with mindfulness which includes the habits of considering the effects of one's actions on others.

Deep civility requires empathy and awareness of another person's feelings. It is motivated by an understanding of how a person's feelings will be affected by a certain kind of behaviour. It is a proactive type of civility that is motivated by the will to have a positive effect on someone's life: volunteering, helping strangers in time of trouble, and charitable donations. This good ethics means that civility does not rest upon a concern or sympathy towards specific others but is rather a by-product of a generalised empathy, which we feel we owe to all who share society with us (Buonfino & Mulgan, 2009:27).

2.2.1.2 Formal and Substantive Civility

Boyd (2006:864) discusses a distinction between 'formal' and 'substantive' civility. The former is limited to manners, politeness, courtesies and other formalities of face to face interactions in everyday life, whereas the latter "denotes a sense of standing or membership in the political community with its attendant rights and responsibility". He argues for a moral relationship between the two types of civility, in that the latter is more fundamental but gives rise to the former.

For Boyd (2006: 875), however, the meaning and value of civility go beyond these two dimensions and he points to the need to grasp civility as "an active and affirmative moral relationship between persons". Thus, in contrast to those who would view civility as little more than a conservative desire to keep the peace in which we are enjoined simply to leave other people alone, for Boyd civility has a deeper significance. Boyd (2006:875) observes that the growth of civility is coterminous with positive virtues like charity, magnanimity, and humanity that are desirable for their own sake. To see civility only in narrowly functionalist terms is to overlook its moral significance.

Black and Wolf (2016: 2) state that formal civility refers to what is conventionally described as manners or common courtesy. These are culturally and contextually bound social norms of politeness that manifest themselves in forms such as addressing people by their correct title, displaying proper etiquette, and speaking in a sympathetic tone of voice. Substantive civility as Black and Wolf (2016: 2) state, is characterized by the condition of belonging to a particular political community.

2.2.1.3 Proximate and Diffuse Civility

Fyfe et al. (2006: 855) make another distinction between proximate and diffuse civility. The former is most commonly understood as 'politeness' or the absence of 'rudeness' in our interactions with others. Hence, civility would cover verbal and non-verbal communication; our words and gestures aimed at others or used in the presence of others.

The latter recognises that this broader spectrum of behaviours can impact on others even without their presence. The term diffuse civility becomes increasingly important in cities where the dominant mode of interaction is visual as opposed to

verbal. To be civil in this sense is to have regard for the effects of our actions on others and to care for the space we share with others, whether or not we are present in those spaces at the same time as others. Thus, diffuse civility places responsibility on us without the necessity of co-presence and in this way it is a tougher challenge since (Fyfe et al. 2006: 855).

It may not be understood that the impact that our behaviours may hold on others (if we do not verbally interact with one another) and our behaviours are less easily regulated by the approbation or sanction of others (Fyfe et al. 2006: 855).

2.2.1.4 Visible and Invisible Civility

Visible civility refers to norms which are on display – on the street, at public events, when people gather together; it is a mirror which reflects behaviours that can be seen when people gather together. Visible incivility, is what the media often reports, anti-social behaviour, vulgarity, road rage, binge drinking. It is an incivility that is easier to curb when people are confronted with their responsibility and harder when people cannot be easily made accountable, shamed, or directly confronted with the costs of their behaviour (Buonfino & Mulgan, 2009:27).

Invisible civility refers to behaviour behind closed doors, how spouses behave to each other, how parents treat children, how employers treat employees. These are the situations that often profoundly shape wellbeing, but are harder for public opinion or policy to reach (Buonfino & Mulgan, 2009: 28).

2.3 Cues to Civil Discourse

Andersson and Pearson (1999: 454) view that civil behaviour involves treating others with dignity, acting with regard to others' feelings, and preserving the social norms for mutual respect.

Civil discourse is discourse that supports, rather than undermines, the societal good. It demands that democratic participants respect each other, even when that respect is hard to give or to earn. Democratic societies must be societies where arguments are tolerated and encouraged, but this is not always easy. "To engage in a healthy political argument is to acknowledge the possibility that one's own arguments could be falsified or proven wrong" . Thomas Hollihan, professor at the University of Southern California's Annenberg School of Communication, says "This demands that citizens listen respectfully to the claims made by others. Name-calling, threats and bullying behaviours do not meet the demands of effective deliberation" (Shuster, 2009: 3).

Smith and Bressler (2013:455) state that civil discourse includes what they call (1) consideration of self, and (2) consideration of others. They illustrate how consideration of others typically refers to "showing respect toward others, good manners, or being polite", and consideration of self to "discourse that includes self-control and self-regulation, including thoughtful consideration of what one says and what one promotes, especially 'curtailing one's own immediate self-interest when appropriate. Indeed, civility "is typically understood as both a certain way of caring for oneself and caring for others" (Zerilli, 2014:114).

Civil discourse demonstrates several essential characteristics such as including respect for others, which is demonstrated through listening, consideration, and attention to the arguments and social relations involved. Civil discourse also involves speakers taking personal responsibility for their own opinions. It is marked by an absence of uncivil acts such as shouting, name-calling, and unsubstantiated attacks (Black and Wolf; 2016: 2).

Standards for civil discourse include robust exercise in free speech, close attention to opposing arguments, and free participation of people with widely divergent views unlike uncivil discourse, which "serves to end debate or stifle discussion," (Darr, 2011: 609).

Moreover, civil discourse demands moderation and getting away from extremism in political, religious, sectarian, and national argumentations. It is described as the language of dispassionate objectivity that requires respect of the other participant. This type of discourse entails modesty and appreciation for the others and averts hostility, direct antagonism, or excessive persuasion (Kenneth, 2005: 71-5). Civil discourse, thus, is characterized by being truthful, productive, and audience-based. Besides, it is characterized by formality and intended to support people to live peacefully in civil society, even if they may disagree with one another.

2.4 Civility and Politeness

In spite of the presumably close relationship between civility and politeness; Sifianou (2019:1) notices that civility is the term preferred over politeness and less frequently the two are used interchangeably. She adds that civility has been omitted from the tool kit of politeness researchers, with the notable exception of Lakoff (2005).

Papacharissi (2004: 259-60) argues that scholars often use civility and politeness interchangeably. But in her study she claims that civility is defined in a broader sense and concludes that politeness is viewed as etiquette-related, and civility as respect for the collective traditions of democracy and she highlights civility as a virtue. In other words, politeness seems to refer to interaction that

flows smoothly, whereas civility is broader in that it also includes interaction that promotes democratic goals.

Sapiro 1999 shares the same view with Papacharissi 2004 in drawing a distinction between civility and politeness, with the former focuses on norms that promote the collective good and the latter on individual manners that facilitate the exchange of ideas without threatening the face of one's audience. Other scholars have studied civility under the heading of "comity" which is "the adherence to a set of norms that includes courtesy and reciprocity" (cited in Uslaner, 1993: 1).

Dictionary definitions are not very helpful in distinguishing between civility and politeness, since one tends to be defined in terms of the other and they are frequently given as synonyms. For instance, the on-line Merriam-Webster (Web source2) defines 'civility' as: (a) civilized conduct; especially: courtesy, politeness and (b): a polite act or expression. Courteousness, courtesy, genteelness, gentility, graciousness, mannerliness and politeness are listed as its synonyms.

For some researchers, observing rules of etiquette has to do with being polite rather than civil (Andersson and Pearson, 1999:454), while for others etiquette falls within the scope of civility. For instance, Calhoun (2000:255) argues that civility is "intimately connected to socially established rules, including rules of etiquette". For Escandell-Vidal (1998:46), the standard meaning of the term 'polite' has at least three dimensions: (1) as civil or socially correct, (2) as kind or friendly, and (3) as tactful or diplomatic. She, thus, understands civility as one of the basic dimensions of politeness based on culture-specific norms, whereas for Kádár and Haugh (2013:231), "politeness is often regarded as a benchmark of civility". As has been suggested by Calhoun (2000:252), one of the reasons that moral philosophers frequently exclude civility from lists of moral virtues is its intimate

associations with etiquette or good manners, and thus with class distinctions. However, she argues that civility is not limited to good manners and class demarcation; it is more broadly a mark of the good citizen.

According to what has been mentioned about this term, it transpires that, much like politeness, civility is understood as showing consideration and respect to self and others including tolerance, a concept that has not been explicitly at least incorporated into politeness frameworks. Tolerance, in this context, refers to "suspending judgement about others who are different from ourselves" thereby showing respect to those who may hold different views and have other perspectives. Another difference between the two notions is that politeness is more frequently and broadly defined in terms of showing consideration for others, whereas civility more frequently involves showing respect for self and others. However, given that both consideration and respect are used in definitions of politeness and civility, it is important to see how they are conceptualised, since they have rarely been objects of scrutiny in politeness research (Boyd, 2006:871).

It is well known that politeness has been associated with social norms but is most frequently connected with the concept of 'face' , so 'consideration' and 'respect' have tended to denote the avoidance or mitigation of face-threatening actions. However, civility is mainly related to moral and social norms/conventions that are associated with communal living rather than with individuals' face. Of course, face is an element which concerns an individual in relation to others (Leech, 2014:24).

Lakoff (2005:25) interprets civility as doing the bare minimum, as in "She was very civil" vs. "She was very polite", which implies that she was neither polite nor rude; this indicates that civility for Lakoff is behaviour at the negative end of

politeness. She further argues that politeness is "an offering of good intentions" whereas "civility is a withholding of bad ones", thus, demonstrating that she views politeness in positive terms and civility in rather negative terms. However, the reverse could also be true: civility is "an offering of good intentions" and politeness "a withholding of bad ones", a means of avoiding face-threatening acts and conflict.

This dual nature of politeness reflects its historical development and its association with educated, elite groups, and thus with socio-political power which serves to exclude out-groupers. Much like civility, politeness takes on functions of social discrimination and control when it is a code of behaviour imposed from above (Watts, 2003:34).

Haugh (2013:57) states that the moral order is "the take for granted or seen but unnoticed, expected, background features of everyday scenes", adding further that "the moral order is what grounds our evaluations of social actions and meanings as 'good' or 'bad', 'normal' or 'exceptional', 'appropriate' or 'inappropriate' and so on, and of course, as 'polite', 'impolite', 'over-polite' and so on".

Politeness theories originating mainly in pragmatics and sociolinguistics focus on verbal behaviour, civility includes much that is non-verbal. Thus, the scope of application of the term civility is much broader, and this entails different understandings of morality (Culpeper, 1996:358; Eelen, 2001: iv). Calhoun (2000:260) sees civility as "an essentially communicative form of moral conduct".

The researcher believes that civility is broader than politeness since civility covers verbal and non-verbal interactions. It also exists in many fields while politeness exists only in linguistics particularly in the theory of pragmatics and it

covers only the verbal communication. Finally, the researcher believes that politeness is a strategy among others used by the speaker to achieve civility.

2.5 Incivility

Incivility is a notoriously difficult term to define because what strikes one person as uncivil might strike another person as perfectly appropriate. As Herbst (2010: 3) puts it, civility and incivility are "very much in the eye of the beholder."

According to Coe et al. (2014:660), opposition is often the primary target of incivility. This definition leads him to operationalize incivility in terms of five key forms of incivility and as shown below:

Form of Incivility   **Operational Definition**

- Name-calling   Mean-spirited or disparaging words directed at a person or group of people

- Aspersion   Mean-spirited or disparaging words directed at an idea, plan, policy, or behaviour.
- Lying   Stating or implying that an idea, plan, or policy was disingenuous.
- Vulgarity   Using profanity or language that would not be considered proper

   (e.g., pissed, screw) in professional discourse.

- Pejorative for speech   Disparaging remark about the way in which a person communicate.

Incivility is mainly considered to be unintentional and accidental (Smith et al., 2010:32). This lack of intentionality relates to everyday incivilities that "can be thought of as commonplace actions and interactions that are perceived to be rude or inconsiderate" (Phillips and Smith, 2003:85).

However, given the breadth of the term 'incivility', there are more serious types of incivility, that is, cases of aggression and violence which are motivated by intent to harm (Andersson & Pearson, 1999: 456). Thus, the term 'incivility' has taken on

a wide variety of meanings which go beyond dictionary definitions. For instance, the on-line Merriam-Webster (web source 3) tells us that incivility is: (1) the quality or state of being uncivil and (2) a rude or discourteous act. (Web source3)

But incivility is not just the absence of politeness, or breaches in etiquette; it also embraces acts that range from rudeness and lack of respect to discriminatory language, trolling, stalking, and cyber-bullying, vandalism and even violence. Boyd(2006:867) asserts that "Incivility may range from relatively harmless instances of rudeness, disrespect or bad manners all the way down to extreme cases of cruelty and the patent disregard for others as fellow human beings". For Evers (2009:241), incivility is associated with "selfish behaviour, indifference towards others, the inability to curb aggression in conflicts, irresponsible behaviour, a low level of internalization of general moral rules, and so on".

Another dictionary definition (web source 4) defines incivility as "the quality or condition of being uncivil, uncivil behaviour or treatment" and uncivil as "without good manners, unmannerly, rude, impolite, discourteous." As the antonym of civility, incivility implies rudeness and disregard for others, in violation of norms for respect in interpersonal relations.

Andersson and Pearson (1999:455) establish that incivility involves acting rudely or discourteously, without regard for others, in violation of norms for respect in social interactions.

In the criminology literature, for example, authors define incivilities as "low-level breaches of community standards that signal an erosion of conventionally accepted norms and values". Whereas civil behaviour is expected and often goes unnoticed, uncivil behaviour is conspicuous (Andersson and Pearson, 1999: 455).

2.6 Civility and Civil Society

One can not discuss civility without considering civil society. Shils (1992: 1) claims that civility is the attitude and the ethos of a civil society. Also civility is often seen as a measure of the health of societies.

Kumar (1993) concisely summarizes that ''civil society is the sphere of culture in the broadest sense. It is concerned with the manners and mores of society, with the way people live. It is where values and meanings are established, where they are debated, contested and changed.'' So, civility is the normatively defined behaviour of civil society (Cited in Black & Wolf, 2016: 2)

Civility is different from civil society. Civility can provide the basis for reinforcing civil society but it is not the same. Civility is in many ways a benchmark setting the standard for what most people see as a 'decent' way to deal with others (Buonfino & Mulgan, 2009:21).

Civil society is a goal to aim for (a 'good society' the type of society we want to live in). Civility can, as an unspoken language for interaction, provide the basis for achieving the 'good society' − through emphasis on qualities such as respect, empathy and compassion (Buonfino & Mulgan, 2009:21).

Civil society refers to associational life, the space of organised activity not undertaken by either the government or for-private-profit business. It includes formal and informal associations such as voluntary and community organisations, trade unions, etc. Civility makes it easier to cooperate with strangers (Buonfino & Mulgan, 2009:21).

Finally, almost everyone prefers to live in a society where civility is a normal occurrence, we do not want others to be rude, aggressive, or thoughtless to us.

2.7 An Overview of Pragmatics

Pragmatics as a branch of linguistic inquiry has its origin in the philosophy of language. Its philosophical roots can be traced back to the work of the philosophers Charles Morris, Rudolf Carnap, and Charles Peirce in the 1930s (Hung, 2007:2).

Levinson (1983: 5-9) states various definitions of the term pragmatics. He defines it as the study of language usage or the study of the principles that account for why a certain set of sentences are anomalous, or not possible utterances. Another definition would be that pragmatics is the study of language from a functional perspective, that is, as an attempt to explain facets of linguistic structure by reference to non-linguistic pressures and causes. Moreover, Livenson defines pragmatics as the study of those aspects of the relationship between language and context that are relevant to the writing of grammars.

Leech (1983: 5), on his part, clarifies the idea of meaning which is derived from the way how utterances are used and how they are associated with the context in which they are expressed, but not from the formal features of words and structures. Accordingly, he claims that pragmatics is a theory of appropriateness. He also asserts that pragmatics is not merely interested in language but it is interested in how people use language. So, the speaker attempts by language to change either the world (e.g., by getting another person to do something) or the knowledge or the state of mind of others (for example, by saying to them something new). Consequently, pragmatics explores what the users of language mean, what they try to do, and how they do it in actual situations.

Mey (1993:42) defines pragmatics as the science of language seen in relation to its users, as it is used by real, live people, for their own purposes and determined by the context of society. Yule (1996: 2) mentions that pragmatics is the study of

meaning as communicated by a speaker and interpreted by a listener, while Hung (2007: 1) sees pragmatics as the systematic study of meaning by virtue of, or dependent on, the use of language.

Yule (2010: 127-8) argues that communication evidently depends not only on knowing the meaning of words in an utterance, but more importantly, on making out what speakers mean by their utterances. That is why pragmatics is concerned with language use; (what people do with language, its uses and users, rather than with language itself). In general terms, pragmatics can be said to explore invisible meaning, or how we recognize what is meant even when it is not actually said or written. Invisible here, Birner (2013:4) states, comprises types of meaning that are non-literal, context-dependent, inferential, and/or non-truth-conditional. As such, pragmatics deals with rather illusive types of meaning (i. e. ones that are not found in dictionaries and which may vary from context to context). The same utterance will mean different things in different contexts, and will even mean different things to different people as in the following simple sentence:

(1) The train is coming.

Even in the same speech situation, as in a train station said by a boy to his mother such a sentence will yield different utterances in different contexts. Consequently, it can be (a) simply a statement (a boy telling his mother that their train is on the way to the station), (b) advice (be ready!), (c) a warning (get away from the rail road), etc.

Thus, the gist of pragmatics is the study of the speaker's meaning in relation to context. Due to the importance of context in the study of pragmatics, it is important to view it in the following section.

2.8 Context

Since pragmatics is defined as the study of language in context, it is paramount to review this term. The concept of context is fundamental in the study of language. It is generally agreed that in order to fully understand discourse we need to understand it in its context.

In pragmatics, context is given a highly significant function and is seen to have a very decisive role as a defining feature of pragmatics (Dascal, 2003: 17). Fetzer (2004: 3), on her part, considers context as the 'anchor' of pragmatics and as an essential prerequisite of any pragmatic approach to language use.

Widdowson (2004: 36) claims that any stretch of language could be classified as text only when it is tied to a context. As a result, Widdowson concludes that there is no text without context.

Ochs (1979:1) indicates that the scope of context includes the social as well as the psychological world in which interlocutors interact at any specified time. He explains that all this covers the language user's beliefs and assumptions about temporal and social settings, verbal, non-verbal actions, and the state of knowledge and attentiveness of those participating in the social interaction in hand.

Leech (1983: 13) describes context in terms of the background knowledge which interlocutors are supposed to have in common. This shared knowledge, also called common knowledge, evidently facilitates the hearer's interpretation of the speaker's intention embedded in a particular utterance.

Sperber and Wilson (1986: 136) argue that context is the hearer's responsibility. The hearer has to call whatever needed information to process an utterance. In conclusion, they lay heavy emphasis on the hearer's "encyclopaedic" knowledge in

relating an utterance to its context. Accordingly, hearers may differ a lot in interpreting the same utterance due to the sort of knowledge they possess and what they consider as relevant.

Mey (2004: 182) introduces a perspective of context that encompasses three main areas: *knowledge*, *situation*, and *co-text*. Obviously, by *knowledge* Mey refers to the background information which interlocutors share and by *situation* he refers to the physical environment in which an expression is uttered and by *co-text* he means the linguistic surrounding of an expression. In addition, he maintains that successful communication is inevitably based on a sound interpretation of the whole context in which an expression occurs.

Dash (2008:22-31) argues that context can be classified into four broad types: (a) Local Context, (b) Sentential Context, (c) Topical Context, and (d) Global Context. The local context refers to the immediate circle of the key word. The sentential context refers to a sentence where the key word has occurred. It supplies syntactic information to know if the key word has any explicit or implicit syntactic relation with the other words used in the sentence. The topical context refers to the topic of discussion and focuses on the content of a piece of text, while the global context refers to the world at large. Clearly, the first three types make what is usually called the *linguistic* context, while the fourth type represents the *non-linguistic* context.

2.9 Theories of Pragmatics

2.9.1 Speech Act Theory

Crystal (2003:427) states that the term of speech act is derived from the work of the philosopher J.L. Austin, and now used widely in linguistics, to refer to a theory

which analyses the role of utterances in relation to the behaviour of speaker and hearer in interpersonal communication. He also adds that it is not an ' act of speech ' but a communicative activity, defined with reference to the intentions of speakers while speaking and the effects they achieve on hearers.

Speech act theory plays a core role in the field of pragmatics. J. L. Austin, as the founder of the speech act theory, builds his theory on the belief that speakers do not only use language to say things, but to do things as well. Hence, utterances are regarded as speech acts. Austin (1962) introduces the "doctrine of illocutionary forces" that focuses on the performative linguistic function in which speech is regarded as action (Vaneva and Ivanovska, 2018:274).

At the heart of speech act theory lies the assumption that utterances can be described in terms of the actions they perform. The theory, thus, provides a taxonomy of the different functions that utterances might perform, and it also offers an approach to understand the apparent discrepancy between what we say and what we mean (O'keeffe et al., 2020:125).

Speech act theory emerged in the 1960s as a reaction against the backdrop of theories that focused on language structure and individual sentences which were mainly analysed according to their descriptive qualities. Such statements were seen to have a truth value (i.e. they could be either true or false), and were also referred to as constatives such as "*The sky is blue*" or "*The cat is in the house*" (O'keeffe et al., 2020: 125).

In Austin's view, performatives are utterances that are used to do things or perform acts as in (2). By contrast, constatives are utterances that are employed to make assertions or statements as in (3).

(2)   a. I now pronounce you man/husband and wife.

b. I sentence you to ten years in prison.

(3)   a. My daughter is called Elizabeth.

b. The children are chasing squirrels in the park.

Unlike those in (3), the declarative sentences in (2) have two characteristics: (i) they are not used intentionally to say anything true or false about states of affairs in the external world, and (ii) their use constitutes (part of) an action, namely, that of pronouncing a couple married in (2 a), that of sentencing a convicted criminal in (2 b) (Hung, 2007: 95).

The type of performative utterance that Austin first introduces is the explicit performative which carries a number of qualities that set it apart from other utterances. It is marked by the use of a performative verb which names the action that was being performed by the utterance such as "*I hereby declare the ceremony open*" (O'keeffe et al., 2020:125). Implicit perfomative, by contrast, are performative utterances in which there is no such a verb as in:

(4) How about going to New York on Saturday? (Hung, 2007:96)

In addition to the use of a performative verb, the initial definition of explicit performative acts also requires that they include a first-person pronoun and indicative form (O'keeffe et al., 2020 :125). Austin also isolates a number of syntactic and semantic properties of explicit performatives in English. They are: (i) explicit performatives containing a performative verb, (ii) the performative nature of such a verb can be reinforced by adding the adverb hereby, and (iii) explicit performatives occur in sentences with a first-person singular subject of a verb in the simple present tense, indicative mood, and active voice. However, as Austin himself was aware, there are exceptions (Hung, 2007: 96-7).

Explicit performatives can sometimes take a first-person plural subject, as in (5)

(5) We suggest that you go to the embassy and apply for your visa in person.

 A second-person singular or plural subject, as in (6)

(6) You are hereby warned that legal action will be taken.

And a third-person singular or plural subject, as in (7)

(7) Passengers are hereby requested to wear a seat belt

In addition, there are cases where the explicit performative verb is impersonal, that is, it does not refer to the speaker, as in (8)

(8)Taken from a company's AGM notice

Consequently, after showing the preliminary differences between constatives and performatives, Austin classifies speech acts in three categories. The first category is the locutionary act which is an act of constructing an utterance by following grammars and vocalizing the sentence. It is the utterance of a sentence that determines sense and reference. The second category is the illocutionary act. In this act, one actually performs an act in uttering the sentence. The third category is the perlocutionary act which is an act of bringing about effects on the audience by means of uttering the sentences, such effects being special to the circumstances of utterance (Vaneva and Ivanovska, 2018: 275).

Thus, these three components of speech acts can be briefly defined as follows:

(1) The locutionary act is the act of saying the words (i. e. the literal meaning encoded in the uttered words).

(2) The illocutionary act is the act performed in saying the words (i. e. the intention or force behind the words).

(3) The perlocutionary act is the act achieved by saying the words (i. e. the effect the utterance has on the hearer).

By abandoning the binary distinction of constative/performative utterances and adopting this three-fold distinction, Austin shows that he is aware that, on one

hand, there is no characteristic match between an illocutionary force and linguistic structure and, on the other hand, that speech acts are *infelicitous* unless they extend their (intended) effects on hearers (Ogiermann, 2009: 7).

2.9.1.1 Austin's Classification of Speech Acts

Austin (1962:150-60) presents the following classification of utterances according to their illocutionary force:

a. Verdicates: As the name implies, they are typified by the giving of a verdict, by a jury or arbitrator. They may be, for example, an estimate, reckoning, or appraisal. It is essentially giving a finding as to do something, fact or value which is for different reasons hard to be certain about. Examples are: acquit, estimate, and locate.

b. Exercitives: Those are acts of giving decision in favour of or against certain course of action, such as dismiss, name, appoint, ect.

c. Commissives: Those acts point that the speaker commits himself to a certain course of action. They also involve speeches or declarations of purpose that are not promised and rather ambiguous things which call adoptions such as contract, give someone a word, declare an individual's intention, etc. .

d. Behabitives: These are various acts that have to do with the attitudes and the behaviour of society (social behaviour) and attitudes of others, such as apologize, thank, congratulate, welcome, challenge, cursing ,etc.

e. Expositives: Those acts are very difficult to express. They represent how the utterances are appropriated into the case of quarrel or conversation. In other words, showing how the speaker uses the words. Examples are acts of

describing opinions, or leading to arguments and clarifying such as deny, inform, allow and denote, etc.

Austin (1962) produced a typology of conditions which performatives must meet if they are to succeed or be 'happy'. He called these conditions felicity conditions, and he distinguished three main categories:

A. (i) "There must be a conventional procedure having a conventional effect.(ii) The circumstances and persons must be appropriate, as specified in the procedure."

B. "The procedure must be executed (i) correctly and (ii) completely."

C. "Often, (i) the persons must have the requisite thoughts, feelings and intentions, as specified in the procedure, and (ii) If consequent conduct is specified, then the relevant parties must so do" (Levinson, 1983: 229).

2.9.1.2 Searle's (1969) Classification of Speech Acts

Searle (1969:24) presents different decomposition of speech act forms that are suggested by Austin. He differentiates three distinct acts, although these acts are not spatiotemporally separated and independent but are mutually co-dependent acts which take place concurrently:

(i) *An utterance act*: (the production of speech sounds, words, sentences).

(ii) *A propositional act*: (referring to an entity and predicating some properties of that entity).

(iii) *An illocutionary act*: (the making of statement, command, promise, etc...).

Searle (1969:24) remarks that utterance acts result basically from uttering strings of words, illocutionary and propositional acts outcome from the utterance of words in sentences in particular contexts, under particular conditions and with certain intentions. An illocutionary act can be defined as "a performance or a real action of saying or uttering something". Speech acts permit speakers to make actions through expressing words.

Searle (1976b) presents five basic classes of speech acts; each speech act constitutes a number of other categories which can be distinguished from each other by their felicity conditions. These five categories, according to Searle (1976: 10_13), are the following:

1. Representatives: The purpose of this class is to commit the speaker to the truth of the expressed proposition. They show word-to-world fit since the speakers/ writers, in using them, make a belief fit an already existing state of affairs in the world. The illocutionary point of these acts is to provide faithful representation of facts. Examples are SAs of stating, suggesting, claiming concluding, insisting, describing, hypothesizing, predicting, announcing, attributing, affirming, alleging, classifying, denying, disclosing, disputing, identifying, informing, insisting, reporting, ranking, stipulating, and deducing.

2. Directives: They are SAs in which the words are aimed at making the hearers do something. These SAs are attempts by the speaker to make the hearer do something . Examples include ordering, commanding, asking, advising, permitting, requesting, urging, warning, requiring, and inviting.

3. Commissives: By using a commissive, speakers commit themselves to do some future act showing world-to-word fit since the speakers undertake to make the world fit the words. Examples of such acts are promising, pledging, threatening, refusing, volunteering, and vowing.

4. Expressives: These are acts in which the words state what the speakers feel. Thus, the illocutionary point of these acts is to communicate attitudes of their performers about certain facts and events. Examples of such acts are deploring, welcoming, praising, regretting, apologizing, and thanking.

5. Declarations: These SAs, such as acquitting, disqualifying, declaring, and the like, change the world by their very utterance. Thus, their illocutionary point is to create facts and events.

2.9.1.2.1 Searle's Felicity Conditions

In addition to understanding the theory of illocutionary acts, it is similarly required to recognize and understand the notion of felicity condition in order to discover whether an utterance is suitable or not. Felicity conditions are associated with the achievement of speech or success of performative.

There are certain expected or appropriate circumstances, technically known as felicity conditions, for the performance of a speech act to be recognized as intended. These conditions are necessary to the success of a speech act. They take their names from a Latin root - "felix" or "happy" (Mfflin, 2000: 173).

Schiffrin (1994: 51) says that the circumstances allowing an act are varied; they include the existence of an "accepted conventional procedure having a certain conventional effect, the presence of particular person and circumstances, the correct and complete execution of a procedure, and certain thoughts, feelings or intentions". These circumstances are more often called felicity conditions.

Mey (2009:1003) mentions Searle's felicity conditions classification as follows:

(1) Propositional content conditions: they deal with what the speech act is about. They are related to the purpose behind uttering a SA and they describe the actual requirements for performing the SA.

(2) Preparatory conditions: they indicate the real world prerequisites of the speech act and state the real-world prerequisites for the speech act (Huang,2007: 105).

(3) Essential conditions: define the act being performed in the sense that the speaker has the intention that his or her utterance will count as the identifiable act, and that this intention is recognized by the hearer (Hung, 2007:105-6).

(4) Sincerity conditions: they must be satisfied when the speech act is performed sincerely.

2.9.1.2.2 Direct and Indirect Speech Acts

One of the major contributions Searle (1975) has made to speech act theory is the distinction he makes between direct and indirect speech acts. The notion of the indirectness of a speech act is often related to the grammatical form of a sentence. It occurs when the locution is apparently at odds with the illocution of an utterance. When the illocutionary force is in line with the linguistic form, we can expect the following patterns:

declarative = assertion
imperative = order/request
interrogative = question   (O'keeffe etal.,2020:130).

Yule (1996:54-5) states that there is an approach to distinguish types of speech acts on the basis of structure. In English there are three basic sentence types shown in (9) below; there is a clear relationship between the three structural forms (declarative, interrogative, imperative) and the three general communicative functions (statement, question, command/request).

(9) a. You wear a seat belt.   (Declarative)

b. Do you wear a seat belt?   (Interrogative)

c. Wear a seat belt!   (Imperative)

Yule (1996:54-5) also states that a direct speech act occurs when there is a direct relationship between structure and function, while an indirect speech act occurs when there is an indirect relationship between a structure and a function. Thus, to make a statement in a direct speech act a declarative is used , while a declarative used to make a request is considered an indirect speech act as shown in the following examples:

(10) It is cold outside. (Declarative)

(11) I hereby request of you that you close the door (Request)

Different structures are used to make the same main function as in (12) where the speaker wants the addressee not to stand in front of the TV. The main function of all utterances in (12) is a command/ request, but only the imperative structure in (12a) represent a direct speech act. The interrogative structure in (12b) is not being used only as question; hence it is an indirect speech act (Yule: 1996:55).

(12) a. Move out of the way

    b. Do you have to stand in front of the TV?

In conclusion, it could be concluded that indirect speech acts exist in performatives that characterize a dissimilar relationship between structural forms and communicative functions.

2.10 Grice's Cooperative Principle (1975)

Grice's contribution to the 'pragmatic revolution' reaches back into the 1950s to the publication of the article "*Meaning*" in 1957 and is developed in more details in "*Utterer's meaning and intentions*" (1969) (Watts, 2003: 57).

Grice (1957) posits two levels of 'meaning' involved in any verbal utterance, which can be summarised as the conventional denotative (possibly also connotative) meanings represented by the semantics of the language in which the

utterance is made, and the intention(s) of the speaker in making the utterance. The former type of meaning is close to what is often called truth-conditional meaning, or propositional meaning. The latter is closely related to speech act notions such as illocutionary act and illocutionary force since speakers' intentions are an important component in speech act analysis(Watts, 2003: 60).

Grice's most significant contribution to the study of utterance meaning was only made during the series of William James lectures that he delivered at Harvard University in 1969, one of which, "*Logic and conversation*", embedded his original dual level of meaning interpretation into what he called a 'cooperative principle' for conversation which he considered the basic way for successful verbal communication(Hung, 2007: 24).

According to Grice (1975: 45), the co-operative principle reads as follows: "Make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of the talk exchange in which you are engaged". This principle is supported by the following maxims:

1. Maxim of Quality: Be non-spurious (speak the truth, be sincere).
2. Maxims of Quantity: (a) Do not say less than is required.

(b) Do not say more than is required.

3. Maxim of Relevance: Be relevant.
4. Maxim of Manner: Be perspicuous; avoid ambiguity and obscurity.

These maxims define for us the basic set of assumptions underlying every talk exchange (Brown and Levinson, 1987: 94).

The co-operative principle and its component maxims ensure that in an exchange of conversation, the right amount of information is provided and that the

interaction is conducted in a truthful, relevant and perspicuous manner (Hung, 2007: 25).

Any infringement to one or more of these maxims results in an implicature. Bach (1994:126) comments: "In implicature one says and communicates one thing and thereby communicates something else in addition. Within the same perspective, Parker (1962: 21) argues that implicature is a proposition that commonly hides behind the speech produced and is not a direct part of that speech, i.e. what is said is different from what is implied. The conversation bellow clarifies the idea of implicature; A and B are talking about a mutual friend, C, who is now working in a bank. A asks B

(13) A: How C is getting in his job

   B: He likes his colleagues, and he has not been to prison yet.

It is noted that B's reply implies something far away from what A's asks (Grice, 1975: 43).

2.10.1 Observance of the Conversational Maxims

Effective communication only happens if interlocutors give the appropriate contribution in talk exchange. This appropriate contribution is summed up into the Mechanism of communication that is well-known as the cooperative principle. The cooperative principle explains the process of how conversation occurs in the appropriate stage, such as giving information as needed. Cooperative principle is constructed by four sets of maxim which speakers need to obey so that the conversation will run smoothly and the successful communication can occur. The wife observes all the maxims in the following example:

(14) Husband: Where are the car keys?

   Wife: They're on the table in the hall.

The wife has answered clearly (Manner), truthfully (Quality), has given just the right amount of information (Quantity) and has directly addressed her husband's goal in asking the question (Relation). She has said precisely what she meant, no more no less, and has not generated implicature. There is no additional level of meaning (Web source5).

2.10.2 Non-Observance of the Conversational Maxims

There are many circumstances whereby the speaker fails to observe the maxims in order to convey additional meaning. There are many ways in which speakers in a speech conversation do not abide by the maxims; these ways of failing to observe a maxim are: violating a maxim, flouting a maxim, infringing a maxim, suspending a maxim and opting out of a maxim (Thomas, 1995:64).

1. Violation

The speaker intentionally attempts to mislead the hearer, with the assumption that hearers will not realize that the maxim is being violated. A straightforward example is a lie, where the speakers make an utterance while knowing it to be false and assume that the hearers/ readers will not know the difference (Black, 2006:24-25).

Grice (1975: 49) states that the concept of violation can be defined as the unostentatious non-observance of a maxim. Grice means that the speaker violates a maxim when his intention is to mislead the hearer. Grundy (1995:41) notices that by violation, a speaker can hide his real intents or operate the way in which others receive the massage. When a speaker violates a maxim, the listener looks for the implicature since he undertakes the conversational maxims to be in operation.

2. Flouting

The speaker blatantly fails to observe a maxim in which he has no intention of deceiving or misleading. The speaker wishes to raise the hearer's attention to the implicit meaning which is different from, or in addition to, the expressed meaning. According to Grice, this additional meaning is called "Conversational implicature" and the way by which such implicature is generated is called "flouting a maxim"(Grice, 1975:71).

According to Thomas (1995: 65), flouting happens when a "speaker blatantly fails to observe a maxim at the level of what is said, with deliberate intention on generating implicature". Thus, speakers do not give the right information as required by maxims, still, the hearers catch the meaning because of the implicature.

3. Infringing

Thomas (1995:74) says "infringing occurs when the speaker has an imperfect knowledge or performance of language, the speaker here infringes the maxims like a young child or a learner of foreign language who has imperfect command of the language. Furthermore; nervousness, darkness, excitement may make impairment of the speaker's performance, in these cases he does the infringement. Sometimes speaker infringes the maxims because he is incapable to speak clearly, he does not know the culture or he has not enough knowledge of language.

4. Suspending

Thomas (1995: 76) suggests that if there is no expectation on the part of any participant that the maxims will be fulfilled (hence the non-fulfilment does not generate any implicatures), the speakers do not observe the maxims. It may be culturally-specific to a particular event.

5. Opting out

When the speaker opts out from the maxim, he seems unwilling to cooperate in the way the maxim requires (Grice, 1975:71). Moreover, Thomas (1995:74) said that the "example of opting out occurs frequently in public life, when the speaker cannot, perhaps for legal or ethical reason, reply in the way normally expected. The speaker usually wishes to avoid generating false implicature or appearing uncooperative". Also giving the requested information might hurt a third party or put them in danger.

2.11 Politeness Theory

Politeness, as a key theory in pragmatics, focuses on how people mange social relationships in interaction and more specifically, on how utterances can be more or less polite. In the following section a number of definitions about politeness, which are stated by different scholars, are going to be displayed.

2.11.1 Definitions

Lakoff (1975:45) defines politeness as "forms of behavior that have been "developed in societies in order to reduce friction in personal interaction". This view is supported by Brown and Levinson (1987: 65) states that politeness is "a form of behavior that allows communication to take place between potentially aggressive partners." Similarly, Foley (1997: 270) finds that politeness is "a battery of social skills whose goal is to ensure that everyone feels affirmed in a social interaction".

According to Yule (1998: 60), politeness is defined as "a way to show awareness of another person's public self-image". In line with Yule, Cruse (2006: 131) states that politeness is a matter of minimizing the negative effects of what

one says on the feelings of others and maximizing the positive effects. Along the same lines, Watts (2003: 9) subsequently argues that politeness is" a thing that is not born with people. It is something people have to learn and be socialized into, and no generation has been of short teachers and handbooks on etiquette and "correct behaviour" to help people acquire politeness skills.

2.11.2 Brown and Levinson's (1987)Theory of Politeness

The most famous and remarked-upon study of politeness is Brown and Levinson's (1987) study. Brown and Levinson's approach to the study of politeness is based around the concept of face-saving. They view politeness as a phenomenon that can be codified, thereby enabling the linguist to measure politeness quantitatively. Much of what is written about *face* in politeness theory revolves around the work of Goffman (1956, 1959, 1967), who employed his background in sociology in order to formulate what has become one of the key notions in politeness research(O'keeffe,2020: 103).

O'keeffe (2020: 103) points out that drawing upon the work of Durkheim (1915), Goffman developed a concept of face inextricably bound to English idiomatic expressions such as 'to lose face'; that is, to be embarrassed or humiliated, and 'to save face'; that is, to prevent damage to one's reputation or the loss people's respect for the speaker.

Goffman (1967: 5) defines face as 'the positive social value a person effectively claims for himself . In order to maintain this positive self-image, a person invests emotional energy in the face they present to others which requires a degree of effort on their part, a process Goffman refers to as face-work.

For Brown and Levinson, face consists of two related aspects: positive face and negative face. For both of these aspects of face the essential needs are the same: we want people to like us `and this impacts upon our linguistic behaviour. From the point of view of positive face, we want to receive acknowledgement from others that we are liked, accepted as part of a group and that our wants are understood by them. In the case of negative face, we want to be independent and not have our actions imposed upon by others (Okeefe, 2020: 103).

Negative face, with its derivative politeness of non-imposition, is similar to the formal politeness that the notion 'politeness' immediately conjures up. But positive face, and its derivative forms of positive politeness, are less obvious. The reduction of a person's public self-image or personality to a want that one's wants be desirable to at least some others can be justified in this way (Brown & Levinson,1987: 67).

According to Brown and Levinson(1987:62), the components of face given above are restated as follows:

- Negative face: "the want of every 'competent adult member' that his actions be unimpeded by others.""
- Positive face: the want of every member that his wants be desirable to at least some others."

For example, when someone wants to take a pen from someone else, if he applies negative face, he says "*Could you lend me a pen*?" On the other hands, if he wants to show his positive face, he says "*How about letting me to use your pen?"*

Yule (1998: 61) explains that if the speaker says something to lessen the possible threat from another's face, it is called a face saving act. A face saving act which is directed to the person's negative face, that will tend to show deference,

emphasizes the importance of the other's time or concerns, and even includes an apology for the imposition or interruption; is called negative politeness. Whereas, a face saving act which is concerned with the person's positive face, that will tend to show solidarity, emphasizes that both speaker and hearer want the same thing, and they have a common goal; it is called positive politeness (Yule, 1998:62).

Brown and Levinson view politeness as a complex system for softening FTAs. If an FTA has to be performed, then the speaker has five communicative choices : *bald on record* , *positive politeness* , *negative politeness* , *off record* and *don't perform the FTA.* These choices form what they refer to as super strategies as illustrated in the following figure:
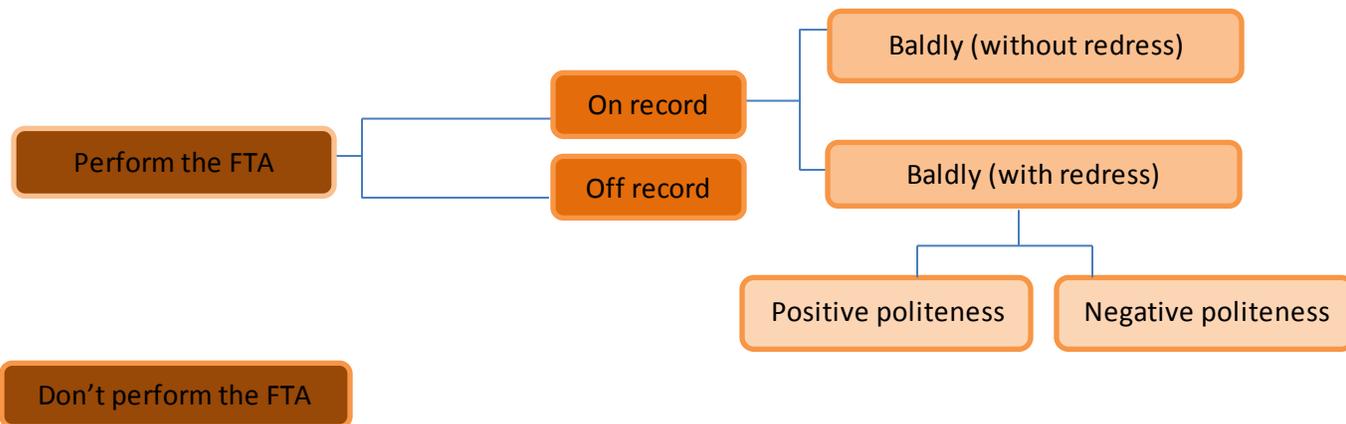
Figure (2) Brown and Levinson's (1987) strategies for performing FTAs

The first decision a speaker has to make is whether or not to perform the FTA; in other words, do you speak or do you hold your tongue? If you choose the latter option, communication can be achieved by gestures like pointing a finger (although there may be situations where this may still constitute an FTA!) or nodding your head. On the other hand, the speaker can decide to say something, in which case the says something off record or on record. Performing an FTA off record involves strategies such as metaphor, irony, rhetorical questions,

understatements or hints. Alternatively, the speaker can go on record, and this requires the speaker to make a strategic choice either to perform the FTA with or without redress (Okeefe et al.,2020:104-5). Redress, Brown and Levinson (1987) maintain, "is action a speaker takes by modifying his utterance in some way in order to take the hearer's face into account". In other words, redress involves the use of "mitigation". Another option available to a speaker is to go on record without down-toning or mitigating his utterance, what Brown and Levinson refer to as a *bald* FTA. The final choice available to a speaker is to choose to redress the FTA using either a *positive* or a *negative politeness* strategy and it is to these strategies that our attention now turns (Okeefe et al., 2020:104-5).

2.11.3 Brown and Levinson's Politeness Strategies

In an attempt to avoid FTAs, the members of almost every society and especially members of the royal family use specific strategies to minimize the threat and to maintain respect with others. There are several rules and principles that regulate how people speak and behave. Brown and Levinson offer a descriptive analysis of strategies used by the speakers to maintain their respective faces in social interaction. These strategies are illustrated briefly as follows.

a) **Bald-on Record Politeness(henceforth BOP)**

Bald-on-record strategy can be treated as speaking in conformity with Grice's Maxims (Grice 1975). These maxims are an intuitive characterization of conversational principles that would constitute guidelines for achieving maximally efficient communication (Brown & Levinson, 1987:94).

Brown and Levinson (1987:95) believe that the basic reason for bald-on-record usage is that: whenever speaker desires to do the FTA with" maximum efficiency"

more than he desires to satisfy hearer's face, even to any degree, he chooses the bald-on-record strategy. There are, however, different kinds of bald-on record usage in different circumstances because speaker can have different motives for his want to do the FTA with maximum efficiency. These fall into two classes: those where the face threat is not minimized, where face is ignored or irrelevant; and those where in doing the FTA baldly on record, speaker minimizes face threats by implication. Direct imperatives stand out as clear examples of bald-on-record usage.

In this strategy, FTA is performed in the most direct, clear, unambiguous, and concise way possible to do so 'baldly' entails phrasing it in direct, honest terms with no attempt to soften the face-threatening trust. The bald on-record does nothing to minimize threats to the hearer's 'face.'

Brown and Levinson (1987:96-9) illustrate the use of this strategy in certain contexts:

1. where speaker speaks *as* maximum efficiency were very important, he provides metaphorical urgency for emphasis.

2. where speaker wants to satisfy hearer's face is small, because the speaker is powerful and does not fear retaliation.

3. a third set of cases is occurs where doing the FTA is primarily in hearer's interest. Then *in doing* the FTA, the speaker conveys that he does care about hearer (and therefore about hearer's positive face), so that no redress is required. Thus, sympathetic advice or warnings may be baldly on record and granting permission for something that the hearer has requested may likewise be baldly on record.

4. In certain circumstances such as welcoming where S insists that H may impose on his negative face; farewells, where S insists that H may transgress on his positive face by taking his leave; offers, where S insists that H may impose on S's negative face.

b) Positive Politeness (henceforth PP)

Positive politeness with its realizations, is a "redress directed to the addressees' positive face, their perennial desire that their wants, actions, and values should be thought of as desirable" (Brown and Levinson, 1987: 106).

This involves three mechanisms on the part of the speakers: (1) claiming common ground with hearers by indicating that both speakers and hearers belong to some set of persons who share specific wants, including values, points of views, empathy, knowledge, and attitudes, (2) claiming that speakers and hearers are co-operators and have the same goals, and (3) fulfilling hearers wants for some x (Brown and Levinson, 1987: 102). The point behind positive politeness is to show that the speaker recognizes that the hearer has a desire to be respected. It also confirms that the relationship is friendly and it expresses group reciprocity.

According to Brown and Levinson (1978: 103-29), there are three main strategies numbered 1,2,3 in the following section and each main strategy comprises certain sub-strategies through which speakers can fulfil the positive face of their addressees.

(1) Claiming common ground
a. Notice, attend to H (his interests, wants, needs, goods)
b. Exaggerate (interest, approval, sympathy with H)
c. Intensify interest to H
d. Use in-group identity markers
e. Seek agreement

f. Avoid disagreement

g. Presuppose/raise/assert common ground

h. Joke

(2) Convey that S and H are cooperators.

i. Assert or presuppose S's knowledge of and concern for H's Wants

j. Offer, promise

k. Be optimistic

l. Include both S and H in the activity

m. Give (or ask for) reasons

n. Assume or assert reciprocity

(3) Fulfilling hearers wants for some x

o. Give gifts to H (goods, sympathy, understanding, cooperation)

b) Negative Politeness(henceforth NP)

Negative politeness is "redressive action addressed to the addressee's negative face" (Brown and Levinson, 1987: 129). It performs the function of "minimizing imposition on the hearer through implying that his want to have his freedom of action unhindered and his attention unimpeded. "It is the heart of respect behaviour." (Brown and Levinson, 1987: 129).

Brown and Levinson (1987: 132-210) illustrate ten possible strategies that can be employed to save the negative face of an addressee:

1. Being indirect
a) Being conventionally indirect
2. Not presuming/assuming
a) Question, hedge:
3. Not coercing H
a) Be pessimistic
b) Minimizing the imposition
c) Giving deference
4. Communicating S's want to not impinge on H
a) Apologizing
b) Impersonalize S and H
c) Stating the FTA as a general rule
d) Nominalize

5. Redressing other wants of H's
a) Go on record as incurring a debt, or as not indebting H

c) Off-record

Brown and Levinson (1987: 211) state that off record is a strategy through which speakers leave themselves an "out" by providing their addressees with a number of defensible interpretations. In other words, speakers resort to this strategy if they want to avoid responsibility for doing an act and leave it to their addressees to decide how to interpret it. This strategy is replete with different sub-strategies that speakers could make use of when they go off-record:

1. Inviting conversational implicatures
a) Giving hints
b) Giving association rules
c) Presupposing
d) Understating
e) Overstating
f) Using tautologies
g) Using contradictions
h) Being ironic
i) Using metaphors
j) Using rhetorical questions
2. Being vague or ambiguous:
a) Being ambiguous
b) Being vague
c) Over-generalizing
d) Displacing H
e) Being incomplete, using ellipsis

2.12 Deixis

The term 'deixis' is derived from the Greek word meaning 'to show' or 'to point out'. Deixis is directly concerned with the relationship between the structure

of a language and the context in which the language is used. It can be defined as the phenomenon whereby features of context of utterance or speech event are encoded by lexical and/or grammatical means in a language. Linguistic expressions that are employed typically as deictic expressions include (1) demonstratives, (2) first and second person pronouns, (3) tense markers, (4) adverbs of time and space, and (5) motion verbs (Huang, 2007:132).

Deixis is a universal linguistic phenomenon, that is, all human languages contain deictic terms because a language without deictics cannot serve the communicative needs of its users as effectively and efficiently as a language which does have them (Huang, 2007:133).

Thus, deixis enables interlocutors to refer to entities in context, thereby allowing them to identify people and things in relation to the space in which they are operating at the moment at which they are speaking (O'keeffe et al., 2020: 72). Moreover, deixis concerns the ways in which languages encode or grammaticalize features of the context of utterance or speech event, it also concerns ways in which the interpretation of utterances depends on the analysis of that context of utterance. Thus, the pronoun *this* does not name or refer to any particular entity on all occasions of use; rather, it is a variable or place-holder for some particular entity given by the context e.g. by a gesture (Levinson, 1983: 54).

Essentially, deixis has three basic categories which are: personal deixis, place or spatial deixis, and time or temporal deixis. The other two categories are social and discourse deixis. These types are discussed in the following sub-sections.

2.12.1 Personal Deixis

Personal deixis is concerned with the identification of the interlocutors or participant-roles in a speech event. It is commonly expressed by (i) the traditional grammatical category of person, as reflected in personal pronouns and if relevant, their associated predicate agreements, and (ii) vocatives, which can be encoded in, for example, kinship terms, titles, and proper names, and in combinations of these(Huang, 2007: 136).

Personal pronouns generally exhibit a three-way distinction of first, second, and third person. The category first-person is the grammaticalization of the speaker's reference to himself, that is, the participant role with speaker inclusion. Second person is the encoding of the speaker's reference to one or more addressees, that is, the participant-role with addressee inclusion . Third person is the grammaticalization of reference to persons or entities which are neither speakers nor addressees in the situation of utterance, that is, the participant-role with speaker and addressee exclusion(Huang, 2007: 136-37).

One of the most interesting personal pronouns in the English language system of reference is the first-person plural pronoun *we* . At a basic level, *we* can be both *inclusive* (*I* the speaker + *you* the addressee(s) in the immediate context) or *exclusive* (*I* the speaker + other(s) not present in the immediate context).

2.12.2 Place Deixis

Sometimes called *spatial* or *locational* deixis, place deixis is primarily concerned with the location of people or objects relative to the deictic centre. As has been demonstrated, the deictic centre frequently has the speaker as centre; therefore these locations are often relative to the speaker's position. Notions of

place deixis are commonly expressed using demonstratives (*this* , *that* , *these* , *those*), deictic adverbs of place (*here* , *there*) or verbs of motion (*come* , *go* , *bring* , *take*). However, locations can also be specified relative to other objects using prepositions of place, such as above , below , left , right , behind or from (Huang 2007: 141) .

In many languages there exists a fundamental distinction between *proximal* (or relatively close to the speaker) and *distal* (non-proximal, sometimes relatively close to the addressee) deictic expressions of place. For example, *here* and *there* are crucially tied to the deictic field of the speaker, and the addressee(s) determines the spatial coordinates of the utterance in order to assign meaning. Furthermore, certain verb pairs such as come/go or bring/take have the sense of space deixis (Brinton, 2000: 111).

2.12.3 Time Deixis

According to Huang (2007: 144), time deixis 'is concerned with the encoding of temporal points and spans relative to the time at which the utterance is produced'. In other words, in order to correctly interpret a time deictic, it needs to be considered in relation to the time at which the communicative act takes place. To do this correctly, it is necessary to distinguish between coding time (CT), the moment of the utterance, and receiving time (RT), the moment of reception. Coding time is usually located around the speaker, whereas receiving time is located around the addressee. Usually, because the majority of conversation is face-to-face in nature, coding time and receiving time are considered to be identical. However, there are situations where coding time and receiving time are different, and this can lead to a situation where the utterance becomes unanchored.

For example, Fillmore(1997: 60) suggests a 'worst case scenario' for an 'unanchored' sentence: finding a message in a bottle which says

(15) *Meet me here at noon tomorrow with a stick about this big* .

Notions of time deixis are expressed using both simple adverbs of time, such as *now* , *then* , *today* , *tomorrow* , *yesterday* , and complex adverbs of time, such as *this month* , *next year* or *last week* . Similar to place deixis, time deixis also distinguishes between a proximal time *now* (time 'around now' including the coding time) and a *distal* time *then* (time 'not now)

Finally, there are complex deictic adverbs of time such as *this month, next Monday, and last year*. These deictic adverbs of time contain two components, a deictic component like this, next, and last, and a non-deictic component like month, Monday, and year. As pointed out by Fillmore (1997: 69–71) and Levinson (1983: 75–6), the interpretation of such adverbs is systematically determined by two distinctions: (i) the distinction between calendrical and non-calendrical modes of reckoning of time, and (ii) the distinction between positional and non-positional calendrical units.

2.12.4 Discourse Deixis

For Huang(2007:172), discourse deixis is concerned with the use of a linguistic expression within some utterance to point to the current, preceding or following utterances in the same spoken or written discourse as shown in the following sentences:

(16) As already mentioned, the three main branches of the legal profession in England are solicitors, barristers, and legal executives.

(17) In the last section, we discussed conversational implicature, in this section, we consider conventional implicature, and in the next section, we shall compare and contrast them.

Discourse deictics are used to 'focus the hearer's attention on aspects of meaning, expressed by a clause, a sentence, a paragraph or an entire idea' (Diessel, 1999: 101).

Levinson (1983:85) states that "discourse, or text, deixis comprises the use of some expressions within an utterance to refer to some portion of the discourse that contains that utterance. A number of additional cues that an utterance uses to indicate how it fits into the surrounding text are also included in discourse deixis. For instance, utterance-initial seems to indicate that the utterance that contains it is not addressed to the immediately preceding discourse, but to one or more steps back. (Such signals are deictic because they have the distinctive relativity of reference, being anchored to the discourse location of the current utterance.)

However, there are a number of differences between discourse deictics and anaphoric or cataphoric reference, anaphora concerns the use of (usually) a pronoun to refer to the same referent as some prior term, as in:(18)

(18)Harry's a sweetheart; he's so considerate

where he and Harry are said to be co- referential. Obviously, anaphora can hold within sentences, across sentences, and across speaking turns in a dialogue. Deictic or other definite referring expressions are frequently employed to introduce a referent, and anaphoric pronouns used to refer to the same entity thereafter. It is vital to keep in mind that deictic and anaphoric usages are not mutually exclusive, as was remarked in connection with example (18) above. Nevertheless, in principle the distinction is obvious: where a pronoun refers to a linguistic expression itself, it

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is discourse-deictic; where a pronoun refers to the same entity as a prior linguistic expression refers to, it is anaphoric(Levinson, 1983: 85-6).

2.12.5 Social Deixis

Social deixis concerns "that aspect of sentences which reflect or establish or are determined by certain realities of the social situation in which the speech act occurs" (Fillmore, 1975: 76).

Social deixis is concerned with the codification of the social status of the speaker, the addressee, or a third person or entity referred to, as well as the social relationships holding between them, The information encoded in social deixis may include social class, kin relationship, age, sex, profession, and ethnic group. Defined thus, social deixis is particularly closely associated with person deixis. In fact, there are scholars(e.g., Marmaridou 2000: 79, 81) who argues that person deixis cannot be studied independently of social deixis(Hung, 2007:163).

Two main types of socially deictic information can be identified: (i) absolute and (ii) relational. Absolute information in social deixis can be illustrated by forms that are reserved for authorized speakers or authorized recipients, restrictions are placed on most titles of addressees such as Your Majesty, Mr President, and Professor (Levinson, 1983: 91).

According to Hung(2007:164), four axes of relational social deixis can be represented between (i) speaker and referent (e.g. referent honorifics), (ii) speaker and addressee (e.g. addressee honorifics), (iii) speaker and bystander (e.g. bystander honorifics), and (iv) speaker and setting (e.g. levels of formality). Referent honorifics are forms that are employed by the speaker to show respect towards the referent; addressee honorifics are forms that are used by the speaker to

show deference towards the addressee. Thus, the main difference between the speaker–referent axis and the speaker–addressee axis, is that while in the former, respect or honour can only be conveyed by referring to the target of the respect, in the latter it can be conveyed without such a direct reference being necessary.

Next, bystander honorifics are forms that are used by the speaker to signify respect to a bystander, including participants in the role of audience and non-participant over hearers. A classic example is the use of so-called 'mother-in-law' and 'brother-in-law'. Finally, the speaker–setting axis has to do with the relation between the speaker (and perhaps other participants) and the speech setting or event (Hung, 2007:164).

2.13. Previous Studies

The concept of civility in the royal family members' speeches, to the best of the researcher's knowledge has not been investigated by other researchers from a pragmatic perspective, but there are two studies investigated the whole content of civility. The first is conducted by Sifianou (2019). She explores the relationship between politeness and civility. Then, she makes a few remarks about online newspaper comments. Her study is trigged by an article in Greek entitled "Greek impoliteness: 10nthings that kill you in this city" the data is the comments it received.

The second study is by Hawraa Jabbar (2021) who analyses dialogic civility in the context of the American providence court through a sociopragmatic model. She finds out that Judge Caprio used different types of dialogic civility during his conversation with the defendants. Within the sociopragmatic approach, she investigates the effect of the social variable on the interlocutors as well as a wide range of pragmatic strategies.

Chapter Three

The Model of Analysis

3.0 Preliminary Remarks

This chapter is dedicated to present the components of the model which are used for analysing the data in the current work. The items of the model will be introduced in the next sections.

3.1 The Components of the Model

The model adopted for the purpose of analysing the data of the present study in accordance with its aims is eclectic. It is based on the idea that civility is a crucial issue in the speeches of the royal family that can be analysed according to levels. This is pertinent to the idea that each speech can be broken down into three pragmatic stages, initiating stage, developing stage, and concluding stage, wherein the type of civility can be actualized in each stage, with different pragmatic strategies. Each of these stages is realized by the following strategies: Searle's (1976b) classification of speech acts, Grice's (1975) conversational maxims, Brown and Levinson's (1987) politeness theory and Hung's (2007) deixis.

3.1.1 Civility

Civility is typically understood as both a certain way of caring for one self and caring for others. Thus, it is the art of speaking, positively, mannerly, courtesly, politely and kindly. For instance, to express her love and consideration to the countries of the commonwealth and their relationship with the United Kingdom, queen Elizabeth makes this idea clear through saying: "We are guardians of a precious flame, and it is our duty not only to keep it burning brightly but to keep it replenished for the decades ahead."

3.1.2 The Structure of the Speech

A speech is an official verbal presentation that is meant to achieve a certain goal. To structure a speech and make it easy for hearers to understand it, it is divided into three sections: introductions which constitute 10%, body 80%, and conclusion 10%. The three sections would be adopted in the analysis of the speeches and each section would be considered a stage and given a suitable name as clarified in the following sub-sections (Web source 6).

3.1.2.1 Initiating Stage

In this stage, the speaker initiates the speech with greeting words and states the topic of the speech. In other words, the speaker says what is going to speak about i.e. the purpose of the speech is mentioned.

3.1.2.2 Developing Stage

In this stage, the speaker makes it clear that the introduction has finished and the body of the speech has started. The main points and ideas are presented in a form of paragraphs which carries the main chunk of the speech (Web source 7).

3.1.2.3 Concluding Stage

In this stage, the speaker summarizes the main points of the speech and emphasizes what he wants the others to remember. In some speeches, the words of farewell are used and in other speeches, thanking expressions are used.

3.1.3 Types of Civility

The current study utilises three types of civility because they are more likely to be found in the data under scrutiny. The researcher has tackled them in detail in Chapter Two. Thus a brief definition to each one is given below:

3.1.3.1. Deep Civility

Deep or genuine civility refers to acting with others in mind, the realisation that fellow human beings deserve love and respect. It is about what really counts as kindness, respect, tolerance and consideration of others' feelings, among other things. (See 2.2.1.1). For instance, prince Charles shows his respect to Muslim customs in Ramadan through saying: "as Muslims across the United Kingdom and the Commonwealth observed the beginning of the holiest of months in the Islamic calendar the month of Ramadan I just wanted to convey my heartfelt best wishes to all".

3.1.3.2 Surface Civility

Surface civility is concerned with politeness and good manners manifestation. It can be found in words which express thanking, expressing pleasure and the like. For instance, to express his feelings, prince Charles starts his speech saying "It is a very great pleasure for me to be here today to help you celebrate the Oxford Centre's twenty-fifth anniversary".

3.1.3.3 Formal Civility

It is limited to formalities of face to face interactions in everyday life. It calls the attention to use formal address forms such as "sir", "your majesty", and "your excellences." Thus, the use of formal and respectful address form in any interaction leads to formal civility. (See **2.2.1.2**) For instance, to address the audience about climate change in a formal meeting, prince Charles uses formal address forms through saying "Your excellencies, ladies and gentlemen, many of your countries I know are already feeling the devastating impact of climate change."

Each one of the above mentioned types of civility is analysed in the three stages of each speech to conclude whether they are used or not and which one is mostly used.

3.1.4 Pragmatic Strategies

Each one of the stages could be realized by means of some or all the following pragmatic strategies.

3.1.4.1 Speech Act Strategies

In performing a civilized speech, a number of moral, social and even political issues are regarded of great importance simply because members of the royal family are supposed to perform highly well organized and civilized speeches because of their inheritance of ancient royal customs and traditions.

As mentioned earlier, Searle(1976b) classified speech acts into five major categories (**See 2.9.1.2**). Four of them which are representatives, directives, commissives, and expressives are used in the analysis of the present study.

This study utilizes Searle's (1976) classification for its comprehensiveness as it includes SAs that are more likely to be found in the data under study. The following sub-sections discuss the various categories of SAs that are expected to be found in the data under analysis.

3.1.4.1.1 Representative Speech Acts (henceforth Rep SAs)

Normally, Rep SAs are those kinds of speech acts that state what the speaker believes to be the truth of the expressed proposition. Thus, carry a truth-value. They express the speaker's belief (Yule, 1996:53). Typically, members of the royal family tend to use some of these acts to support the truth of a particular idea or concept at the time of delivering their speeches. The following Rep SAs are expected to be found in the data under study:

1. Asserting

The Rep SA of asserting is intended to be used by a speaker who is supposed to present a valid point (Moltmann & Textor, 2017: 222). The speaker asserts the truth of a particular state of affairs.

2. Stating

Searl and Vanderveken (1985: 183) state that the Rep SA of stating is similar to the act of asserting but it does not require a particular stance to be taken by the speaker regarding a state of affairs. Stating has to do with taking an official position on something that is stated clearly and adequately.

3. Reporting

The SA of reporting implies reporting events or actions that occurred prior to the moment of reporting (Searle & Vanderveken, 1985: 187).

4. Predicting

According to Searle (1985: 6), prediction is a representative (i.e., it signals commitment to truth and has word-to-world direction of fit) with future subject matter. It differs from the speech act of reporting in that the former must be about future whereas the latter can be about the past or present.

5. Informing

To inform is to assert to hearer with the additional preparatory condition that the hearer does not already know what he is being informed of (Searle & Vanderveken, 1985:185).

3.1.4.1.2 Directive Speech Act (henceforth Dir SAs)

Directive SAs are those kinds of speech act that speakers use to get someone else (hearer) to do something. They express what the speaker wants hearer to do

(Yule, 1996: 54). It is likely performed by speakers who have authority and power. Generally speaking, members of the royal family have this authority and power . Consequently, they use the Dir SAs to influence the hearers through advising or requesting for a particular action.

1. Advising

Speakers use the Dir SA of advising to ask their hearers to commit themselves to do things that speakers believe they are important or necessary to them (Searle, 1969: 67). Advising is used when Speakers believe that the thing they advise the hearer to do is of benefit to him.

2. Requesting

Searle and Vanderveken (1985: 199)state that a request is a directive illocution that allows for the possibility of refusal or granted by the hearer. Speaker thinks that hearer is able to do the act but is not obvious wither the hearer will do the act or not.

3.1.4.1.3 Commissive Speech Acts (henceforth Com SAs)

Com SAs are those kinds of speech acts that speakers use to commit themselves to some future action; they express what the speaker intends. In using a commissive, the speaker undertakes to make the world fit the words(Yule, 1996: 54).

1. Assuring

According to Searle and Vanderveken (1985: 169), assuring refers to committing oneself to a future course of action in order to convince the hearer (who may doubt) in doing the action.

2. **Promising**

According to Searle and Vandereiken (1985: 193), a promise is always made to hearer to something for his benefit. It is a declaration that speaker will do a particular act to hearer.

3.1.4.1.4 Expressive Speech Acts

Exp SAs are those kinds of speech acts that state what the speaker feels. They express psychological state and can be statements of pleasure, pain, like, dislike, joy, or sorrow (Yule, 1996: 53). Some expected Exp SA are explained in the next sections.

1. Thanking

Searle and Vanderveken (1985:212) notify that SA of thanking is used to express gratitude for good actions, or to express a positive feeling towards the addressee. It is used to establish greatfullness and appreciation.

2. Congratulating

According to Searle and Vanderveken (1985:212), congratulating is used to express pleasure when something is good or beneficial for the hearer.

3. Deploring

Deploring means showing a strong expression of sorrow; it is used when someone feels outraged and thereby deplore it (Searle and Vanderveken 1985: 214).

4. Boasting

Boasting is an expression of pride with the presupposition that the thing one boasts about is good for the speaker. Boasting is used either when something good happens to one or one did something good. Boasting can be either representative or expressive. It shows the speaker's stratification or pride of achieving or

overcoming a general issue and indicates the satisfaction of ones' own achievement (Searle & Vanderveken, 1985: 215).

5. Praising

Praising is used to express approbation of a particular state of affairs or its relation to someone or something (Searle & Vanderveken, 1985: 215). In this regard, speakers use the SA of praising to express their approval by committing themselves to presuppose that the things being praised are good. Members of the royal family might employ the SA of praising in their speeches to express their admiration or approbation of a particular state of affairs they think it is good.

6. Welcoming

According to Searle and Vanderveken (1985:216), welcoming is an expression of pleasure or good feeling about the presence or arrival of someone. Thus, to welcome someone is to receive him with hospitality.

7. Greeting

According to Searle and Vanderveken (1985:215), greeting is a courteous indication of recognition. It indicates that the speaker has just encountered the hearer.

8. Wishing

The speaker's expectations and hopes represent the reality of his or her desires (Searle, 1976b:14). A wish is simply a speech act which expresses an attitude

toward somebody's behaviour. It is a hope for something that is difficult to be achieved (Anggraeni et al., 2020, 375).

9. Hoping

To hope is to express a certain future act that is of benefit to hearer; it is used to motivate the hearer to do the good thing.

3.1.4.2 Conversational Maxims

3.1.4.2.1 Observing the Conversational Maxims

In an interaction, speakers are expected to provide an appropriate amount of information, telling the truth, being relevant and trying to be clear. Cooperation in interaction requires the observance of these maxims. These maxims are dealt with previously, (See **2.10**).

First, the maxim of quantity is associated with the right amount of information. A speaker needs to be informative and not more informative than is required. Second, the maxim of quality, requires that the speakers are sincere and that what they say correspond to reality. In this maxim a speaker should contribute true information to a hearer, ensure the correctness of information, and avoid unaccountable information. Third, the maxim of relation requires that the information should be relevant to the topic of conversation, in this maxim; speakers should give relevant utterances to the topic of conversation. Fourth, the maxim of manner requires that speakers should avoid obscurity and ambiguity and be brief and orderly in giving information. In the maxim of manner, the regularity of information is the important thing (Cutting, 2002: 34-35).

3.1.4.2.2 Non-observance of the Maxims

Non-observance of the maxims means the failing to observe a maxim or breaking a maxim,. According to Thomas (2013: 65), failing to observe a maxim is divided into five ways. (**See 2.10.2**). However, this study focuses on flouting the conversational maxims as it is expected to be exploited in the data under scrutiny.

3.1.4.2.2 1 Flouting the Conversational Maxims

According to Thomas (2013: 65), flouting happens if speakers blatantly fail to observe a maxim at the level of what is said**,** with deliberate intention on generating implicature. In flouting, speakers do not give right information as required by maxims, but still, the hearer can reach the meaning because of the implicature. Speakers can flout quantity, quality, relevance, and manner maxims as follows.

1. Flouting the Maxim of Quantity

Flouting the maxim of quantity happens when a speaker gives too little or much information. Thomas (2013: 69) explains that flouting the maxim of quantity is a situation when a speaker blatantly gives more or less information than the situation requires. Grundy (2008: 138) finds that some speakers prefer to flout the quantity maxim through exploiting some figures of speech such as tautology.

2. Flouting the Maxim of Quality

Flouting the maxim of quality happens when an utterance cannot be interpreted in literal. According to Cutting (2002: 37-8), flouting the maxim of quality occurs when speakers say what they do not believe to be true and\ or they have not adequate evidence but it does not likely to mislead hearers because of the context of the utterance. There are several strategies of how flouting the maxim of quality can occur. First is overstatement strategy. According to Leech (1983: 145),

overstatement describes a state of affairs better than the actual condition. It is often used to emphasize something or as a sign of great expression or passion. Such use of language leads to flout quality maxim because what the speaker says does not represent the reality. Second is metaphor strategy. According to Grice (1989: 34), the use of metaphorical expressions leads to flout quality maxim because it gives extra meaning to the hearer. Also when words are used with metaphor sense, domain of reference is carried over onto another on the basis of same perceived similarity. Third is rhetorical question. According to Quirk et al. (1985:825), rhetorical questions are interrogatives in structure, but assertives in nature. They assert the opposite of what they question.

3. Flouting the Maxim of Relation

Flouting the maxim of relation happens when a speaker changes the topic of conversation, but still expects a hearer to realize and know about the alteration. For Cutting (2002: 39), speakers flout the maxim of relation when they present irrelevant comments to their addressees but it is expected that they can conclude the implied meaning by making connection between current topic and the preceding one.

4. Flouting the Maxim of Manner

Cutting (2002: 39) states that flouting the maxim of manner takes place when the speaker's utterances are not brief, does not talk clearly, vague, appearing to obscure and tend towards ambiguity.

3.1.4.3. Politeness Strategies

Members of almost every human society and especially members of the royal family have to behave politely to maintain respect and rapport with others.

In the literature of pragmatics, there are various frameworks regarding PSs. However, the current study adopts Brown and Levinson's (19^7) framework for its coverage to the PSs employed by the members of the royal family. Brown and Levinson (1987) view PSs as a means to soften the potential actions that may damage the public face of those to whom a speech is addressed. They (1978: 61) adopt the concept of face which is defined as "the public self-image that every member wants to claim for himself." Any attempt to violate or damage others' public face results in face-threatening acts. They (1978: 68) point out that speakers can prevent or recover the damages that might be caused by face threating acts by employing one or more of the four PSs: bald on-record politeness, on-record positive politeness, on-record negative politeness and off-record politeness. However, the current study limits itself to investigate the first three strategies only.

1. Bald On-record Politeness

This super-strategy comes in conformity with Grice's maxims to achieve maximally efficient communication since speakers abide by the maxims and their goal is efficiency rather than paying attention to their targets' face wants (Brown and Levinson, 1987: 95).

BOP is used by speakers when they present their views directly without showing any redressive action to reduce the potential face threating act (Brown and Levinson:1978: 69). In this sense, speakers decide to deliver their speeches in a most direct and straightforward manner.

2. On-record Positive Politeness

PP is redress directed to the addressee's positive face, his perennial desire that his wants should be thought of as desirable. Speakers resort to PP when they want

to show their considerations to the desires of their addressees (Brown and Levinson, 1978: 101). Huang (2007:117) stresses that PP minimises the potential face threating act by emphasising a type of solidarity between the speaker and the addressee. According to Brown and Levinson (1978: 103-29), speaker can fulfil the positive face of their addressee(s) through adopting one or more of fifteen strategies, As far as the present study is concerned, the following strategies of PP are dealt with.

Strategy 1: Notice, attend to H (his interest, wants, needs, goals)

In general, this output suggests that speakers should take notice of aspect of hearer's condition (noticeable changes, remarkable possessions, anything which looks as though hearer wants speaker to notice and approve of it).

Strategy 2: Exaggerate (interest, approval, sympathy with H)

This is often done with exaggerated intonation, stress and other aspects of prosodic, as well as with intensifying modifiers. For example: *what a fantastic garden you have!*

Strategy 3: Intensify interest to H

Another way for speakers to communicate to hearer that he shares some of his wants is to intensify the interest of his own (Speaker's) contributions to the conversation, by "making a good story". For example: *I come down the stair and what do you think I see? a huge mess all over the place.* The use of directly quoted speech rather than indirect reported speech is another feature of this strategy, as is the use of tag question or expression that draw as a participant into the conversation, such as "*you know?*", "*see what I mean?*", "*isn't it?*".

Strategy 4: Use in-group identity markers

One way to claim in-group membership between speaker and hearer is through using unnumbered address forms, slang, jargon or ellipsis. Some address forms

that are used to convey in-group membership are generic names and terms of address like dear, mom, or sweetheart.

Strategy 5: Assert or presuppose S's knowledge of and concern for H's wants

One way indicating that speaker and hearer are co-operators and those potentially to put pressure on hearer to cooperate with speaker is to assert of hearer's wants and willingness to fit one's own wants in with them. For example, prince Charles: *I know you all carry a heavy burden on your shoulders and you do not need me to tell you that the eyes and hopes of the world are upon you to act with all dispatch and decisively because time has quite literally run out*.

Strategy 6: Offer, promise

Offers and promises are the natural outcome of choosing this strategy. Even if they are false, they demonstrate Speakers good intentions in satisfying Hearers positive face wants. For example: *I will drop by sometimes next week.*

Strategy 8: Be optimistic

Speaker wants hearer to do something by expressing this want in term that speaker assumes hearer wants it. For example: *wait you haven't brushed your hair!*

Strategy 8: Include both S and H in the activity

By using an inclusive "we" form, when S really means "you" or "me" he can call upon the cooperative assumptions and thereby redress FTAs. Let's in English is an inclusive "we" form. For example: Let's get on with lunch, oaky?

Strategy 9: Give (or ask for) reason

Indirect suggestions which demand rather than give reason are conventionalized positive politeness. For example: *Why don't we go to the beach?*

3. On-record Negative Politeness

NP is a redressive action addressed to the targets' negative face. It performs the function of minimizing imposition on the targets through resorting to indirectness and hedges on illocutionary force(Brown & Levinson, 1987: 129).

Brown and Levinson (1978: 129) state that speakers use NP when they want to show their addressees that their negative face wants are preserved in an attempt to reduce a potential FTA. More particularly, this type of politeness is adopted when a speaker intends to imply to an addressee that "his want to have his freedom of action is unhindered and his attention unimpeded. This super-strategy involves the following strategies which are of concern to the current study:

Strategy 1: Give Difference

Brown and Levinson (1987: 178) state that it can be realized either when speaker humbles himself or when he raises hearer to satisfy hearer's want to be treated as superior. In either case, this strategy usually seems appropriate to contexts where hearer is of higher social status than speaker.

Strategy 2: Apologize

This is another politeness strategy used by members of the royal family where the speaker apologizes for impinging on hearer's face. Apologizing lessens the effect of the FTA that has been caused by the speaker to the addressee.

Strategy 3: Be Pessimistic

This strategy gives redress to hearer's negative face by explicitly expressing doubt that the conditions for the appropriateness of speaker's speech act obtains. It is found in the use of the subjunctive, negation, and negative usage.

3.1.4.4. Deixis

As any pragmatic phenomenon, deixis has several types. (See 2.12). As far as the current study is concerned personal and social deixis are dealt with:

1. Personal deixes

Any expression used to point to a person is referred to as personal deixis, e.g., I, me, he, him, etc. In personal deixis, there is a scale in which the speaker "I" has the central region, less central is the addressee "you"; and the more distant from the central region are the third person pronouns like he, she, they (Radden & Dirven, 2007: 97).

Personal pronouns generally exhibit a three-way distinction of first, second, and third person. The category first-person is the grammaticalization of the speaker's reference to himself, that is, the participant role with speaker inclusion. Second person is the encoding of the speaker's reference to one or more addressees, that is, the participant-role with addressee inclusion. Third person is the grammaticalization of reference to persons or entities which are neither speakers nor addressees in the situation of utterance, that is, the participant-role with speaker and addressee exclusion

2. Social Deixis

Social deixis is concerned with the codification of the social status of the speaker, the addressee, or a third person or entity referred to, as well as the social relationships holding between them. The information encoded in social deixis may include social class, kin relationship, age, sex, profession, and ethnic group(Huang, 2007:163).

Two main types of socially deictic information can be identified: (i) absolute and (ii) relational. Absolute information in social deixis can be illustrated by forms that are reserved for authorized speakers or authorized recipients, restrictions are

placed on most titles of addressees such as Your Majesty, Mr President, and Professor (Levinson, 1983: 91).

3.2 Contextual Factors Governing the Data of the Study

On account of the fact that context is a principle of pragmatic meaning which is important for analysing any type of discourse, it is essential to refer to the contextual factors which govern the data of the present study. To this end, Hymes' (1974) model of context of situation is adopted for the purpose of describing the data. It relies on the following factors which are discussed in relation to the data of the current work:

a. Setting: According to Hymes (1974: 55–56), setting refers to the time, location, occasion, and physical circumstances.

b. Participants: Hymes (1974: 45–55) distinguishes participants according to the complexity of their contact into speaker, addressor, hearer, addressee, and audience.

c. End: End is the goal or the purpose of what is said.

d. Act sequence: Act sequence refers to the form and content of what is said. In other words, it refers to how something is said. It can also refer to the structure of what is said (Hymes, 1974: 57).

e. Key: According to Hymes (1974:57), key is the indicator that determines the tone, manner, and spirit with which a speech act is performed, the meaning of "key" implies a particular intention behind what a speaker wants to say. It is the cue that establishes the "tone, manner, or spirit" of what is issued in the text.

f. Instrumentalities: This factor refers to the channel through which what is said flows wherein the channel could be speech, writing, or other mediums

g. Genre: Hymes (1974: 61) utilises the term "genre" to refer to categories that denote the type of discourse employed to accomplish a particular speech event.

3.3 The Model of analysis

As mentioned earlier in section (3.1) the model of the present study is an eclectic model and it consists of levels. At the first level the speech is divided into three stages namely initiating stage, developing stage, and concluding stage. Then, each stage is composed of two layers; the first layer is specified to show the type of civility that is used in each utterance. The second layer is specified to show the pragmatic strategies that are used to appeal to civility. The types of civility that are used in the analysis of each stage are deep, surface and formal. The pragmatic strategies that are used in the analysis are (1) Speech acts including Rep SAs which comprise asserting, stating, reporting, informing, and predicting. The Com SAs which comprise assuring and promising. Dir SAs which comprises advising and requesting. Finally, Exp SAs which comprise thanking, deploring, boasting, praising, welcoming, greeting, hoping, and good wishing. (2) Conversational maxims with reference to observing and flouting the four maxims. (3) Politeness strategies including bold on record, Positive Politeness strategies which comprises Noticing heare's wants, exaggerating interest with the hearer, intensify interest to hearer, use in-group identity markers, presuppose S's knowledge for H's, offer, promise, include both speaker and hearer, give or ask for reasons, and be optimistic. Negative politeness which comprises giving deference, apologies, and be pessimistic. Finally, a reference is made to two types of deixes that are personal and social. The aforementioned components of the eclectic model can be diagrammed as follows:
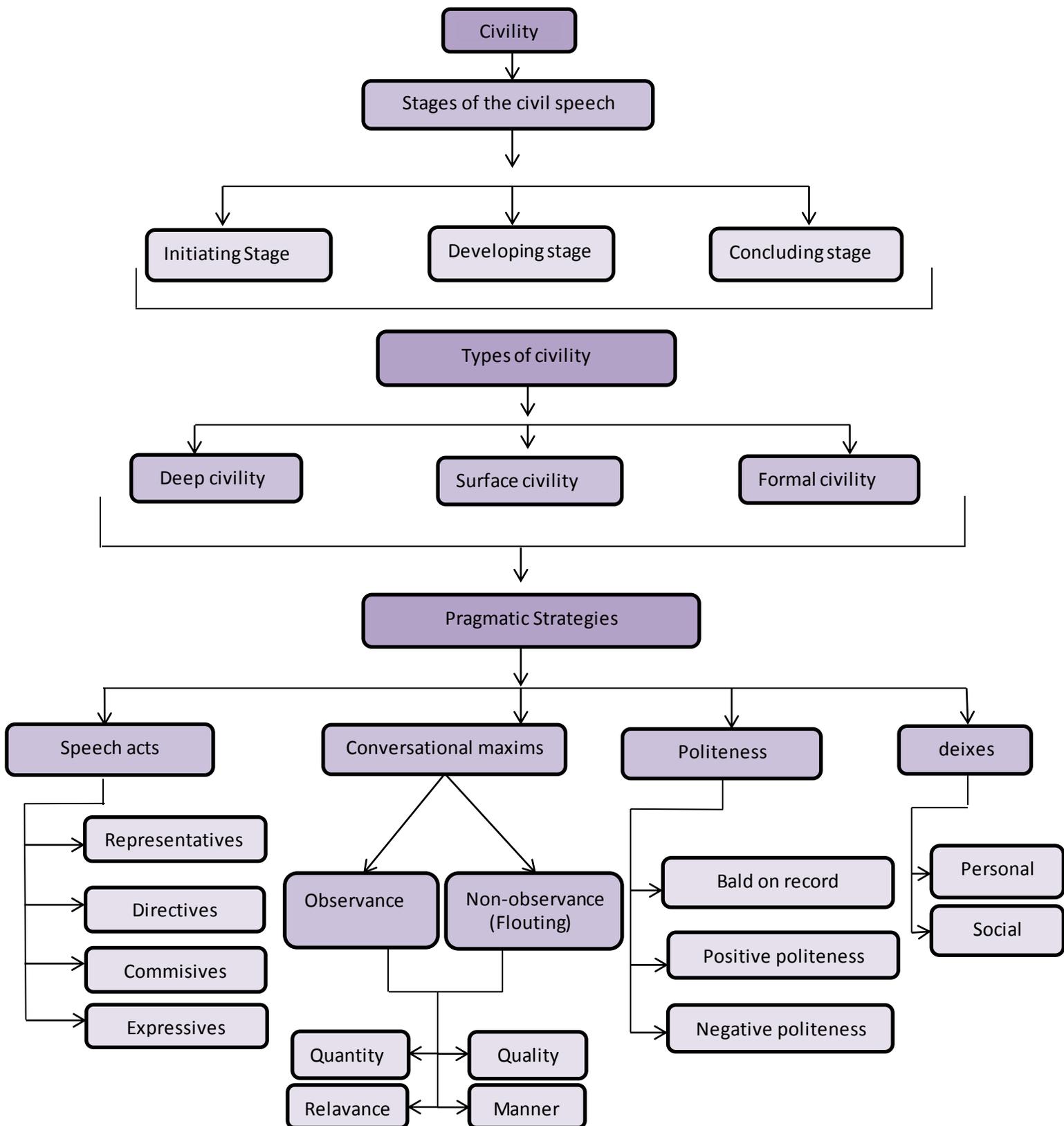
Figure 3: The Pragmatic Model of Analysis

3.4 Testing the Workability of the Model

The workability of the model can be tasted by applying it to the following example:

Prince Charles' Speech about Islam and the Environment

I. Initiating Stage

(a) Vice Chancellor, your highnesses, ladies and gentlemen.(b) it is very great pleasure for me to be here today to help you celebrate the Oxford center's 25th anniversary.(c)however, I can't tell you how encouraged I am that in addition to the prince of Wales fellowship, the number of friend ships you offer continues to grow, and also that this summer you will welcome the fifth group of young people on your young Muslim leadership program which is run into association with my charities. (d) This is a vital contribution to the process of boosting the self-esteem of young Muslims – about whom I care deeply.

As far as civility types are concerned; in this initiating stage, prince Charles used two types of civility. His good manners and formal way of addressing the attendants by using formal address forms makes it clear that formal civility is made use of in (a). expressing his pleasure to attend the meeting gives rise to surface civility in (b). A moral point of view gives rise to deep civility through showing consideration to young Muslims. Expressing deep feelings about a specific group, who are considered a minority and showing deep care towards them reflect the essence of civility.

In reference to SA strategies, prince Charles exploits various speech acts which are inherently respectful and polite to realize civility in his speech. Starting with (a) prince Charles starts his speech with the Exp speech act of greeting, through using formal address forms (honorifics) to show his respect to the attendants of the meeting. In (b) he resorts to another Exp SA that is of admitting gratitude and pleasure to celebrate the Oxford centre's 25th anniversary. In (c) he combines two SAs, starting with the Exp SA of compliment in the sense that his fellowship is growing, then in the same utterance, he shifts to use the Rep SA of informing in

order to inform the attendants about the young Muslim leadership program which is under his charity. In (d) he uses the Rep SA of stating, he states that young Muslim leadership program is a crucial contribution to the process of increasing the self-esteem of young Muslims, about whom he is very concerned.

As for the maxims, prince Charles abides by the maxims. He carefully observes the maxims of quantity, quality, manner, and relation in (a)(b) and (c). As far as the maxim of quantity is concerned, Prince Charles presents the required amount of information; he tries to be as informative as he can, and gives as much information as is needed, no more no less than is required. As regards the maxim of quality, he tries to be truthful in expressing his happiness for attending the conference and how encouraged is he for having new friendship. In (d) he flouts the maxim of quantity as he overstates the "contribution" that he made by using the expression "vital" .

Moreover, in (a) (b) (c) and (d) Prince Charles observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, Prince Charles tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity.

In reference to politeness strategies, in (b) prince Charles uses PPs of noticing the needs of the hearers precisely when he says *"to help you celebrate…"* . In (c) he combines two PPs that is of exaggerating interest in the hearer, he is very excited to the extent that no words can express his feelings for the expanding of friendship. Then he resorts to another PPs, that is of offering, he offers the attendants to welcome *"the fifth group of young people on your young Muslim leadership program which is run into association with my charities"*. In (d) he uses

PPs of exaggerating the interest about Muslims in order to express his good intent and love towards this group of people. This is done by using intensifying modifiers "*a vital*".

In reference to diexis, prince Charles uses social diexis in (a) at the very beginning of his speech to show respect and deference towards the attendants and to inform them that his speech begins. In (c) he uses personal deixis through using the first person pronoun "I" to express his pleasure for the increasing of his friendships.

II. Developing Stage

(e)It has been a great concern of mine to affirm and encourage those groups and faith communities that are in the minority in this country. (f)Indeed, over the last twenty-five years, I have tried to find as many ways as possible to help integrate them into British society and to build good relationships between our faith communities. (g)I happen to believe this is best achieved by emphasizing unity through diversity.(h) Only in this way can we ensure fairness and build mutual respect in our country.

In terms of civility, it is quite obvious that prince Charles' utterances stands for deep civility as he takes in to consideration how others feeling(both the attendant of the conference and Muslims themselves) will be affected by these utterance in comparison with some leaders, who treated Muslims rudely and aggressively which in fact stands for incivility. Thus, prince Charles uses deep civility as he shows a lot of care, love and consideration to Muslims in all utterances.

As for SAs, prince Charles resorts to Rep SA of stating (e), he states that taking care of young Muslims is a very important contribution in "*the process of boosting the self- esteem*" and he states that it is his great concern to affirm and encourage these minority groups. In (f) he resorts to the Rep SA of reporting, he asserts something in the past which is finding as many ways as possible to help integrate Muslims into British society. In (g) and (h), he resorts to the Rep SA of asserting, he asserts the truth of a particular state that is doing his best to integrate

Muslims with the Britons and this is best done by highlighting the idea of *unity through diversity* and this is done through *fairness* and *mutual respect.*

In reference to the maxims, prince Charles seems to observe the maxims by being informative, truthful, relevant, and clear in most of his utterances. However, he flouts the maxim of quantity in (e) through overstating by using the word "great" to describe his concerns about Muslims.

With regard to PSs, prince Charles uses the PPs of exaggerating sympathy with the hearer in (e). In (f) he resorts to intensifying interest to hearer in (f). In (g) and (h) he resorts to another PPs that is of noticing, he notices that diversity is a way of unity and it is the only way to build mutual respect in the country.

As for deixis, prince Charles uses personal deixis in all the utterances of this stage. He used the first person pronoun and inclusive we.

III. Concluding Stage

(i)All of the mounting evidence is telling us that we are, indeed, on the wrong road, so you might think it would be wise to draw on the timeless guidance that comes from our intuitive sense of the origin of all things to which we are rooted,. (j)They are our greatest teachers because they are expressions of Divine Unity. (k)Which is why there is a profound truth in that seemingly simple, old saying of the nomads – that "the best of all Mosques is Nature herself."

As for civility type, prince Charles uses deep civility as he mindfully talks about nature which is a very important subject in our life describing it as "*the best of all Mosques is Nature herself."*

As for SAs, prince Charles ends his speech using the Rep SA of asserting in (i) (j), and (k), as he asserts the role of nature in the life in general.

As for the maxims ,prince Charles observes all the maxims in this concluding stage as he is informative, truthful, relevant and clear.

Regarding PSs, prince Charles resorts to the PPs of noticing that "*we are on the wrong road",* "Nature's rhythms, her cycles and her processes, are our guides to this uncreated,

originating voice" and " in(i). In (j) and (k) he resorts to another PPs that is of giving reason.

As for deixis, in this stage , prince Charles uses personal deixis only and this because he speakes in general about nature. He resorts to inclusive *"we"* in and second person pronoun "you" (i) utterance.

The speech above reveals the workability of the eclectic model adopted by the current study and validates its applicability as an instrument for analysing the data of the work.

Chapter Four
Data Collection, Description, Analysis and Discussion of the Results

4.0 Preliminary Remarks

This chapter is devoted to the practical part of the present study. It deals with the collection, description, and analysis of the data. Besides, it introduces two types of analysis: pragmatic and statistical analysis. The findings are discussed in relation to the aims and hypotheses of the current study.

4.1 Data Collection

The data of the study selected to be analysed in the present chapter represents 12 speeches which are supposed to be civilized to investigate the structure of civility from a pragmatic perspective. The twelve selected civilized speeches are delivered by the members of the British royal family from 2015 to 2022 and are about social issues at the rate of four speeches for each royal character (Queen Elizabeth, Prince Charles, and Prince Harry). It is worth mentioning that the data is randomly collected.

The chosen data are evenly distributed as follows:.

Four speeches are delivered by queen Elizabeth, prince Charles and prince Harry. All the speeches are taken from the site of the royal family speeches except Exit Speech by Prince Harry which is taken from another site.

The selected civilized speeches are arranged chronologically in the analysis conducted (See Table 1).Their length ranges from one to three and a half pages and this gives them the chance to employ different strategies to achieve their pre-

planned goals. This, in turn, enriches the representativeness of the data. The details of the selected speeches are shown in the table below:

Table (1): The Details of the Data

The speaker	Title of the Speech	The Year
Queen Elizabeth	Queen Elizabeth's Speech at the Women's Institute Centenary	2015
	Queen Elizabeth's Speech at the Patron's Lunch on the Mall	2016
	Queen Elizabeth's Coronavirus Speech	2021
	Queen Elizabeth's Speech at her Accession Day	2022
Prince Charles	Prince Charles' Speech at the State Welcome Ceremony in the Gambia	2018
	Prince Charles' Speech at the State Dinner in the Gambia	2018
	Prince Charles' Speech in Lagos (Royal Visit to Nigeria)	2018
	Prince Charles' Speech at the Platinum Party at the Palace Concert	2022
Prince Harry	Prince Harry's Speech at the Visit to the Princess Diana Orthopaedic Centre	2019
	Prince Harry's WE Day Speech	2019
	Prince Harry's Speech at the Youth Employment Services	2019
	Prince Harry's Exit Speech	2020

4.2 Data Description

There are certain features that govern the data under study; they are clarified in the following paragraph.

The standards by which the speeches under study are judged or decided to be civilized are shown in section (2.3). Not only the texts of speeches but also the occasions for which the speeches are orally delivered are considered civilized occasions; this is enforced by a simple summary for each speech written below the title of the speech in the section dedicated for analysis. The selected speeches are all delivered in social occasions and the theme of each speech depends on the occasion itself. The language utilized is the standard British English which is not

hard to apprehend. The length of the selected speeches varies from half page to three pages.

4.3 Method of Analysis

Mixed-method research (i.e., qualitative and quantitative analysis) is adopted to analyse the selected speeches. Qualitative research is "situationally constrained," meaning that the social environment is crucial since it dictates the significance of social behaviours (Neuman, 2014: 17). Quantitative research is defined as the use of statistical procedures that are "based on numerical measurements of particular aspects of phenomena... and are easily replicable by other researchers" (King et al., 1994: 3-4). This combination leads both methodologies to complement and bolster one another, resulting in "deeper and more exhaustive" study (Creswell, 2009: 203; Neuman, 2014: 167).

The qualitative part of the current study involves the analysis of twelve speeches, specifically four speeches for each selected member of the royal family using the eclectic model. The quantitative part involves the numerical results of each strategy used to manifest civility by the speakers. The numerical results support and provide precise information on the most frequently used strategies to produce civil speeches and this support the qualitative analysis and helps validate or refute some of the hypotheses set previously.

4. 4. Qualitative Data Analysis

4.4.1 The Pragmatic Analysis

The analysis of the current study starts with mentioning the contextual factors that govern each speech. Then, it identifies the structure of the selected speeches. Finally each stage of the speech is analysed in two layers. First,

identifying the type of civility used in each utterance of the three stages of each speech. Second, analysing the pragmatic strategies that are used in each utterance of the three stages of the speech. The manifested pragmatic strategies are Searle's SAs (1976), Brawn and Livenson's PSs (1987), the observance and non-observance of the conversational maxims by Grice (1975) and deixes as stated by Hung (2007) . For clarity, the alphabetic letters (a-z) are employed to mark every single utterance within each speech.

4.4.1.1 The Analysis of Queen Elizabeth's Speeches
- **Resume**

Elizabeth II (Elizabeth Alexandra Mary; born 21 April 1926) is Queen of the United Kingdom and 14 other Commonwealth realms. Elizabeth was born in Mayfair, London, as the first child of the Duke and Duchess of York (later King George VI and Queen Elizabeth). She was educated privately at home and began to undertake public duties during the Second World War, serving in the Auxiliary Territorial Service. In November 1947, she married Philip Mountbatten, a former prince of Greece and Denmark.

When her father died in February 1952, Elizabeth, then 25 years old, became queen regnant of seven independent Commonwealth countries: the United Kingdom, Canada, Australia, New Zealand, South Africa, Pakistan, and Ceylon, as well as Head of the Commonwealth. Significant events have included the Queen's coronation in 1953 and the celebrations of her Silver, Golden, Diamond and Platinum jubilees in 1977, 2002, 2012, and 2022 respectively. Elizabeth is the longest-lived and longest-reigning British monarch, the longest-serving female head of state, the oldest living and longest-reigning current monarch, and the oldest and longest-serving incumbent head of state (Web source8). The following civilized speeches are in various social occasions.

1. Queen Elizabeth's Speech at the Women's Institute Centenary

Five-thousand members of the Women's Institute have gathered to mark 100 years of their foundation. The queen has opened the centenary annual meeting of the Women's Institute (WI) at the Royal Albert Hall in London praising the WI for continuing to grow and evolve with its members.

Table (2) Identification of Queen Elizabeth Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2015 / place: at the Royal Albert Hall in London
Participants	Speaker: queen Elizabeth / hearers: women who attend the meeting
End	The queen celebrates the 100th year of the WI's in Britain and Praising the WI for growing and evolve with its members
Act sequence	Sequence of utterances
Key	Formal
Instrumentalities	Spoken and transcribed by the researcher
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)I am delighted to join you here today for the national Annual General Meeting in this, the 100th year of the Women's Institute in Britain. (b)In the century since the first W.I. groups were formed in North Wales and in Sussex, so much has changed for women in our society.

In terms of civility, surface civility is shown by queen Elizabeth in (a) and (b) as she starts her speech mannerly, being delighted to join the meeting.

In reference to SAs, queen Elizabeth initiates her speech in (a) using the Exp SA of boasting; she admits being thrilled to attend the 100th year celebration of Women's Institute in Britain. In (b), she resorts to the Rep SA of reporting; she reports that many changes have happened to women since 1915 the year that witnessed the opening of WI to 2015.

As for the maxims, the four maxims are observed in (a) as the queen is informative, truthful, relevant and clear. In (b), only quantity maxim is flouted as she overstates the changes that happened to women by using the expression *"so many"*; quality, relevance, and manner maxims are observed.

As for PS, queen Elizabeth resorts to the PPs of intensifying interest to hearers in (a) as she is very interested to join the other women in attending the meeting of the 100th year of establishing the institution. In (b) she uses the PPs of noticing the hearers wants and needs as she says *"so much has changed for women in our society"*.

In regard to deixes, queen Elizabeth uses personal diexes in (a). The first person pronoun "I" is used to express her happiness for joining the meeting.

II. Developing Stage

(c)There has been significant economic and social change since 1915. (d)Women have been granted the vote, British women have climbed Everest for the first time and the country has elected its first female Prime Minister. (e)The Women's Institute has been a constant throughout, gathering women together, encouraging them to acquire new skills and nurturing unique talents. (f)In the modern world, the opportunities for women to give something of value to society are greater than ever, because, through their own efforts, they now play a much greater part in all areas of public life. (g)Over the past 100 years, the W.I. has continued to grow and evolve with its members to stay relevant and forward-thinking. (h)In 2015 it continues to demonstrate that it can make a real difference to the lives of women of all ages and cultural backgrounds, in a spirit of friendship, cooperation and support.

In terms of civility, deep civility is manifested because what the queen saying in utterances from (c) to (h) affects the hearer positively, leaves good impression and supports women as the role of women is increasing and growing in society and this is one of the goals of the woman institute.

In reference to SAs, queen Elizabeth resorts to the Rep SA of reporting in (c), (d) and (e). she reports that from 1915, there has been substantial economic and social transformation; women have been granted the right to vote, British women

have made the first ascent of Everest, and the country has chosen its first female Prime Minister; the Women's Institute has been a constant, bringing women together, encouraging them to learn new skills, and cultivating their individual abilities. In (f),(g), and (h) she resorts to the Rep SA of stating; she states that Women's possibilities to contribute to society in the modern world are greater than ever, since they now play a considerably larger role in all aspects of public life. Then she continues that for the past 100 years, the WI has grown and evolved with its members in order to remain relevant and forward-thinking. Also, she states that in 2015, it (WI) continues to demonstrate that, in a spirit of friendship, cooperation, and support, it can make a meaningful impact in the lives of women of various ages and cultural origins.

As for the maxims, queen Elizabeth observes the four maxims in (c, d, e, g, and h) as she is informative, truthful, relevant and clear. In (f) she overstates two times by saying *the opportunities for women to give something of value to society are "greater than ever"* and they now play *"a much greater part",* thus the maxim of quantity is flouted. The queen overstates to highlight the role of women in society. The three other maxims are observed in the same utterance.

With regard to PSs, in (c), (d), and (e), queen Elizabeth resorts to PPs of noticing the changes that happened to W I since its establishment up till the time of the speech. In (f), she uses another PP strategy which is exaggerating the interest in women whose role is expanding in society. In (g) and (h) she reverts to noticing strategy; she notices the growing of the W I over the 100 years ago and the development of its members. This PPs gives the women energy to continue and keep up the hard work. Also, she notices a meaningful impact and the development in the life of women of all ages and ethnic backgrounds by working together in a spirit of friendship, collaboration, and support.

In reference to deixes, queen Elizabeth did not use any person or social deixes as she speaks only about the achievements of the institution.

III. Concluding Stage

(i)I congratulate you all on this significant occasion and formally declare this Annual General Meeting open.

In regard to civility, the queen resorts to surface civility as she respectfully declares the opening of the meeting.

In reference to SAs, queen Elizabeth combines both the Exp SA of congratulating and the Dec SA of declaring; she congratulates all women for the 100th year of the establishment of the W I. Then, she officially declares the opening of the Annual General Meeting.

As for the maxims, the four maxims are observed as she is informative through producing sufficient amount of information in her utterance, truthful through providing true information and avoiding the presentation any false information, relevant as she is relevant to the topic of the speech and clear as she avoids ambiguity besides being brief and orderly.

In reference to PSs, queen Elizabeth uses on record strategy as she directly announces the opening of the meeting.

In regard to deixis, queen Elizabeth uses person diexis in (i). The first person pronoun "I" is used to congratulate women in the institution for the one hundred years of establishing the institution. The second person pronoun "you" is used to refer to women who attend the celebration.

2. Queen Elizabeth's Speech at the Patron's Lunch on the Mall

On the occasion of the queen's 90th birthday, an iconic event that recognizes the un-relenting support and service of the queen which is given to the community over her 63 year reign. The dedication is shown by the queen to over 600 charities and organisations and to more than 10,000 guests taking part in a classic British street party.

Table (3): Identification of Queen Elizabeth Speech in Terms of their Contextual Factors

Contextual factors	description
Setting	Time: 2016 / place: Britain; parton's mall
Participants	Speaker: queen Elizabeth / hearers: people of Britain
End	The queen celebrates her 90th birthday and gives support to her community
Act sequence	Sequence of utterances
Key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)To everyone here today, and to those holding street parties elsewhere, I would like to say thank you for the wonderful support and encouragement that you continue to give me.

Queen Elizabeth starts her civilized speech with surface civility as she resorts to good manners in thanking people who attend the lunch. By using the expression *"I would like to say thank you"* she adheres to politeness rules.

In reference to speech acts, queen Elizabeth starts her speech with the Exp SA of thanking. She expresses her gratitude for people who keep on giving her wonderful support and encouragement.

As for the maxims, queen Elizabeth observes quantity maxim as she says the right amount of information, no more no less than is required; quality maxim is observed as she expresses her true feelings towards the people who attend the patron's lunch. Relevance and manner maxims are also observed since the queen is relevant and clear in her speech.

With regard to PSs, queen Elizabeth resorts to on record strategy since she directly presents her thanks to people who attend patrons lunch.

In reference to deixes, queen Elizabeth uses the first person pronoun *"I"* to express her thanks and the second person pronoun "you" to refer to the hearers.

II. Developing Stage

(b) I hope these happy celebrations will remind us of the many benefits that can flow when people come together for a common purpose, as families, friends, or neighbours. (c) I pay tribute to the commitment, selfless devotion and generosity-of-spirit shown by the hundreds of charities and voluntary organisations represented here today. (d) You are an example to us all.

In this developing part, queen Elizabeth shows deep civility in her utterances from (b) to (d). She directs her words towards the people who attend the lunch to give them the sense that she is aware of the action they do. Consequently, she considers them as a model and express awareness of the relationship-building, stating that civil relationships help people to develop empathy and kindness for others and lead to the best behaviour of man toward fellow men and this is the benefit of such civil meetings.

In reference to SAs, in (b) queen Elizabeth uses the Exp SA of hoping as she hopes that these joyful occasions serve as a reminder of the numerous benefits that may result when people join together for a shared goal. In (c) and (d), queen Elizabeth uses the Rep SA of stating; she states that she respects the hundreds of charities

and volunteer organizations represented here today for their dedication, selflessness, and generosity of spirit and she considers them as a role model for everyone including herself.

As for the maxims, queen Elizabeth observes relevance and manner maxims in (b), (c) and (d) as she is relevant and clear. Concerning quantity maxim, it is observed in (c)and (d) but it is flouted in (b) as she overstates the celebrations by describing them as "*happy*" and then she overstates the benefits by saying *"many"*. Quality maxim is observed in (b) and (d) but it is flouted in (c) by using the expression *"generosity" of spirit* as a metaphor to describe charities who took part in the celebration.

As for Ps, in (b)queen Elizabeth resorts to the PPs of including both speaker and hearer in the activity throughout using the pronoun *us* to give the impression that she is part of the people who attend the celebration .That is why she is happy by the celebrations and by the many benefits. In (c) and (d) she resorts to another PPs through noticing the H goods; she attracts the attention to how good the people are. By saying *"I pay tribute to the ...You are an example to us all",* she notices their *"commitment, selfless devotion and generosity-of-spirit".*

In reference to deixis, queen Elizabeth uses personal deixis in (d), (c), and (d). she expresses what she hopes using first person pronoun "I" and her appreciation to the hearers by using second person pronoun "you".

III. Concluding Stage

(e)I much appreciate the kindness of all your birthday wishes, and have been delighted and moved by the many cards and messages I have received. (f) How I will feel if people are still singing "Happy Birthday" to me in December, remains to be seen!

In terms of civility, queen Elizabeth ends her speech with surface civility in (e) and (f). The Queen's good manners are obvious in showing consideration to the actions of people and how they positively affect her feelings.

In reference to SAs, queen Elizabeth uses the Exp SA of boasting in (e); she is grateful for all of the birthday greetings, and the numerous cards and notes she has received which pleased and affected her. In (f) she uses the indirect speech act of stating in a form of rhetorical question. She indirectly states that she is happy.

As for the maxims, queen Elizabeth observes quality , relevance and manner maxims in (e) as she is truthful, relevant and clear but quantity maxim is flouted as she overstates her "*much*" appreciation to the kindness of their birthday wishes. In (f) she observes the maxims of quantity, relevance and manner but she flouts quality maxim by using rhetorical question "*How I will feel…*" .

With reference to Ps, queen Elizabeth uses the PPs of noticing the kindness of the hearers' birthday wishes in (e), while in (f), she exaggerates sympathy with people who still sing to her the song of birthday.

In reference to deixis, queen Elizabeth resorts to personal deixis in (e) and (f) she uses the first person pronoun "I" to express he happy feelings.

3. Queen Elizabeth's Coronavirus Speech

It is an ambitious speech designed to reassure and to inspire during the time of coronavirus pandemic. It is a speech to recast the coronavirus crisis as a defining moment for a nation which will forever remember its collective effort to save the lives of its vulnerable.

Table (4): Identification of Queen Elizabeth Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2020 on Christmas Eve/place: Britain; Windsor Castle
Participants	Speaker: queen Elizabeth / hearers: people of Britain and the commonwealth
End	The queen speakes to people of UK about the crisis of coronavirus
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating stage

(a)I am speaking to you at what I know is an increasingly challenging time. (b)A time of disruption in the life of our country, a disruption that has brought grief to some, financial difficulties to many, and enormous changes to the daily lives of us all.

In regard to civility type. In (a) and (b) queen Elizabeth resorts deep civility because she touches the feelings of people of her nation. Actually she is very smart to start her speech in a mindful, and brilliant way to give the sense that she is aware of people's feelings and state.

In reference to SAs, Queen Elizabeth starts her civilized speech with the Rep SA of stating in (a) and (b)to tell people who live in Britain in specific and the common wealth in general about the hard times they passed through the times which brought suffering to almost all people because of the pandemic.

Regarding the maxims , in (a) and (b) queen Elizabeth observes the maxim of quality by saying the truth that the kingdom is passing through difficult time. Also, she observes relevance and manner maxims as she talks about the consequences of

the pandemic and she uses clear and brief expressions. But she flouts quantity maxim in (a) and (b) as she overstates the increased hardness of the current time. Moreover, the repetition of the word *"disruption"* leads to overstate the difficulty of the life at all levels so she gives the impression that she is aware how people are affected by the consequences of the pandemic.

In terms of PSs, the queen resorts to bald on record strategy in (a); she resorts to this strategy because she wants to be clear and direct with her audience. Also, she is in a position which allows her to use this strategy since she is vastly superior in power to hearer. In fact, using this strategy reflects how civilized the queen simply because she wants to be honest with the Hearers to put them in the frame of what they suffer, thereby creating a sense of responsibility. In (b) she uses the PPs of noticing the remarkable changes in the conditions of the people of the united kingdom as she states that people suffer from "*grief, financial difficulties, and enormous changes to the daily lives of us all"*.

As for deixis, queen Elizabeth uses personal deixis in (a), she uses the first person pronoun to "I" to share with people her personal feelings about the current conditions. Moreover, in (b) she uses the object form "us" of the first person pronoun we to give the impression that she is part of what the nation is passing through.

II. Developing Stage

(c)I want to thank everyone on the NHS front line, as well as care workers and those carrying out essential roles, who selflessly continue their day-to-day duties outside the home in support of us all.(d) I am sure the nation will join me in assuring you that what you do is appreciated and every hour of your hard work brings us closer to a return to more normal times. (e) Together we are tackling this disease, and I want to reassure you that if we remain united and resolute, then we will overcome it. (f)I hope in the years to come everyone will be able to take pride in how they responded to this challenge and those who come after us will say that the Britons of this generation were as strong as any.(g)The moments when the United Kingdom has come together to applaud its care and essential workers will be remembered as an expression of our national spirit; and its symbol will be the rainbows drawn by children. (h)Across the Commonwealth and around the world, we have seen heart-warming stories of people coming together to help others,

be it through delivering food parcels and medicines, checking on neighbours, or converting businesses to help the relief effort. (i)While we have faced challenges before, this one is different, This time we join with all nations across the globe in a common endeavor. (j)using the great advances of science and our instinctive compassion to heal, We will succeed - and that success will belong to every one of us.

Surface civility is manifested in (c) utterance throughout giving thanks and appreciation to the health workers. Besides surface civility; deep civility is being manifested in (d), (e), (f), (g), (h), (i) (j) and (l) utterances. Because the queen shows awareness to the effort done by national health service front line, care workers and those carrying essential roles; she appreciates the effort they do every day during the pandemic and she states that they deserve love and respect. Also the positive picture she draws for the future gives rise to deep civility.

In regard to SAs, queen Elizabeth continues her speech utilizing the Exp SA of thanking and the Exp SA of praising in (c). To express gratitude , she thanks national health service frontlines and others for the actions they do in confronting the pandemic and she praises the effort they do which is concerned more with the needs of others than with their own . In (d) she resorts to the Com SA of assuring by initiating this utterance by the expression *I am sure the nation will join me…''*, she is confident that the country will agree with her in telling that what the workers have done is valued, and that every hour of their hard work puts them closer to resuming normalcy. In (e) she uses the Rep SA of stating; she states that *together We're fighting this disease''*, and only in being united and resolute, they could win. In (f) she combines the Exp SA of hoping and the Rep SA of predicting; she hopes that everyone will be proud of himself because of their ability to overcome this challenge successfully. Then, she predicts that the next generation would say *the Britons of this generation were as strong as any''*. In (g) she resorts to the Rep SA of predicting; she predicts the time of celebrating care and essential worker will be an expression of United Kingdome national spirit and the logo of that time will be *rainbow drawn by children''*. In (h) she uses the Rep SA of

reporting; she reports "*the heart-warming stories of people coming together to help others*", throughout bringing food and medications, checking on neighbours, or converting businesses to aid with the relief effort. In (i), she uses the Rep SA of stating , she states that while United Kingdome has encountered obstacles in the past this challenge of covid 19 is unique, This time, United Kingdom join with all nations throughout the world in a common goal which is recovering from the various. In(j) she combines the Rep SAs of stating and predicting; she states that throughout using great advancements in science and inherent compassion, consequently they "will *succeed and that success will belong to all of us*".

As for the maxims, the four maxims are observed in (c), (e), (h) and (i) as the queen is informative, truthful, relevant and clear. In (d) utterance, the queen observed quantity, relevance and manner maxims but she flouts the quality maxim as what she says lacks adequate evidence for coming closer of recovery and getting back to normal life but for the sake of encouraging health workers; she draws a futuristic positive picture for their effort. In (f) utterance quality, relevance and manner maxims are observed for the queen is truthful, relevant and clear while quantity maxim is flouted. The overstatement about the current generation of the united kingdom through saying *"this generation were as strong as any"* leads to violate quantity maxim. In (g) utterance; quantity, relevance and manner maxims are observed, while metaphorically symbolizes the national sprite as the rainbow drawn by children leads to flout quality maxim. This flouting creates a pure and beautiful image for British society. Quality, relevance and manner maxims are observed in (j) utterance while quantity maxim is flouted through repeating the idea of success this insistence on success leads to creating confidence and hope.

In terms of Ps. Queen Elizabeth resorts to PPSs, namely noticing hearer's value in (c). She thanks "*everyone on the national health service front line, as well as*

care workers and those carrying out essential roles", thus she evaluates the effort and sacrifice they do since the starting day of the pandemic. In (d) she resorts to exaggeration strategy, throughout using the intensifying modifier "sure".to give value to national health service frontline and care workers as well as their hard work which eventually makes everyone in United Kingdom closer to normal life. In (e) she combines two positive strategies that are including both S and H in the activity throughout using "together we"; she refers to herself and the H to call upon the mutual cooperation and to show solidarity. Then, she gives reason that is being *"united and resolute"* would make them *"overcome"* the pandemic which is the ultimate goal. The use of more than one PPs reflects how a respectful and a tactful royal character she is. In (f) she resorts to another PPs, that is being optimistic by expressing a want and using the expression *"I hope";* the queen wants people to respond to this challenge so that they will be proud of themselves and the next generation will *say "the Britons of this generation were as strong as an".* In (g) and (h) she goes on record as she presents her views directly. In (i) she positively includes both speaker and hearer throughout using the inclusive we form to create a sense of closeness and cooperation. In (j) she reverts to optimism. By using the great advances of science and their instinctive compassion, they will succeed to overcome this challenge, success after hard times is a positive image .

As for deixis, queen Elizabeth resorts to personal deixis only. In (c), (d), (e) and (f) she uses the first person pronoun "I". In (h) and (i) she resorts to inclusive "we" and its objective form "us"

III. Concluding Stage

(k)We should take comfort that while we may have more still to endure, better days will return.(l) We will be with our friends again; we will be with our families again; we will meet again. (m)But for now, I send my thanks and warmest good wishes to you all.

The positive image she presents in (k) utterance about the coming days gives rise to deep civility. Good manners in ending the speech in (m) utterance gives rise to surface civility.

In reference to SAs, queen Elizabeth combines the Dir SA of advising and the Rep SA of predicting in (k). She advises people and herself to "*take comfort*" then she predicts that good days will return eventually. Through the use of the Rep SA of predicting, she gives an amount of good and positive energy to people around her. Thus, civilized speeches are positive speeches in essence. in (l)she continues resorting to the Rep SA of predicting, she predicts a number of good things in the future, the last one is taken from an old British war song, which is a hint that they will overcome this ordeal just as they overcome the ordeal of war. In (m) she resorts to the Exp SA of thanking and good-wishing, she sends thanks and good wishing to all people.

As for the maxims, queen Elizabeth observes the maxims of quantity, relevance and manner In (k) and (m). in (k) she flouts quality maxim because two contradictory clauses are used in this utterance "*while we may have more still to endure, better days will return*". In (m) quality maxim is also flouted as the queen metaphorically compares the pandemic of covied 19 with the crisis of the second world war; throughout using Vera Lynn's we'll meet again war song; a longing for better times to come. In (l) quality, relevance, and manner maxims are observed as the queen is relevant to the context of the speech and she is clear, orderly and brief but quantity maxim is flouted as the queen repeats the expression "*we will*" three times in the same utterance to deliver to people the strong will of insistence

In regard to Ps, queen Elizabeth resorts to PPs in (k) and (l) by including the speaker and the hearer in the activity throughout using inclusive we form as in "*We

should take comfort that while we may have more still to endure" to create closeness between her and people to soften the tension of the pandemic. In (m) she resorts to on record politeness, she directly sends her thanks and good wishing to everyone.

As for deixes, queen Elizabeth only uses personal deixes in this stage. She uses the inclusive "*we"* in (k) and (l)to refer to herself and her nation as well that they pass through the same situation. In (m) she uses the first person pronoun I to send her thanks to her nation.

4. Queen Elizabeth's Speech at her Accession Day

Queen Elizabeth II addressed the nation on the eve of the 70th anniversary (platinum) of her accession to the throne on Saturday. She reminds the nation of the duty and the commitment to service and renew the pledge she done on her first accession day.

Table (5): Identification of Queen Elizabeth Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2022 / place: Britain; parton's mall
participants	Speaker: queen Elizabeth/ hearers: people of Britain and the Commonwealth
End	The Queen marks her 70 years on the throne by renewing her pledge from 1947 that her life will always be devoted to their service
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)Tomorrow, 6th February, marks the 70th anniversary of my Accession in 1952. (b) It is a day that, even after 70 years, I still remember as much for the death of my father, King George VI, as for the start of my reign. (c)As we mark this anniversary, it gives me pleasure to renew to you the pledge I gave in 1947 that my life will always be devoted to your service.

At the initiating stage of her speech, queen Elizabeth resorts to deep civility in (b) and (c) as she mindfully starts her speech remembering the death of her father as the beginning of her reign, again smartly she reminds herself and her nation about the pledge she made that her life will be devoted to their service to prove and assure the love and consideration she owe to her nation.

In reference to SAs, queen Elizabeth uses the Rep SA of informing in (a) and (b) to inform that the next day will witness the 70th anniversary of her accession day in 1952. Then she informs that in the same day, she witnessed the death of her father King George VI. Thus it is the day of her father's death and the start of her reign as well. In (c) she uses the Exp SA of boasting; she admits and expresses her pleasure to renew the pledge she gave in the past *"my life will always be devoted to your service".*

As for the maxims, in (a), and (b) the queen observes the maxims of quality, relevance and manner as she is truthful, relevant and clear but she flouts the maxim of quantity because of the use of tautologies in (a) and (b): *"Tomorrow, 6th February", "my father, King George V".* The four maxims are observed in (c)as she is informative, truthful, relevant and clear.

In terms of Ps, in (a), (b) and (c) the queen goes on record as she speaks directly about her accession day; she reveals the value and significance of this day as it marks the death of her father and the start of her reign. Also, she reveals her Commitments towards people that she is keeping the pledge she gave in 1947.

As for deixis, queen Elizabeth uses personal deixis in (b) and (c). she uses the first person pronoun to inform that she is still remember her father's death and the inclusive "we" form as she considers herself part of her nation.

II. Developing part

(d)These last seven decades have seen extraordinary progress socially, technologically and culturally that have benefitted us all; and I am confident that the future will offer similar opportunities to us and especially to the younger generations in the United Kingdom and throughout the Commonwealth. (e)This anniversary also affords me a time to reflect on the goodwill shown to me by people of all nationalities, faiths and ages in this country and around the world over these years. (f) I would like to express my thanks to you all for your support. (g)I remain eternally grateful for, and humbled by, the loyalty and affection that you continue to give me. (h)And when, in the fullness of time, my son Charles becomes King, I know you will give him and his wife Camilla the same support that you have given me; and it is my sincere wish that, when that time comes, Camilla will be known as Queen Consort as she continues her own loyal service.

As for civility type, deep civility is being manifested in this developing part in (d), (e), (g), (h) and (i) as the queen has a positive effect on the hearer for drawing a positive picture for the future. In (f) she resorts to surface civility as she thanks all her nation for their support.

In reference to SAs, queen Elizabeth resorts to the Rep SA of reporting in (d); she reports the development in different issues along the period of her reign. Then, she uses the Com SA of assuring throughout saying *"I am confident that the future will offer…",* she wants the hearer to be certain that the future will provide the younger generations in the United Kingdom and across the Commonwealth with comparable chances. In (e) she uses the Rep SA of stating wherein she states that the occasion of her accession day gives her the opportunity to reflect on the kindness shown to her throughout the years by individuals of various countries, beliefs, and ages in United Kingdom and around the world. In (f) the queen uses the Exp SA of thanking; she expresses her gratitude towards the people of united kingdom for their support. In (g) she

resorts to the Com SA of promising; she promises to remain grateful forever for the "*loyalty and affection*" that people continue to give her. In (h) she combines the Rep SA of stating with the Exp SA of wishing; she states and at the same time wishes that when the time is ripe and prince Charles becomes king, she knows that people will give him and his wife Camilla the same support that have been given to her, and she wishes that Camilla will be acknowledged as "*Queen Consort*" in case Camilla continues her own devoted duty.

As for the maxims, queen Elizabeth observes the maxims of quantity, quality, relevance and manner in (e), (f), and (h) since what she says is informative, true, sincere and in correspondence with reality. She is relevant and her utterances are connected. Also, she is clear and no ambiguous expressions are used. In utterances (d) and (g) she observes quality, relevance and manner maxims but she flouts quantity maxim. In (d) she overstates the progress in different issues by saying "*extraordinary*" and in (g) she overstates her gratefulness by being "*eternally*" grateful.

In terms of PSs, queen Elizabeth uses the PPs in(d) by noticing the progress in the "*social, technological and cultural*" sides of life through her reign. These noticeable changes benefit everyone in the United Kingdom. In (e) she resorts to presupposing a common attitude as she presupposes that people of all faith, nationalities, and ages show their good will towards her all over these years. In (f) and (g) she reverts to on record strategy as she directly expresses her gratitude by thanking people for their support and for their loyalty and affection. In (h) she reverts to presupposing and asserting a common attitude that is shared by her and people which is giving prince Charles and Camilla the same support that is given to her.

As for deixis, queen Elizabeth uses personal deixis only. In (d), (f), (g),(h). she uses the first person pronoun "I"

III. Concluding Stage

(i)And so as I look forward to continuing to serve you with all my heart, I hope this Jubilee will bring together families and friends, neighbours and communities, in order to enjoy the celebrations and to reflect on the positive developments in our day-to-day lives that have so happily coincided with my reign.

Deep civility is utilized in (i) by the queen as she shows that fellow human beings deserve love and respect; the queen says that she serves people with her heart since they deserve that love and respect.

In regard to SAs, queen Elizabeth, at the end of her speech, combines the Rep SA of stating with the Exp SA of hoping in (i). She states that she is eager to continue serving people with all her heart and she hopes that this jubilee brings people together so that they could enjoy the celebrations and reflect the great changes in their daily lives that have so delightfully coincided with her reign.

As for the maxims, queen Elizabeth observes the maxims of relevance and manner as what she says is relevant to the topic of the speech and she avoids ambiguous expressions and she is clear and brief. She flouts the maxim of quality when she uses the expression "*serve you with all my heart*". Literally, this expression is not true, it is a hyperbole as she uses this expression to emphasize her loyal service to her country and its people. At the very end of her utterance, she flouts the maxim of quantity as she overstates the positive developments which "*so happily*" coincided with her reign.

In regard to PSs, queen Elizabeth combines the PPs of optimism and noticing H's wants. At the end of her speech, she uses optimistic expressions

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such as "*I look forward to continuing to serve you with all my heart"* to show that she is willing to serve people with all her heart. By using such expression, she minimizes face threat towards the hearer. Then in saying "*I hope this Jubilee will bring together families and friends, neighbours and communitie…"* she notices that hearer wants are to be closer to family, friends and neighbours. Also, she wants the hearer to enjoy the happy celebration which coincide with her reign.

Sa for deixis, she uses personal deixis only as she resorts to the first person pronoun "I" to express her attitude and what she hopes to.

3.4.1.2 The Analysis of Prince Charles Speeches

- Resume

Charles, Prince of Wales (Charles Philip Arthur George; born 14 November 1948; born in Buckingham palace), is the heir apparent to the British throne as the eldest son of Queen Elizabeth II and Prince Philip. He has been heir apparent as well as Duke of Cornwall and Duke of Rothesay since 1952 and is both the oldest and the longest-serving heir apparent in British history. He was educated at Cheam and Gordonstoun schools, both of which his father attended as a child. He later spent a year at the Timbertop campus of Geelong Grammar School in Victoria, Australia. After earning a Bachelor of Arts degree from the University of Cambridge, Charles served in the Royal Air Force and Royal Navy from 1971 to 1976.

As the Prince of Wales, Charles undertakes official duties on behalf of the Queen. He founded The Prince's Trust in 1976, sponsors The Prince's Charities, and is a patron, president, or a member of over 400 other charities and organisations. As a self-described environmentalist, Charles has spoken publicly about issues such as organic farming and climate change, which has earned him awards and recognition from environmental groups (web source 9).

1. Prince Charles' Speech at the State Welcome Ceremony in the Gambia

The Prince of Wales started a royal tour visiting The Gambia to welcome Gambia back into the Commonwealth and to give support to Gambians

Table (6): Identification of Prince Charles Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2018 place: Gambia
Participants	Speaker: prince Charles/ hearer: Gambian President and other characters
End	To welcome Gambia back into the Commonwealth and to give support to Gambians
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating stage

(a)Mr. President, Your Excellencies, Ladies and Gentlemen, As-salaam Alaykum (Peace be upon you). (b) It gives both my wife and myself the greatest possible pleasure to be here in The Gambia, and to have this long-awaited opportunity to visit a country about which we have heard so much. (c)Although we only arrived here yesterday evening, from the warmth and generosity of the welcome we have received it is already clear to us why your country is known so affectionately, the world over, as the Smiling Coast.

Prince Charles starts his speech tactfully, respectfully and formally. Thus, he uses formal civility in (a) as he resorts to the use of formal addresses forms like *Mr. president and your excellencies* this reflects a highly genteel behaviour in such social interaction. Surface civility is used in (b) as prince Charles expresses his pleasure to visit Gambia . in (c) prince Charles resorts to deep civility as he draws a beautiful and positive picture about the country describing it as smiling coast and about its people who presents a great generosity.

In regard to SAs, prince Charles starts his speech in (a) with the Exp SA of greeting; he greets the attendants using the greeting of Islam. This greeting generates a sense of solidarity, respect and peace. It is a very civilized behaviour to

greet Muslims with their greeting words by a non-Muslim character. In (b) prince Charles utilizes the Exp SA of boasting. He expresses his pleasure and his wife's pleasure to be in the Gambia, a visit to a country they heard much about. In (c) prince Charles resorts to the Rep SA of stating to refer to the warm welcoming they received as soon as they arrived Gambia. Then, he uses the Exp SA of praising to show how the Gambia is wonderful country by describing it as "*smiling coast*".

In terms of the Maxims, the four maxims are observed in (a) because the speaker obeys the greeting traditions in a civilized manner. In (b) prince Charles observes the maxims of quality, manner and relevance but he flouts the maxim of quantity as he is more informative than is required; he overstates his pleasure to visit Gambia saying that *"the greatest possible pleasure to be here in The Gambia"*. In (c) all the maxims are observed since prince Charles is informative, truthful, relevant and clear.

As for PS, price Charles uses the NPs of giving deference in (a); he raises the hearers to higher social status than the speaker by using terms such as *Mr. president an Your Excellencies.* He treats the hearers as superior and of higher social status and thus the speaker humbles himself. In (b) Prince Charles resorts to PPs of exaggeration. He exaggerates his pleasure to be in the Gambia and he emphasizes this by saying "*greatest possible pleasure. long awaited apportunity"*. In (c) Prince Charles uses PPs of giving reason . He shows the reason why Gambia is known as the "*smiling coast"* all over the world saying it is because of the "*generosity"* and "*warmth"* of the welcome they received during their first hours of arrival which is in turn a civilized behaviour to describe how great the reception was.

In reference to diexis, In (a) social diexis are utilized by prince Charles throughout using very polite terms of address such as *"Mr. President, Your Excellencies, ladies and gentlemen"* to show respect towards the referent. Personal deixis are also used by prince Charles; he uses the in clusive we form in (b) and (c) to express his pleasure and his wife's pleasure to visit Gambia

II. Developing stage

(d)Our visit is an opportunity to celebrate the bonds of friendship between the United Kingdom and The Gambia, the myriad connections between our people and the many areas in which our two countries co-operate. (e)We are friends and partners and, once again, we are both members of the Commonwealth family of nations – a fact which gives me as much pleasure and pride as I know it does to so many of you. (f)I was delighted to join Her Majesty The Queen in welcoming you, Mr. President, to London in April this year for the Commonwealth Heads of Government Meeting and, in so doing, to welcome all Gambians back into the Commonwealth.(g) Today, the United Kingdom and The Gambia can once again work together to defend our shared Commonwealth values and to promote democracy, human rights, tolerance and the Rule of Law.

In regard to civility, prince Charles uses deep civility in (d), (e), and (g) by showing interest in the Gambians through celebrating the bonds of friendship and being so much pride because Gambia is part of the commonwealth family nations This means that prince Charles owes a lot of love and respect to the Gambians. Deep and formal civility are used in (f). using the honorifics *"her majesty"* gives rise to formal civility while welcoming all the Gambians to London reflect great love and respect to them.

Regarding SAs, the Rep SA of asserting is used in (d) and (e). Prince Charles asserts that this visit is an *"apportunity"* to celebrate the myriad connections between the two countries. Also, he asserts the strong connection between the two countries specially that they are part of the commonwealth and this fact gives pleasure and pride to both countries. In (f) prince Charles uses the Exp SA of welcoming, he joins the queen in welcoming the president of the Gambia to London to show their pleasure and good feeling about the presence of the president

of the Gambia in London which is a sign of hospitality and good intention. In (g) prince Charles uses the Rep SA of stating; he states that the two countries cooperate to promote a number of shared values.

In regard to the maxims, in (d) quantity maxim is observed as well as the quality maxim because prince Charles is informative and truthful. Relevance and manner maxims are also observed due to the fact that prince Charles is relevant and clear in this utterance.

In (e) utterance, the maxims of quality, relevance and manner are observed, only quality maxim is flouted because prince Charles overstates two times, first, in saying "*much pleasure and pride*" and second in saying *"so many of you"*. He is more informative than is required.

In (f) utterance quality, manner and relevance maxims are observed but quantity maxim is flouted because prince Charles uses tautologies at the beginning of this utterance; "*her majesty* and *the queen*" are expressions which refer to the same person (the same thing is said twice in different words). In (g) he observes the four maxims.

As for PS, in (d) prince Charles resorts to PPs of asserting or presupposing common ground between S and H; there are common concerns, and common attitudes that are shared between the two countries which are *"the bonds of friendship between the United Kingdom and The Gambia"*. Then, he stresses the myriad connections between people of the two countries. Furthermore, the use of expressions such as "*our people*" and *"our two countries"* creates a sense of familiarity.

In (e) prince Charles uses the PPs of including both speaker and hearer throughout using the inclusive we at the beginning and at the middle of his utterance. In doing

so, he creates feelings of closeness and warmth, then at the end of the same utterance, he makes use of another PPs throughout exaggerating his feelings towards the relationship between the two countries describing it as a fact that gives him *"much pleasure and pride"*. At the end of this utterance, he uses another strategy of PPs. Throughout saying *"I know it does to so many of you"* , he asserts knowledge and concern of H wants. In (f) another PPs is made use of that is offering. Prince Charles offers the president of Gambia an invitation to attend a meeting in London. In (g) prince Charles uses the PPsof presupposing a common goal that is defending their shared values such as promote democracy and human rights.

In reference to deixis, prince Charles uses personal deixis in (e) through using the inclusive we form to refer to Britons and Gambians as friends. Thus, referring to the strong connection that bond the two countries who are united and share the same values. Also, he uses the first person pronoun *"I"* and its objective form *"me"* to express his happy feelings. Social deixis are made use of in (f) through using the honorific term *"her majesty"* to refer to queen Elizabeth in a respectful way suits her social status and the formal address form *"Mr president"*. Moreover, personal deixis are also used. *"I"* and *"you"*

III. Concluding Stage

(h)Mr. President, and that of your government, as well as among The Gambia's vibrant civil society – that this country, and her people, should realize their potential. (i)Please know that the United Kingdom, and the other members of the Commonwealth, stand with you all as you build your country anew and work to ensure that each of you, your children and your grandchildren, have the bright future that you so richly deserve

As for the type of civility used in this stage; prince Charles makes use of formal civility in (h) since he uses formal address forms to show respect and consideration. In (i) Acting with the crowed in mind by showing how he appreciates the people of Gambia describing them as civil and potential. Moreover

showing consideration towards Gambia and its people through saying "*the United Kingdom stand with you all as you build your country anew and work to ensure that each of you, your children and your grandchildren, have the bright future that you so richly deserve*" gives rise to deep civility.

In regard to SAs, prince Charles combines two types of SAs in (h) starting with the Exp SA of praising, then the Dir SA of advising. He praises the Gambian society as being vibrant and civil. Then he advises them to realize their extraordinary potential. In (i), he uses the Dir SA of requesting wherein he uses the word "*please*", to request Gambian people to know that United Kingdom and other commonwealth members stand with them as they build their country. Then, he shifts to the Rep SA of informing; he informs them that united kingdom "*works to ensure that each of you, your children and your grandchildren, have the bright future that you so richly deserve*".

In reference to the maxims, quality, relevance, and manner maxims are all observed in (h) and (i). Quantity maxim is flouted as he overstates the potentiality of the Gambian people by saying "*extraordinary*" in (h). Also, quantity maxim is flouted in (i) wherein prince Charles overstates the "*bright*" future that the Gambians "*richly*" deserve.

As for PS, it is obvious that prince Charles resorts to NPs of giving deference in (h), by using the formal address form "*Mr president*", he raises the addressee to higher social status than the speaker. In doing so, prince Charles humbles himself and shows respect to hearer. In (i), PPs is used when Prince Charles pays attention to the Gambians' needs in building their country, and making sure that every member of the Gambian society is going to have a bright future.

In reference to deixis, prince Charles resorts to social deixis in (h) as he uses formal address form "*Mr president*" to show respect to the addressee. In (i) person deixis are used. Prince Charles uses second person pronoun *"you"* and its possessive form *your* to refer to the Gambian and their country.

2. Prince Charles' Speech at the State Dinner in the Gambia

Table (7): Identification of Prince Charles Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time:2018 / place: Gambia
Participants	Speaker: prince Charles/ hearer: Gambian President and other characters
End	To welcome Gambia back into the Commonwealth and to give support to Gambians
Act sequence	Sequence of utterances
Key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

a) Your Excellencies, Distinguished Guests, Ladies and Gentlemen, As-salaam Alaykum
b) Thank you, Mr. President, for those incredibly kind words and for gathering us all here for this special dinner. c) The warmth of your hospitality this evening mirrors that of the welcome that my wife and I have been so touched to receive throughout our stay in The Gambia, we could hardly be more grateful to you, your government and the people of The Gambia for all the arrangements that have been made on our behalf.

At the commencement of his speech , prince Charles starts his speech insightfully, respectfully and formally. Thus, he uses formal civility in (a) as he resorts to the use of formal addresses forms like *"Your Excellencies", "Distinguished Guests", "Ladies and Gentlemen". T*his results a highly genteel behaviour in such social

interactions. In (b) he uses surface civility as he presents his thanks to the president of the Gambia for his kind words and for his hospitality. In (c) he resorts to deep civility as he appreciates all the kind actions that have been made on their behalf.

In regard to SAs, prince Charles starts his speech in (a) with the Exp SA of greeting; he greets the audience employing the official greeting of Islam *"As-salaam Alaykum"* which is used to generate a sense of solidarity, respect and peace. It is a very civilized behaviour to greet Muslims with their greeting words by a non-Muslim character. In (b) prince Charles resorts to the Exp SA of thanking. He thanks the president of the Gambia for his noble action presented to prince Charles since his arrival. In (c) prince Charles utilizes the Exp SA of praising as he praised the Gambians for their warmth hospitality and welcoming prince Charles and his wife have received as soon as they arrived the country and his gratefulness as well as their generosity and all the arrangements that have been made on their behalf

In terms of the Maxims, the four maxims are observed in (a) because prince Charles obeys the greeting traditions in a civilized manner. In (b) prince Charles observes the maxims of quality, manner and relevance but he flouts the maxim of quantity as he is more informative than is required. He overstates his pleasure to visit Gambia. In (c) all maxims are observed; prince Charles is informative, truthful, relevant and.

As for PS, in (a) price Charles uses the NPs of giving deference; he raises the hearers by using terms such as "*Your Excellencies, Distinguished Guests, Ladies and Gentlemen",* he treats the hearers as being superior and they are of higher social status than him. Thus, the speaker humbles himself.

In (b) Prince Charles resorts to the PPs of intensifying interest to the hearers. He expresses his pleasure and solidarity to be with them (hearers) in their country and he emphasizes this by saying *"for gathering us all here for this special dinner"*. In (c) It is well noted that prince Charles notices the interest of the Gambian government in him and in his wife through the warmth of the hospitality that he and his wife have been so touched.

In reference to diexis, social diexis are utilized by prince Charles in (a) and (b) throughout using formal titles of address such as *"Your Excellencies" and "Mr. president"* to show respect towards the referent. In (c) personal deixis are used. The pronoun "I" and Inclusive "we" is used by prince Charles to refer to himself and to his wife as they appreciate the arrangement that is made on their behalf.

II. Developing stage

d) I can only say, Ladies and Gentlemen, how sorry I am that it has taken us all these years to come and see you. (e) I remember quite clearly The Queen and The Duke of Edinburgh returning from their own visit to The Gambia in 1961, when I was just thirteen, and telling me how much they had enjoyed their time here, I remember seeing some of the photographs that my Father had somehow managed to take with his miniature Minox camera and thinking how marvellous it would be to visit myself one day. (f)Little did I know that it would take me nearly fifty-seven years to get here! Having enjoyed our visit as we have, all I can say, however, is that it has been well worth the wait! (g)It has given us both particular pleasure to be able to celebrate the strength of the ties between our two countries and the many areas in which we work together closely in our shared interest. (h)We have also been fortunate to meet so many people who are making a profound difference to this partnership, whether British or Gambian or, indeed, one of the countless people who have a home in both countries and are, in so many ways, a living bridge between us. (i)I firmly believe that the Commonwealth offers us the best hope of coming together to address some of these challenges, and I was delighted, therefore, that earlier this year The Gambia, once again, took her place among the Commonwealth family of nations. (j) Precisely because of everything that this country and her people have been through in recent years,The Gambia can play a vital role in defending our Commonwealth values of democracy, tolerance, human rights and the Rule of Law. (k) Knowing just how difficult The Gambia's recent history has been, and how much pain and injustice the Gambian people have endured, I can only express my heartfelt admiration for the courage and determination you have all shown in turning your back on twenty-two years of autocratic rule and embracing a peaceful and democratic transition of power. (l)In so doing, this country has offered an example to the World, and proof of the enduring power of our Commonwealth values.

In regard to civility type, prince Charles combines formal and surface civility in (d) using formal address form gives rise to formal civility while apologizing for not

visiting the country for a long time gives rise to surface civility. prince Charles narrates about his parents visit to Gambia and the beautiful images drawn in his mind, he expresses his feelings of regret for not visiting Gambia earlier and the heartfelt admiration of the Gambian people and society. He also appreciates the feelings of pain and injustice that the Gambian society has suffered in past years. This behaviours reflects genuine love and respect to the Gambians. Thus deep civility is embodied in utterances from (e) to (l).

In reference to SAs, the Exp SA of apologizing is used in (d) as prince Charles asks for forgiveness that he hasn't visited the Gambia ever. In (e) he uses the Rep SA of reporting; he reports about an old visit of his parents to the Gambia and how they enjoyed during their visit and the photographs they took made prince Charles feel exited to visit the Gambia one day. He reports that his dream become true and his feelings are the same. In (f) he uses the Rep SA of stating; he states that he did not expect that dream of visiting the Gambia would take all these years; it takes and it deserves. In (g) he uses the Rep SA of asserting; he asserts the strong connection and the deep-rooted relation between the two nations as they are part of the commonwealth and this fact gives pleasure and pride to both countries. In (h)and (i) he uses the Rep SA of stating; he states that the united kingdom is fortunate to meet people who are making a profound difference to the partnership between the two countries and some people who live in both countries are a bridge between the people of the two nations. Furthermore, he states that he believes that the commonwealth family offers a good hope of coming together to solve some problems. Thus, he is delighted that Gambia once again took its place among the commonwealth family. In (j) prince Charles resorts to the Rep SA of asserting. He asserts that the Gambia can play a vital role in defending the commonwealth values because of everything that this country have been through. In (k) prince

Charles combines two SAs, he starts the utterance with the Rep SA of asserting to assert the difficulty of the recent history of the Gambia. Then, he uses the Exp SA of praising wherein he heartily praise the courage and determination the Gambian have shown along twenty two years of autocratic rule. In (l) prince Charles resorts to the Rep SA of stating, he states that the Gambian has offered an example to the world of the commonwealth values

As for the maxims, In (d) quantity ,relevance and manner maxims are observed because prince Charles is informative, relevant and truthful. Quality maxim is flouted through using the rhetorical question; "*how sorry I am"*…. He uses this technique to show that he is very sad for not visiting the Gambia before. In (e), the maxims of relevance and manner are observed, quantity maxim is flouted because of the repetition of the "*I remember"* more than one time. Also quality maxim is flouted because of the use of the rhetorical question "*how marvellous it would be to visit myself one day"*.

In (f) and (g) utterances quantity, quality, manner , and relevance maxims are observed. In (h) prince Charles observes the maxims of quantity, relevance and manner since prince Charles is informative, relevant and truthful. He flouts the maxim of quality for using the expression "*a living bridge"* metaphorically to refer to people who have homes in both countries. In (i) (j) (k) and (l) the four maxims are observed.

As for PS, In (d) prince Charles combines two NPs. First he uses giving deference strategy to show respect to hearer. Second he uses the NP of apologizing to ask Hs' forgiveness for departing them for a long time. Furthermore, the use of expressions such as "*I can only say, Ladies and Gentlemen, how sorry I am that it has taken us all these years to come and see you"* creates a sense of hedging. In (e) and (f),

prince Charles uses the PPs of intensify interest to Hs through narrating the story of longing to visit the Gambia and how it comes to be a marvellous visit; this also involves switching between present and past times. Also in (e) he resorts to the PPs of exaggerating interest to visit Gambia saying **"how marvellous it would be to visit myself one day"**. In (g) prince Charles uses the PPs of including the S and H in the activity through using the inclusive we form, us and our to express solidarity and unity between the two countries.

In (h) and (i) prince Charles uses PPs of including both S and H throughout using the inclusive form *we* at the beginning and at the middle of his utterance. In doing so, he creates feelings of closeness and warmth "*We have also been fortunate to meet so many people who are making a profound difference to this partnership, whether British or Gambian or, indeed, one of the countless people who have a home in both countries and are, in so many ways, a living bridge between us*".

In (j) prince Charles uses the PPs of noticing the Hs' pain and suffering and also noticing the vital role they can play in defending the commonwealth values and human rights. In (k) prince Charles uses the PPs of presupposing knowledge of the H through stating this utterance by saying "*knowing how difficult the Gambians recent history has been and howmuch pain and injustice...*". In (l) prince Charles resorts to another PPS which is exaggerating sympathy with the Gambian by considering them a model to the world and proof of the enduring power of the commonwealth.

As for deixis, prince Charles utilizes social deixis one time in (a) when he refers to the audience using very polite address form *"ladies and gentlemen"* personal deixis are used differently in (d) (e), (f),(g), (i), (i), and (k) the first person pronoun "I" is used as prince Charles expresses his attitude and certain viewpoints. In (h)

the inclusive we is used to express his and his wife's pleasur to meet such nice people. .

III. Concluding Stage

(m) As I said this morning at McCarthy Square, please know that the United Kingdom, and the other members of the Commonwealth, stand with all of you, as you build your country anew. (n) The Gambia and her people have the most extraordinary potential and I have every confidence that over the years ahead we will see that potential realized in so many ways. (o) Once again, Mr. President, my wife and I would like to offer you, and the people of The Gambia, our heartfelt thanks for the wonderful welcome that has been afforded to us here. (p)It has given us the greatest pleasure and pride to be able to join you in celebrating the ties between the United Kingdom and The Gambia, and between the members of our Commonwealth family, and I can assure you that we will take back with us a host of special memories.

Prince Charles ends his speech by using both formal and surface civility; using formal address form '*Mr president*" gives rise to formal civility while making a request by using the word please and thanking to the people of the Gambia gives rise to surface civility in (m) (o) Showing awareness to the Gambians and trusting their potential gives rise to deep civility in (n) and (p).

In regard to SAs, . Prince Charles combines different types of SAs in (m). First, he uses the Rep SA of asserting. Then, he uses the Dir SA of requesting as he requests the Gambian by saying "*please know*". After that, he resorts to the Rep SA of stating as he states that United Kingdom stands with the Gambian as they build their country. In (n) prince Charles shifts to the Rep SA of stating; he states that the Gambian people have extraordinary potential. In the same utterance, he uses the Rep SA of predicting. The Gambians have extraordinary potential and this potential will be realized in so many ways; *"I have every confidence that over the years ahead we will see that potential realized in so many way"s*. In (o) he uses the Exp SA of thanking . He thanks them from his heart for their wonderful welcome. *In (p)* he employs the Exp SA of boasting; Prince Charles expresses his pleasure and pride as well his wife's to be in the Gambia. Then he uses the Com SA of promising that they will take back with them a host of special memories.

As for the maxims, Quantity quality, relevance, and manner maxims are all observed in (m) and (p). In (n) and (o) quality, relevance, and manner maxims are all observed but quantity maxim is flouted in (n) as he overstates the potentiality of the Gambian people by saying *extraordinary*. Also quantity maxim is flouted in (o) wherein prince Charles exaggerates thanking clearly by saying "*Once again, Mr President, my wife and I would like to offer you, and the people of The Gambia, our heartfelt thanks*".

As for PS, it is obvious that prince Charles resorts to the PPs in (m) as he intensifies interest in the Gambian. In (n) Prince Charles combines two NPs. He exaggerates the Gambians potentials and being optimistic that they will build their country. Thus, every member of the Gambian society is going to have a anew country.

It is well noted that Prince Charles resorts to on record politeness strategy in (o). He directly sends his heartful thanks to the president and the people of The Gambia by saying: "*our heartfelt thanks for the wonderful welcome that has been afforded to us here*". Also using the expression "*Mr president*" calls the NPs of giving deference. In (p) he combines two PPs. He exaggerates his pleasure and pride for celebrating the ties between the United Kingdom and The Gambia. Then, he promises to take with him a host of special memories

As for deixis, prince Charles resorts to personal deixis in (m), (n) (o) and (p) he used the first person pronoun "I" to express himself and the second person pronoun "you" to address the Gambian. Social deixis are used only one time in (o) as he uses the formal address form "Mr. president"

3. Prince Charles' Speech in Lagos (Royal Visit to Nigeria)

The Prince of Wales and the duchess of Cornwall visit Nigeria as part of a 9 day tour to Africa, the visit which is at the request on behalf of the of the British Government. The prince of Wales travelled to Lagos in Nigeria as he continued the royal tour of West Africa.

Table (8): Identification of Prince Charles Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 201 /place: Nigeria
Participants	Speaker: prince Charles/ Participants:
End	To continue his royal tour
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)Your Excellences, Distinguished Guests, Ladies and Gentlemen, I am so glad to be able to join all of you this evening and to be back here in Las Gidi (Lagos) If I may say so, it is particularly special to be here, just a few days before my 70th birthday, in the land of the Owambe (Yoruba word used to characterise Big parties). (b)I find it hard to believe that nearly thirty years have passed since I first came to this city and having finally made it back here.

At the introduction of his speech , the prince of Wales announces his speech insightfully, politely and formally. Thus, he uses formal civility in (a) as he resorts to the use of formal address forms like *"Your Excellences, the Distinguished Guests, Ladies and Gentlemen",* this refers to a highly genteel behaviour in such social interactions.

In regard to SAs, prince Charles starts his speech in (a) by the Exp SA of boasting through saying *"I'm so glad…"* ; he expresses his happiness to visit the

city and considering it a special visit because it coincides with his seventy birthday. In (b) prince Charles uses the Rep SA of asserting; he asserts that he finds it hard to believe that thirty years have passed since he first come to Nigeria and now he is in Nigeria again.

As for the maxims, in (a) the prince of Wales observes the maxims of quality, manner and relevance since he is truthful, relevant and clear. But he flouts the maxim of quantity as he is more informative than is required; he overstates his pleasure and preference to visit Logos again through using the intensifier so in "*so glad*". In (b) the four maxims are observed since prince Charles is informative, truthful, relevant and clear.

Speaking politely, in (a) the prince of Wales uses the NPs of giving deference, he raises the H's by using terms such as "*Your Excellencies, Distinguished Guests, Ladies and Gentlemen*". He treats the hearers as superior and of higher social status and thus the speaker humbles himself. Then , he uses the PPs of intensifying interest to H. He expresses his pleasure and solidarity to be with them (Hs) in their country and he emphasizes this by saying "*I'm so glad to be able to join all of you this evening and to be back here in Lagos*". The PPs of intensifying interest to Hs is also employed in (b) the prince of Wales narrates how the things have improved; thirty years passed since his first visit and now he comes back; the shift in tense reinforce this strategy.

In reference to diexis, in (a) social diexis are utilized by prince Charles throughout using titles of address such as *'Your Excellencies", "the distinguished guests"* to show respect towards the referent. Personal deixis are used in (a) and (b). the first person pronoun "I" is used by prince Charles to express his personal attitude.

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I. Developing Stage

(c)Once again, on this visit, I have been struck by the dynamism and energy of this city, and its vital role as the beating cultural and economic heart, not just of Nigeria, but of the whole region – and, indeed, as one of the major urban and economic centres of the Commonwealth. (d)Today I have seen something of this city's remarkable fashion industry, as embodied by the talented designers whose work has been showcased here this evening, and of Lagos's lively arts scene which the British Council is working to champion, and to link with artists in the United Kingdom. (e) I have also been struck today by the essential role that Lagos plays within the Commonwealth, as the Commonwealth's seventh most populous city, and its most populous outside the Indian subcontinent. (f) The sheer scale of it all is staggering, not least in terms of the trade between us. But, of course, the challenges it presents are immense, whether around climate change, pollution resource depletion, rapid population growth, unplanned urban expansion or youth unemployment. (g) I can only say that this city can, and must , ensure that its voice is heared as we work together, across the commonwealth, to address these issues (h) Ladies and Gentlemen, In all that we do together, our greatest asset, it seems to me, is the vast array of connections between our people. (i)I know, for example, just how many Lagosians are also Londoners, having homes and businesses in both cities, and making such a profound difference to the economies and societies of both our countries. (j)Over the years, I have had the great pleasure of meeting some of those people of Nigerian heritage who also call Britain home. (k) Some I have met through my Prince's Trust, which I started some forty-two years ago to help young people in difficult and disadvantaged situations to turn their lives around and to get into jobs, education and training, or to start their own business – either because they have been supporters or, indeed, beneficiaries.

Deep civility is being manifested in this stage in all utterances through showing awareness and consideration to the improvements which happened in Logas in specific and the vital role that Nigeria plays as part of the commonwealth. At the same time his utterances are directed to show how he is concerned with the remarkable improvements in the Nigerian society; he shows awareness to talented designers and to Lagos's art scene stating that *"the British Council is working to champion, and to link with artists in the United Kingdo".* This reflects how interested the prince is in supporting the Nigerian. Also, prince Charles' speech is not only limited to show consideration to the Nigerians but he is smart enough to

act with them in mind through letting them know that the United Kingdom considers Nigeria an important partner and has supported a lot of Nigerians through the trust the prince created to help people in difficult situations. This noble behaviour besides other acts mentioned in the above extract reinforces deep civility.

In reference to SAs, the prince of Wales resorts to the Exp SA of praising in (c) he praises Logos's vital role as the beaching cultural and economic heart not just of Nigeria but of the whole region and indeed as one of the major urban an economic centres of the commonwealth. The Rep SA of stating is used in (d) (e) and (f) as the price of Wales gives an account of several things he has been impressed of starting with the talented designers whose work attracted his attention and the lively artists in Lagos. Then, he states how he is impressed by the essential role that Lagos plays within the commonwealth. Also, he states that there are certain challenges in Lagos, not only related to trade but expands to compromise a number of issues such as *"climate change, pollution resource depletion, rapid population growth, unplanned urban expansion or youth unemployment".* In (g) the Com SA of promising is employed as the prince of Wales; he promises that the voice of the city is heard and the work will be together across the commonwealth to address the issues mentioned earlier. Prince Charles resorts to the Rep SA of stating in (h) and (i). He states that the greatest asset between the two countries is the vast array of connections and this is clear in some people who belong to the two countries. In (j) and (k) prince Charles uses the Rep SA of reporting; he reports about meeting some people of Nigerian heritage and at the same time call Britain home. In reporting such situation from the past, prince Charles wants to strengthen the bonds of unity between the people of the two nations.

As for the maxims, In (c),(h), (j) the prince of Wales observes the maxims of quality, relevance and manner but he flouts the maxim of quantity as he is more informative than is required. In (c) he exaggerates Logos's vital role as the beaching cultural and economic heart not just of Nigeria but of the whole region and indeed as one of the major urban an economic centres of the commonwealth. In (h) prince Charles overstates the connection that bonds the two countries describing it as the "*greatest asset*". In(j) he overstates the situation of meeting some Nigerian people as the "great pleasure" in order to give the impression that they are so valuable people.

Prince Charles observes the maxims of quantity, quality, relevance and manner in (d) (e) (f) (g) (j) and (k)respectively, as he presents the required amount of information trying to be as informative as he can, and gives as much information as is needed, no more no less than is required. He tries to be truthful through stating actual events and situations. He also observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, prince Charles tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity.

As for PS, prince Charles resorts to the PPs of exaggeration in (c); he is very astonished by the dynamism and energy of this city; he continues saying Nigeria play a vital role as one of the major economic centres of the commonwealth. The shift in tense in the two utterances reinforces the use of this strategy. In (d) prince Charles uses the PPs of noticing the improvements in Logasian community. Also, he uses the PPs of promising, he promises to link the artist of Nigeria with the artist in United Kingdom. In (e) prince Charles uses the PPs of noticing the vital

role which Nigeria plays within the commonwealth "*I have also been struck today by the essential role that Lagos plays within the Commonwealth…*" .

In (f) prince Charles uses another PPs of including both S and H throughout using the inclusive form "*us –we*" at the beginning and at the middle of his utterance. In doing so, he creates feelings of closeness and warmth "*the trade between us … as we work together across the Commonwealth to address these issues*". Another PPs is made use of in this utterance which is noticing the challenges that Nigeria passes through such as *rapid population growth, unplanned urban expansion or youth unemployment*. In (g) he resorts to the PPs of promising, he promises to work together to treat some challenging issues in Nigeria. In (h) prince Charles uses the NPs of giving deference through using the formal address form "*Ladies and Gentlemen*". Then he shifts to use the PPs of including both the speaker and hearer in the interaction through saying "*in all that we do together*" to create solidarity and closeness between him and people of Nigeria. In (i) prince Charles resorts to assert common knowledge of some people who are considered Nigerian and Londoners as well. In (j) prince Charles uses the PPs of exaggerating his pleasure in meeting some people who are Nigerian and Londoners as well. In (k) prince Charles makes use of the PPs of noticing the need of some young people who are in need to help because of their difficult conditions.

In reference to diexis, prince Charles use personal deixis in (c),(d), (e),(g), (i),(j) and (k),as he used the first personal pronoun "I" to express his attitude about the city. In (h) the inclusive we is used to refer to people of both nations. Social deixes.is used in (h) as prince Charles uses very polite address form to point via language to the hearers.

III. Concluding Stage

(l)Your Excellencies, Ladies and Gentlemen, Sadly, my time in Lagos, and indeed in Nigeria and West Africa on this Tour, is fast coming to an end, and soon I must take my leave from you all. (m)I will take with me, however, so many special memories of Nigeria, and of Lagos, and of your essential place within our Commonwealth Family. (n)I need hardly say that I hope, very much, that I might return before too long. (o)In the meantime I shall remember, with such fondness, the warmth of the welcome that I have received here and, in particular, the remarkable vibrancy and energy of this extraordinary city.(p)My friends, you do well! (q) Thank you

In regard to civility type, prince Charles' use of formal address forms gives rise to formal civility in (l) and thanking the Nigerian at the end of his speech embodies surface civility in (q). Between these two utterances, deep civility is manifested in (m), (n), (o), and (p) as he draws a positive image about Nigeria through saying it is "an essential place" and describing the city as extraordinary. Too much love and appreciation is given in these words by prince Charles to people of Nigeria.

In regard to SAs, prince Charles combines different types of SAs in (l), He uses the Exp SA of deploring as he expresses his sadness because his visit to Logos has come to an end and he must leave as soon. Then, he uses the Rep SA of stating. In (m) he uses the Com SA of assuring and of promising as he promises that he will take with him special memories of Nigeria, and of Lagos. In (n) prince Charles uses the Exp SA of hoping, he hopes to return to Nigeria, what gives the impression that his visit is successful and it would be nice to be repeated. In (o) he uses the Exp SA of praising; he expresses his approbation of the welcome he received in this extraordinary city. In (p) and (q) he ends up his speech with the Exp SA of good wishing and thanking.

As for the maxims, prince Charles observes the maxims of quantity, quality, relevance, and manner in (l)(m)(n)(p)(q) utterances. In (o) quality, relevance and manner maxims are observed but quantity maxim is flouted since he overstates his feeling towards the welcome he received in Logos describing it as being *"warmth"* Also, he overstates describing the city of Logos using the expression *"extraordinary"*.

In regard to PS, prince Charles uses the NPs of giving deference in (l); he raises the hearers by using terms such as *"Your Excellencies, Ladies and Gentlemen",* he treats the hearers as superior and of higher social status and thus the speaker humbles himself. Then , in the same utterance and in (m),(n),and (o) utterances, he uses the PPs of intensifying interest to H. He expresses his desire and solidarity to get back again in Nigeria and he emphasizes this by saying *"I hope very much that I might return before too long in the meantime I shall remember with such fondness the warmth of the Welcome that I have received here and in particular the remarkable vibrancy and energy of this extraordinary city".* In (p)he uses the PP strategy of using in group identity marker by saying *"my friends"*. In (q). prince Charles goes on record to thank the Nigerian for everything.

In reference to deixis, social deixis are used in(l) through using formal address forms *"Your Excellencies, Ladies and Gentlemen"* to reflect the employment of formal civility and to indicate that prince Charles is willing to respect the hearer in specific and the formalities of the meeting in general. Personal deixis are used in (m), (n) and (o). the first person pronoun is used by prince Charles to express his personal attitude.

4. Prince Charles' Speech at the Platinum Party at the Palace concert

Prince Charles has shared a personal tribute to the Queen during the Platinum Party of her accession day at Buckingham Palace.

Table (9): Identification of Prince Charles Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2022/ place: Buckingham Palace
Participants	Speaker: prince Charles/ hearer: people of UK
End	To celebrate queen Elizabeth seventy years of rolling the united Kingdom
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating stage

(a)your majesty, mommy, the scale of this evening celebration and the outpouring of warmth and affection. (b) over this whole jubilee weekend is our way of saying thank you. thank you from your family, the country the commonwealth, in fact the whole world.

As for civility type used in this stage, it is clear that prince Charles combines formal and deep civility in (a); using the honorifics "*your majesty*" gives rise to formal civility while the description of the queen give rise to deep civility. In (b) utterances, he uses deep civility since he shows that the queen deserves love and respect.

In reference to SAs, prince Charles initiates his speech in (a) with the Rep SA of stating; he states that his mother is "*the scale of this evening celebration and the outpouring of warmth and affection*". In (b) he combines the Rep SA of stating and the Exp SA of thanking. He states that along the weekend of jubilee this is their way of expressing thanks. Thanks are send to the queen from her family, her country, the commonwealth and the whole world as expressed by prince Charles.

As for the maxims, he carefully observes the maxims of quality, manner, and relation in (a) and (b)). As regards the maxim of quality, he tries to be truthful in expressing an emotional personal tribute to his mother. He observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, he tries to be clear, brief, and orderly. He presents the item in this initiating stage in an orderly manner without any obscurity or ambiguity. He flouts the maxim of quantity in (a) since *"your majesty"* and "*mommy"* are two different words that refer to the same persons such technique of using tautologies leads to flouting the maxim of quantity. The same maxim is observed in (b).

As for PS, prince Charles combines two PS, first he uses the NPs of giving deference through using the honorifics *"your Majesty"*. Then, he shifts to use the PPs of using in group identity marker in (a). By using the address form *"mommy"*, he conveys kindness, love and solidarity between son and mother in spite of age and social status. In (b) he resorts to another PPs that is of presupposing that the crowd agree with him in that they are gathered in this occasion to send thanks to the queen through using the pronoun our in *"our way of saying thank you"*, add to that the applause that comes from the crowd immediately after uttering the statement assures this presupposition.

With reference to deixis, prince Charles initiates his speech with social deixis in (a) by using the honorifics *"your majesty"* to indicate his willingness to show respect to his mother.

II. Developing stage

(c) On behalf of us all, i wanted to pay my own tribute to your lifetime of selfless service in pictures in words and in light. (d) your family now spans four generations, you are our head of state and you are also our mother. (e) Indeed all the countries you serve and leaders across the entire world, how things have changed, we think of all you have done to make the commonwealth such an important force for good.(f) you continue to make history .(g)but i know what really gets my mother up in the morning is all of you ladies and gentlemen, all of you watching at home represented here tonight in this great audience. (h)your majesty you have been with us in our difficult times and you bring us together to celebrate moments of pride, joy, and happiness.(i) you have met us and talked with us you laugh and cry with us and most importantly you have been there for us for these 70 years.(j) you pledged to serve your whole life, you continue to deliver that is why we are here that is what we celebrate tonight. (K) these pictures on your house are the story of your life and ours so your majesty that is why we all say thank you.

In regard to civility type, deep civility is manifested in this developing stage in all utterances because prince Charles makes it clear how he shows awareness and consideration to queen Elizabeth.

In reference to SAs, prince Charles resorts to the Rep SA of stating in (c) (f) (g) (h) (i) and (j). He states that instead of everyone including himself he wants to give appreciation to the queen's career of unselfish service in photographs which are on display on the wall of the palace that stands for the queen along her life time, words he is saying , and light which is switched on around the palace at the time of speaking. He continues stating that the queen has an important effect upon the world and over the commonwealth and through her service and devotion work , many things have changed for good as such she continues to make history. Moreover, he states a very beautiful image about the reason which wakes up the queen every day in the morning; it's her nation. She is present in every time with her people in difficult and in happy times for the whole past 70 years of her reign. Last but not least; he states that the queen has pledged to serve her whole life, and she continues to do so and that is the reason behind their celebration. In (d) prince Charles uses the Rep SA of asserting, he asserts the fact that the queen's family spans for four generations and she is the queen of the state and their mother. In (k) prince Charles combines the Rep SA of stating and the Exp AS of thanking. He states that the pictures of the queen which appear on the walls of the palace are the

story of her life and theirs. As a result of the above statement; they thank her majesty.

As for the maxims, prince Charles abides by the maxims. He carefully observes the maxims of quantity, quality, manner, and relation in(c) (d) (f) (g) (h) (i) (j) and (k). As far as the maxim of quantity is concerned, Prince Charles presents the required amount of information; he tries to be as informative as he can, and gives as much information as is needed, no more no less than is required. As regards the maxim of quality, he tries to be truthful in admitting the effort and faithfulness of the queen along her reign. Moreover; prince Charles observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, prince Charles tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity. In (e) utterance he flouts the maxim of quality through using rhetorical question "*how things have changed?*". For sure things have changed in a very good way at all levels in the United Kingdom through all the period of the queen's reign. The three other maxims are observed.

As for PS, prince Charles uses two PPs in (c), at first he resorts to include S and H in the activity through saying "*on behalf of us all*". This indicates that prince Charles and the crowed are close enough to agree upon what he is about to say. Then, within the same utterance, he resorts to notice the goodness of the queen and how she devoted herself to serve the country and this is done through displaying her pictures on the wall, in words and in switching on the lights around the castle. In (d) and (f) he uses the positive strategy of noticing the changes that happened to queen's family; "*your family now spans four generations*", twenty five years old when she became the queen and now at the age of 90; she is the mother of all generations and still the head of the state and she continues the good work in

making history. In (e) he combines two positive strategies, he notices all what she has done through all her life time since she became the queen, she served countries and leaders, she made "*the commonwealth such an important force for good*" and at the same time he includes S (himself) and H (crowed) in noticing these effects. In (g) prince Charles amalgamates positive and negative strategies within the same utterance; saying "*I know*" means he presupposes knowledge of what wakes the queen every day; it's her people, she wakes every day to serve her people as she pledges 70 years ago. Saying "*my mother*" instead of her majesty gives rise to in group identity marker which is also PPs. Referring to the crowed using the expression ladies and gentlemen gives rise to the NPs of giving deference. Here, prince Charles shows how he respects the crowed and how he humbles himself to them. In (h) and (i) he combines two PPs, namely noticing and appreciating the good of the queen and the use of the pronouns *us* and *our (I & you)* calls the strategy of including the S and H in the activity. This is clear in the prince's utterances: "*you have been with us in our difficult times and you bring us together to celebrate moments of pride, joy, and happiness*". In (j) prince Charles resorts to PPs, of noticing the queen's interest, as she "*pledged to serve her whole life*". In (k) he uses the PPs of giving reason for gathering and celebrating. Because she devoted all her life time in serving her people, they are gathered to thank her; *that is why we all say thank you.*

In reference to diexis, personal deixis are used in (c). the first person pronoun I is used to express his personal attitude towards his mother. In (d) and (f)second personal pronoun "you" is used to refer to the achievements of the queen. Social deixis are used in (h) and (k) to refer to the queen in a respectful manner.

III. Concluding stage

(k) Now ladies and gentlemen, I know the queen is watching these celebrations with much emotion, including immense regret that she cannot be here in person with us this evening.(l) But windsor castle is barely 20 miles away so if we cheer loudly enough she might, might just hear us so let's all join together with three enormous cheers for Her Majesty!

In regard to the type of civility, prince Charles uses formal civility in (k) and (l) utterances as he uses formal address forms when referring to the crowed addressing them saying: *"ladies and gentlemen"* and when referring to the queen, he uses the honorific *"her Majesty"*

In reference to SAs, prince Charles resorts to the Rep SA of stating in (k); he states that the queen is watching these celebration with emotions including immense regret that she cannot be here in person with us this evening. In (l) prince Charles resorts to SA of making an offer; he offers to make a loud cheer through saying*" if we cheer loudly enough she might, might just hear us so let's all join together with three enormous cheers for Her Majesty!."* In doing so the queen would hear the crowed cheers and this may lessen the feelings of regret.

As for the maxims, prince Charles abides by the maxims of quantity, quality, relevance, and manner in (k) since he is informative, truthful, relevant and clear. In (l) prince Charles observes the maxims of quality, relevance and manner but flouts the maxim of quantity when he repeats the word might twice, he was more informative than is required.

As for PS, prince Charles resorts to the NPs of giving deference in (k); he addresses the audience with formal address form to show respect and consideration. Within the same utterance, prince Charles uses the PPs of presupposing knowledge of the queens' feelings for not attending this celebration. In (l) he resorts to the PPs of offering; he makes an offer to the crowd to cheer

loudly so that the queen can hear them because she was unable to attend the celebration. Thus, he fulfils her willingness that he presupposes in (k). Also, he uses the strategy of including the speaker and hearer through using the word "*let's*".

In regard to deixis; prince Charles uses social deixis in (K) and (l). he uses the honorifics ''your majesty to refer to queen Elizabeth politely and to show respect. In other utterances, he uses personal deixis to express his feeling and attitude

4.4.1.3 The Analysis of Prince Harry's Speeches

- **Resume**

Prince Harry, Duke of Sussex, (Henry Charles Albert David; born 15 September 1984) is a member of the British royal family. He is the younger son of Charles, Prince of Wales, and Diana, Princess of Wales, and is sixth in the line of succession to the British throne. Harry was educated at Wetherby School, Ludgrove School, and Eton College. Harry launched the Invictus Games in 2014 and remains the patron of its foundation. He also gives patronage to several other organisations, including the HALO Trust and Walking With The Wounded. To encourage people to open up about their mental health issues, Harry, alongside the Duke and Duchess of Cambridge, initiated the mental health awareness campaign "Heads Together" in April 2016. In January 2020, Harry stepped down as senior members of the royal family and moved to the Duchess's native Southern California (Web source 10).

1. Prince Harry's Speech at the Visit to the Princess Diana Orthopaedic Centre

Prince Harry meets a patient during a visit to the Princess Diana Orthopaedic Centre in Huambo, Angola September 27, 2019. He visits a working de-mining field with the HALO Trust in Dirico Province. and meets staff and patients as he visits the centre

Table (10): Identification of Prince Harry's Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2019/ place: Huambo, Angola
Participants	Speaker: prince Harry/ Hearer:
End	He visits a working de-mining field on the H honors of princess Diana
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)Honourable Minister, Madame Governor, Director, this visit is obviously deeply personal and meaningful to me.(b) Since my mother's visit to Huambo so many years ago, this city has undergone such a visible transformation. (c)When she visited this centre during the conflict, it was full of women, men, and even children injured by landmines.(d) I know that if she were here today she would be delighted to see that this centre has grown into a global leader in orthopaedic rehabilitation in the middle of a vibrant and thriving community.

Prince Harry starts his speech using formal civility in (a), he uses formal address forms to show respect and value of the addressee. Then in (b) (c) (d) and (e), prince Harry shifts to use deep civility because he talks to others about his dead mother; he shows respect, love and consideration to princess Diana's memorial.

In reference to SAs, in (a) prince Harry starts his speech with the Rep SA of stating; he uses formal terms like *"Honourable Minister, Madame Governor,*

Director", to show respect and deference to the addresses *and* states how this visit is meaningful to him. Then in (b) he shifts to reporting how this city used to be in the past and how it transformed in the present time. In (c) he reports the circumstances when his mother princess Diana first visited the centre in which everyone *was injured by the landmines.* In (d) he predicts that if princess Diana was there she would be delighted for such improvements in the centre.

As for the maxims, prince Harry observes the four maxims in (a), (b), (c), (d), and (e). He is informative as he says no more no less than is required. He is honest in telling how this visit is meaningful to him and in reporting how was the centre in the past during his late mother's visit and how the centre has grown to become a global leader in orthopaedic rehabilitation. Prince Harry observes relevance maxim as his speech holds relevant information to his addressees. Finally, he observes manner maxim since his speech is clear and has no ambiguity.

In regard to PSs, prince Harry starts his speech using NPs in (a); he treats the addressees as superior thus he defuses the potential face-threatening acts. In doing so he shows deference and avoids rudeness of "you" as an address term. In (b) he shifts to PPs, he exaggerates his interest in this visit when he says "*it is deeply personal and meaningful"* because this visit reminds him of his late mother's visit to the same centre in the past. In (c) and (d) he notices how the city he is visiting has changed a lot since his mother's visit so many years ago and how it was full of injured people because of the landmine. In (e) prince Harry resorts to the PPs of presupposing knowledge of princess Daina's feelings, saying that if she were here, she would be delighted because the centre has grown into a global leader in orthopaedic rehabilitation.

As for deixis, prince Harry uses the personal deixis *"I"* in (b) and (c) to refer to himself. He uses the personal pronoun *"she"* to refer to princess Diana. Prince Harry uses social deixis in (a) such *as "Honourable Minister and Madame Governor"* to refer to the social status of the addressee. The use of honorifics makes clear how higher is the social status of the addressee, and this is a sign of civil behaviour.

II. Developing Stage

(f)I am humbled and honoured that my mother's work and commitment to demining continues to inspire and that her legacy is being recognised and celebrated today with the naming of the centre in her honour. (g)During this visit to Angola, I hope to raise awareness, worldwide, about the two aims of the demining initiatives here. (h)The first and primary aim, is to make it safe for Angolans to go about their daily lives and to continue to build dynamic and prosperous communities.(i) The second, is to protect and preserve the rich diversity of nature that exists in the country, some of which is under threat of extinction, so that eco-tourism can thrive. (j) The United Kingdom is a long time humanitarian demining partner of Angola, and over the years we have worked together to bring funding and cutting-edge expertise to Angolan communities and fostered partnerships with organisations such as HALO Trust, Mines Advisory Group and Norwegian People's Aid.

In regard to civility type, deep civility is being resorted to in utterances (f) to (j) because prince Harry is volunteering to help people of Angola to fulfil their aims what affects their feelings positively. Also, the empathy he shows to Anglian people gives rise to deep civility

In reference to SAs strategies, in (f) prince Harry uses the Rep SA of stating; he states that he is humbled and honoured because his mother's work continues to inspire and her legacy is being *"recognised and celebrated with the naming of the centre in her honour".* In (g) prince Harry resorts to the Exp SA of hoping , he hopes to raise awareness all over the world about two aims of the demining. In (h) and(i) he uses the Rep SA of stating as he states that there are two aims for demining; first, is to make it safe for Angolans and second is to protect and preserve the nature so that eco-tourism flourish. In (j) prince Harry resorts to the

Rep SA of asserting; he asserts that the United Kingdom is a humanitarian demining partner to Anglia and over the years they have done every possible thing to help Angolan communities

As for the maxims, Prince Harry observes the four maxims in (f), (g),(h), (i) and (j). He is informative, truthful, relevant and clear. He gives the right amount of information. he tries to be truthful in telling about his state. He is relevant and says things that are pertinent to the purpose of his speech. prince Harry tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity.

In reference to PSs, in (f) prince Harry positively gives reason for being honoured and humble; it is because of naming the center in princess Diana's honour due to her effort in demining. Thus, he implies that he is keeping on offering help to people of huambo. In (g), (h) and (i) he uses PP throughout showing concern to the wants of the hearer. In (j) prince Harry resorts to the positive strategy of intensifying interest to the Angolain community through giving them a hand in almost all basic life requirements.

In regard to deixis, prince Harry uses person deixis in (f) and (g); he selects the first person pronoun *"I"* as an attempt to show that he cares for people in Angola.

III. Concluding Stage

(k) It has been an honour to retrace my mother's steps today. (l) I lost her twenty-two years ago, but the memory of her is with me daily and her legacy lives on which is why I am so happy to name the centre "The Princess Diana Orthopaedic Centre."

Prince Harry reverts to use deep civility in (k) and (l). This is clear as he shows respect and consideration to his late mother by considering retracing his mother's step as an honour.

In reference to SAs strategies, prince Harry uses the Rep SA of stating in (k); he states that it is an honour for him to go back over his mother steps. In (l) he resorts to the Rep SA of reporting. He reports that he lost his mother long time ago, however her memory still lives with him. Then he asserts his happiness for naming the centre on his mother's name "*The Princess Diana Orthopaedic Centre.*"

As for the maxims, quantity, quality, relevance and manner maxims are all observed in (k) and (l). He gives the right amount of information. he tries to be truthful in telling about his state. He observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, prince Harry tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity.

As for PSs, prince Harry goes on record in (k) because he directly states that it is an honour to retrace his mother's step. In (l) prince Harry resorts to PPs of giving reason; he is very happy to name the centre "The Princess Diana Orthopaedic Centre."

In reference to deixes, prince Harry uses person diexes in (l). He used the first personal pronoun *"I"* to express his feeling about his mother loss.

2. Prince Harry's We Day Speech
Prince Harry encourages young people to be positive change-makers in their communities. In his wide-ranging speech, he called for activism, highlighting climate change and the stigma of mental health issues, and praised the "most engaged generation in history."

Table (11): Identification of Prince Harry's Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time:2019 \ place: Wembley, London
Participants	Speaker: prince Harry \ hearer: a huge audience

End	To encourage young people to be positive change-makers in their communities
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)Hello We Day! (b)It's a great privilege to be back in this exciting, buzzing space, as this time as President of the Queen's Commonwealth Trust; a platform we created for you where your ideas and creativity will be taken seriously—because it's you that are making the most impact in your communities. (c)I am proud to stand before you and see you just as enthusiastic as I remembered.

Surface civility is being used in (a) utterance as prince Harry resorts to good manners and polite behaviour in greeting. In (b) and (c) he uses deep civility as he expresses his great feeling to attend this celebration. Thus a great consideration is attributed to the hearers.

In reference to SA strategies, prince Harry starts his civilized speech using the Exp SA of greeting in (a). He indicates recognition in a courteous fashion. He greets all the crowd using the expression "we day" as if they make "we day". In (b) he uses the Exp SA of boasting; he admits a great privilege to be in this space. Then he shifts to use the Rep SA of informing as he informs the crowed that he is the *President of the Queen's Commonwealth Trust*. He, also, informs them that this charity is a platform created for their sake as their ideas and creativity are taken seriously because they are making the most impact in their country. In (c) he resorts to the Exp SA of boasting as he expresses his positive feelings in being proud to stand in front of enthusiastic crowd.

As for the maxims, prince Harry observes quantity, relevance and manner maxims in (a) utterance, but he flouts the maxim of quality as he uses the expression *we day* metaphorically to refer to people rather than to the day itself. In

(b) and (c) quality, relevance and manner maxims are observed while quantity maxim is flouted in (b) as prince Harry overstates in describing the place of the event. The same maxim is observed in (c)

Concerning PSs, prince Harry positively generates a sense of solidarity and intimacy in (a) by saying '*hello we day*' as if he means that you, the crowd make this day. Then, in (b) prince Harry proceeds his speech using PPs of intensifying interest in the crowd; he is very excited to be with them again in such a day as queen's commonwealth trust. In the same utterance he shifts to another positive strategy that is of noticing the wants of the crowed by telling them about a platform created for their ideas and creativity and it will be taken seriously. finally in the same utterance, he gives reason as why he creates this platform which is a sign of help and cooperation. In (c) prince Harry reverts to use the PPs of intensifying interest in the crowd describing them as enthusiastic.

As for deixis, prince Harry uses personal deixis in (b) and (c). the inclusive *we* and the first person pronoun are used.

II. Developing Stage

(d)You are the most engaged generation in history. (e)You care about values, doing the right thing, and championing the causes that will shape your future.(f)You don't judge someone based on how they look, where they're from, or how they identify.(g) I know you don't sit back and wait for solutions, you take action and create them. (h) you don't need to hide behind your device to share your voice. (i)You confidently voice your opinions because you can embrace them proudly.

In a genteel and civil manner prince Harry keeps on using deep civility in all utterances of this developing stage as what he says has a positive effect on the hearer.

In reference to SAs, prince Harry uses the Exp SA act of praising in (d), (e), and (f). In a series of sentences he expresses his great admiration in the hearer,

describing them as the *most engaged generation in history, who care about values and challenging the causes that will shape their future*, and they don't judge people on their colour or nationality which is in turn a characteristic of civil society and civilized people. In (g) he resorts to the Rep SA of asserting as he asserts that the students are smart enough to take actions and create solutions. In (h) and (i) he uses the Dir SA of advising wherein he advises the hearers not to hide behind their devices to share their opinion and ideas and they should be confident enough to do so and proudly they can adopt these ideas and opinions.

As for the maxims, prince harry observes the maxims of quality, relevance and manner in (d) but he flouts quantity maxim as he overstates by describing the students as *"the most engaged generation in history"* to give them some energy to keep on doing the right thing. Prince Harry observes , quantity, quality, relevance, and manner maxims in (e),(f),(g),(h),and (i), he gives the required amount of information in his utterances. He is saying what he believes to be true about the hearers, since WE Day is a special occasion in which tens of thousands of students celebrate the effect they have made on local and global issues, so prince Harry observes relevance maxims as he speaks about the ability of the generation, about their values and about their ideologies. Then he directed them to do better for themselves and to their societies. No ambiguous expressions are used, thus he observes manner maxim.

In terms of PSs, prince Harry follows a number of PPs in his utterances. In (d) he exaggerates interest with the hearer (students) by using certain expressions such as *"the most"*. In (e) he gives different reasons to the hearer why he considers them the most engaged generation. In(f) he makes a presupposition that they are fair enough not to judge people depending on their appearance or

nationality; consequently, they are civilized in dealing with the other. In (g) he presupposes knowledge about the hearers throughout saying *"I know",* so he knows about their ability in creating solutions in case they needed any. In (h) and (i) utterances he goes on record and advises them not to hide behind their devices but confidently they should share their voice.

As for deixis, prince Harry uses personal deixis in this developing stage as he resorts to use the second person pronoun *"you"* to direct his speech to the huge audience who attend the celebration as he praise and encouraging them in a very civilized manner which gives them a positive energy. Also, he used the first person pronoun "I" in (g) to express what he feels and know about them

III. Concluding Stage

(j)You guys know that if you don't stand for something you'll fall for anything. (k)So what's next, what's on your to-do? (l)list starting now... (m)Be braver.(n)Be stronger. (o)Be kind to each other.(p)Be kind to yourselves. (q)Have less screen time, and more face to face time. (r)Ask your friends how they are doing and listen to the answer.
(s)Be honest.(t)Take risks. (u)Change your thoughts and change the world. (v)Dare to be the greatest generation of all time.

In reference to SAs, at the end of his speech, prince Harry uses the Rep SA of hypothesizing in (j) as he hypothesizes that if the students don't stand for something , they will fall for anything. Then, in (k) he uses the Dir SA of asking as he asks about what they should do and answers with a series of the Dir SA of advising in (m),(n), (o), (p), (q), (r), (s), (t), (u), and (v). All the advices are for the hearer's benefit to go on in their lives. In (w) he finishes his speech with the Com SA of promising as he promises the students to be with them to give them a sense of motivation then he rephrase the sentence to include his wife who attends them at the end, in the activity.

As for the maxims, prince Harry observes quantity, quality, relevance and manner maxims from (j) to (w) utterances.

As for PSs, in(j) prince Harry uses PPs of using in-group identity marker by using the expression *guys* to create intimacy and solidarity. From (m) to (v) utterances he goes on record to give a number of advices to the students to do well in life.

As for deixis, prince Harry uses personal deixis. He used the second person pronoun "you" in (j) to address the young people who attend the celebration.

3. Prince Harry's Speech at the Youth Employment Services

Prince Harry visits the Youth Employment Services Hub in Tembisa township, Johannesburg, South Africa. They met inspiring local youth entrepreneurs and viewed skills initiatives addressing the rising unemployment challenge faced by youth in South Africa.

Table (12): Identification of Prince Harry's Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time: 2019 \place: Johannesburg, south africa
Participants	Speaker: prince Harry \ hearer: common people
End	To give help and support to people of Johannesburg
Act sequence	Sequence of utterances
key	Formal
Instrumentalities	Spoken and transcribed in the royal family site
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a) Thank you very much Tash for welcoming us to this extraordinary place! (b)I've got to be honest, it's a bit of a whirlwind to cover five countries in nine days, but what a place and what a community to finish on here in Tembisa.

At the start of his speech, prince Harry announces his speech by thanking Tash for presenting him politely, thus the good manner and polite behaviour calls

surface civility in (a). deep civility is manifested in (b) as he shows his admirations to the place he visits.

In regard to SAs, prince Harry starts his speech in (a) by the Exp SA of thanking for welcoming him to this extraordinary place. In (b) prince Harry uses the Rep SA of stating; he states that his visit to five countries in nine days is just like a storm and it is nice to end his tour in this place.

As for the maxims, prince Harry observes the maxims of quality, manner and relevance in (a). He is truthful, relevant and clear, but he flouts the maxim of quantity as he overstates in describing the place he is in by saying "*extraordinary*". In (b) he observes the maxims of quantity, relevance and manner but he flouts the maxim of quality by using rhetorical question "*what a place and what a community to finish on here in Tembisa*". Also, using metaphor to describe the visit to five countries in nine days as "a*whirlwind*".

As for PS, prince Harry goes on record in (a) and (b) through thanking Tash for welcoming him and his wife and by being direct in expressing the difficulty of the tour.

As for deixis, prince Harry uses person deixis in (a) and (b); he uses the object pronoun "*us*" to refer to himself as well as to his wife and he uses the first person pronoun *"I"* to express his attitude in an honest way about the tour.

II. Developing Stage

(c) There is no doubt in my mind that you here at the YES hub are the future leaders and pillars of your communities - for many, you already are. (d)You are the change-makers. (e)You are helping to grow your country's prosperity by lifting those around you and offering a better future. (f) This continent is going through a period of change. (g)Africa needs to create 20 million jobs by 2035, and while youth unemployment is a global challenge. (h)It's particularly a problem here where nearly 57% of young people are unemployed. (i) Starting adult life in this way can start a cycle of poverty that can be difficult to escape, but you guys are producing solutions, and for that, we commend you.(j) For this reason, I'm incredibly proud to share that the UK is going to provide £8 million for a "Skills for Prosperity" program working with the

South African Government and other partners. (k) This program is going to maximize African ingenuity with UK support to fill the gap between the skills that employers urgently need, and the training offered to employees.

In regard to civility type, it is clear that prince Harry gives a positive picture about the people who are being addressed; he is confident that they are the future leaders and pillars of their communities, they are the change-makers and they are helping to grow their country's prosperity. Surely, such kind of behaviour will affect positively on the life of these people. Also taking into consideration the problem they pass through and providing help and some solutions gives rise to deep civility in all utterances of this developing stage.

In reference to SAs, prince Harry resorts to the Rep SA of asserting in (c) by saying "*There is no doubt in my mind that...*" . In (d) and (e) he employs the Rep SA of stating as he states that young people are the future leaders and pillars of their communities and they are assisting to grow their country's wealth by lifting those around them and offering a better future. In (f) (g) and (h) prince Harry uses the Rep SA of asserting. He asserts that "*Africa is going through a period of change and it needs to create 20 million jobs by 2035, and while youth unemployment is a global challenge, it's particularly a problem here where nearly 57% of young people are unemployed*". Through asserting these facts, he drags the attention to serious problems that the black continent is suffering from. In (d), prince Harry combines the Rep SA of asserting and stating; he asserts that adult couldn't be unemployed because this can lead to a cycle of poverty that can be difficult to escape; then he states that "*you guys are producing solutions*". In (j) prince Harry uses the Rep SA of informing, he informs the crowd the United Kingdom is going to provide "*eight million for a skills for prosperity*" to help solving the problem of unemployed young people in South Africa. In (k) prince

Harry uses the Rep SA of stating. He states that This program will increase African innovation with United Kingdom assistance to bridge the gap between skills urgently needed by employees and training provided to employees.

As for the maxims, prince Harry abides by the maxims. He carefully observes the four maxims in all utterances except in (i). As far as the maxim of quantity is concerned, prince Harry presents the required amount of information; he tries to be as informative as he can, and gives as much information as is needed, no more no less than is required. As regards the maxim of quality, prince Harry tries to be truthful through giving information which is neither false nor fishy; rather, he presents information that is supported by evidence.

Moreover, prince Harry observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of his speech. With reference to the maxim of manner, prince Harry tries to be clear, brief, and orderly. He presents the items of his speech in an orderly manner without any obscurity or ambiguity. In (i) prince Harry flouts the maxim of quality. He draws two contradict images one for poverty and the other for making solutions.

With reference to PSs, in (c)(d)(e) and (f) prince Harry uses PPs of noticing the hearers ability and approve it. He believes that they have the ability to be future leaders and change makers and in turn, they can make better future for their country. Also, he notices that this continent is going through a period of change. In (g) and (h) prince Harry resorts to the NPs of " be pessimistic" . He expresses his suspicion about the huge number of unemployed people in Africa. In (i) prince Harry combines two different PS, he initiates his utterance with the NPs of being pessimistic because he draws an image to the life of adult people as a cycle of poverty that can be difficult to escape. After that he shifts to use the PPs of being

optimistic through drawing a positive image as people can come up with solutions; they are able to overcome the poverty. In (j) prince Harry exploits the PPs of giving reason. In (k) he uses the PPs of noticing the needs of African society which is filling the gap between the skills that employers urgently need, and the training offered to employees through a program supported by the united kingdom.

III. Concluding Stag

(l) We will firmly stand up for what we believe.(m) We are fortunate enough to have a position that gives us amazing opportunities, and we will do everything that we can to play our part in building a better world. (o) We will always seek to challenge injustice and to speak out for those who may feel unheard. (p)So no matter your background, your nationality, your age or gender, your sexuality, your physical ability, no matter your circumstance or colour of your skin. (q) we believe in you, and we intend to spend our entire lives making sure you have the opportunity to succeed and change the world.

Deep civility requires an awareness of certain matters such as showing care and consideration to some realties of people's life and this is clear in prince harry's utterance.

In reference to SAs, the Com SA of promising is employed in (l) and (o). He promises to stand with what they believe and challenge injustice and be the voice of people who may feel unheard. In (m) he combines the Rep SA of stating and the Com SA of promising. In (p) he uses the Rep SA of asserting. He asserts that it does not matter the nationality, gender, or colour of skin of people as such he supports every human being. in (q) he resorts to the Rep SA of stating and the Com SA of promising. He promise to spend his life time in making sure that people have the opportunity to succeed.

As for the maxims, quality, relevance, and manner maxims are all observed in this stage.

With reference to PS, prince Harry resorts to the PPs of including both the speaker and the hearer in the activity in (l) and (o). In (m) he combines two PPs; starting with including the speaker and hearer in the activity through using the

inclusive we form three times and us one time; the second strategy is noticing the wants of the hearer and fulfilling it by saying we will do everything that we can to play our part in building a better world. In (p) he uses the positive strategy of intensifying interest in the hearer. In (q) he use the PPs of promising.

In reference to deixis, prince Harry uses personal deixis only. He used the inclusive we to in (l), (m), (o) and (q) to include the hearer in his speech and to give the impression that they are part of his priorities.

4. Prince Harry's Exit Speech

In an emotional speech at Sunday's dinner for supporters of Sentebale in London, the Duke of Sussex broke his silence on his and Meghan Markle's exit from the royal family, attempting to offer clarity to those shocked and saddened by the big news after the queen fully supported Harry and Meghan's decision.

Table (13): Identification of Prince Harry's Speech in Terms of their Contextual Factors

Contextual factors	Description
Setting	Time:2020 / place: London
Participants	Speaker: prince Harry/ hearers: people who attend the the dinner
End	To tell the audience about the truth of his decision
Act sequence	Sequence of utterances
Key	Formal
Instrumentalities	Spoken and transcribed in etonline website
Norm	Social speech
Genre	Social issues

I. Initiating Stage

(a)good evening everyone and thank you very much for being here for sentebale charity that myself and Prince Seeios created all the way back in 2006 to honor our mother's legacy in supporting those affected by hiv/aids.

In regard to civility type, surface civility is being resorted to in this stage as he follows the norms of greetings and thanking the crowd for attending this dinner in sentebale charity.

In reference to speech act strategies, prince Harry combines two Exp speech acts in (a), first, he uses SA of greeting to welcome the attendance then he shifts to thanking the attendants for coming to *sentebale charity*. In the ending clause of the same utterance he uses the Rep SA of stating , he states that this charity is created by him and prince Seeios on his mother honour in 2006 to help children in Africa.

As for the maxims, prince Harry carefully observes the four maxims. That is quantity, quality, manner and relation. As far as the maxim of quantity is concerned, Prince Harry presents the required amount of information; he tries to be as informative as he can, and gives as much information as is needed, no more no less than is required. As regards the maxim of quality, Prince Harry, tries to be truthful through giving true information.

Moreover, Prince Harry observes the maxim of relation through being relevant and saying things that are pertinent to the purpose of the opening part of his speech in which he clarifies the reasons for creating this charity . With reference to the maxim of manner, Prince Harry tries to be clear, brief, and orderly.

In regard to PS, prince Harry resorts to on record strategy , he directly greets and thanks the crowd for attending the dinner.

In reference to deixis, prince harry uses personal deixis. He uses the second person pronoun *"you"* to refer to the crowd.

II. Developing Stage

(b)Before I begin, I must say that I can only imagine what you may have heard, or perhaps read, over the past few weeks. So, I want you to hear the truth from me. As much as I can share, not as a prince or a duke, but as Harry, the same person that many of you have watched grow up over the past 35 years, but now with a clearer perspective). (c) the UK is my home and a place that I love, that will never change ,

I've grown up feeling supported from so many of you and I watched as you welcomed Megan with open arms as you saw me find the love and happiness that I'd hoped for all my life. (d) for those reasons it brings me great sadness that it has come to this, the decision that I have made for my wife and I to step back is not one I made lightly there was so many months of talks after so many years of challenges and I know I haven't always got it right but as far as this goes there really was no other option. (e) I was born into this life and it is a great honor to serve my country and the Queen.(f) when I lost my mum 23 years ago you took me under your wing, you looked out for me for so long but the media is a powerful force and my hope is one day our collective support for each other can be more powerful because this is so much bigger than just us. (g)it has been privilege to serve you and we will continue to lead a life of service so in that respect nothing changes. (h)I will always have the utmost respect for my grandmother my commander in chief and I am incredibly grateful to her and the rest of my family for the support they've shown Megan and I over the last few months. (i) I will continue to be the same man who holds his country dear and dedicates his life to supporting the causes charities and military communities that are so important to me.

Following good manners in speaking, showing high degree of respect and trying to make things clear to everyone politely. Moreover showing love, respect and consideration to his grandmother although there is some kind of tension in their relationship give rise to deep civility in all utterances of this stage.

In reference to SAs, prince Harry resorts to the Rep SA of stating in (b) as he states that he has something to say before speaking about the main topic of the occasion (speech). He wants people to hear the truth from him as much as he can share as Harry the person they know not as a prince. In (c) he resorts to the Rep SA of asserting. At the beginning of his speech , prince Harry asserts that the united kingdom is his home land which he loves and that love is eternal. He also asserts that he has grown up feeling surrounded by so many of them, and he watched as they welcomed Megan with open arms, seeing him achieve the love and happiness he had longed for his whole life. In (d) he combines two types of speech acts. First, he uses the Exp SA of deploring as he expresses his great sadness to step back as a senior royal since he received the queen's blessings. Then, he uses the Rep SA of stating as he states that the decision he makes to step aside is not made lightly; there had been months of discussions following years of struggles, and he knows he has not always gotten it right, but there truly was no other alternative. In (e),

prince Harry uses the Rep SA of stating as he states that he is born to serve this country and the queen. In (f) he combines the Rep SA of reporting and the Exp SA of hoping. He reports that in the past when his mother died, queen Elizabeth, the queen took him under her wings and took care of him but things went wrong then he expresses his hopes that one day their collective support for one another will be more powerful, because this is about so much more than just them. In (g) (h) and(i) he uses the Com SA of promising wherein he promises to *continue to lead a life of service*. Also, he promises to have deepest respect to his grandmother and promises *to be the same man who holds his country dear and dedicates his life to supporting the causes charities and military communities that are so important to me.*

As for the maxims, prince Harry observes the maxims of quantity and quality in all utterance in this part of his speech as he is informative and honest. The maxim of manner is flouted in (f) when he says *"but the media is a powerful force",* as this utterance is not clear enough, it holds a sense of ambiguity. The maxim of relation is flouted in all utterances (b, c, d, e, f, g, h and i) as he changes the topic his speech since he is supposed to talk about the support he gives to people who are affected by HIV , instead , he talks about the events of his stepping back as a royal member.

In regard to PSs, price Harry uses PPs in (b, c, d, g, h and i). In (b) he fulfils hearers' want for some x: In telling the listeners "I want you to hear the truth from me, as much as I can share…", prince Harry fulfils their needs of aspiring to hear the reason behind their decision to step back royal life. In (c),(g), (h) and (i), he uses the strategy of promising. He promises people that the United Kingdome will remain his home and the place he loves most "The UK is my home and a place that I love. That will never change", and "*It has been our privilege to serve you, and we*

will continue to lead a life of service". Promising is also evident in *"I will always have the utmost respect for my grandmother, my Commander-in-chief"* and *"I will continue to be the same man who holds his country dear and dedicates his life to supporting the causes, charities and military communities that are so important to me"*. Civility is very vivid in these utterances, though the atmosphere between him and the queen is not good, prince Harry still shows respect and love to his grandmother.

Vindicating certain behaviour through giving reasons is a positive politeness strategy intended for the purpose of making speech civil. Prince Harry gives the reason in (d) to show the reality behind his decision to step back saying "There really was no other option". Assert reciprocity In (f), Prince Harry asserts reciprocity with the listeners, This is evident in "Our collective support for each other can be more powerful because this is so much bigger than just us". Finally in (e), he resorts to the NPs of giving deference, Prince Harry shows himself as a civil speaker through using title "the Queen"

In reference to deixis, prince Harry resorts to personal deixis. He used the first person pronoun to refer to himself and to express his attitudes and feeling. Also, he used the second person pronoun "you" to refer to queen Elizabeth

III. Concluding Stage
(i) By being here tonight every one of you I hoping to fight that stigma and helping a generation of children and young adults to becoming the generation that ends it. (j) my work and commitment for this charity that I found in 14 years ago will never falter and I in all those a censer body being here in London Lesotho or Botswana will continue the work to make real long lasting impact for all those that have been left on remote.

In regard to civility type, deep civility is manifested as prince Harry in this final part of his speech left a positive effect on the people who suffer from this disease because he promised them to continue supporting them. Also through encouraging

them to fight this disease,   he proves that he is aware of their feeling and he stands with them as they deserve.

In reference to SAs, prince Harry uses the Exp SA of hoping in (i). he hopes that everyone would fight this disease to end it. In (j) he uses the Com SA of promising as he promises that his commitments for this charity will continue for ever and he will keep working to make a real change *for all those that have been left on remote.*

As for the maxims , quantity, relevance and manner maxims are observed in (i) as he is informative, relevant and clear. The maxim of quality is flouted through referring to the disease as *stigma.* In (j), the four maxims are observed as prince Harry is informative, truth, relevant and clear.

In regard to PS, prince Harry uses the positive strategy of intensifying interest to hearer as he . In (j) he uses the PPs of promising as he promises that "*his work and commitment for this charity that he found in 14 years ago will never falter and he in all those a censer body being here in London Lesotho or Botswana will continue the work to make real long lasting impact for all those that have been left on remote".*

In reference to deixis, prince Harry uses personal deixis in (i) and(j). he used the first person pronoun "I" to express his feelings.

4.5   Quantitative Analysis (the Statistics)

This section deals with the quantitative analysis in order to statistically support the findings of the pragmatic analysis that is presented in the previous section. It comprises the descriptive statistics. The descriptive statistics includes the

frequencies as well as the percentages in order to describe, show, and summaries the data in a meaningful way.

In terms of sequence, the statistical analysis in this section will adopt the following procedures:

1- Identifying the types of civility used at each stage of the speeches for each royal character.

2- Examining the pragmatic structure of the royal family civilized speeches quantitatively for each stage by describing speech acts, observing and flouting the conversational maxims, politeness strategies, and deixis that are used to show civility.

4.5.1 The Statistics of the Initiating Stage

The analysis shows that all the three royal characters start their speeches with the initiating stage which is accomplished through using certain types of civility and four pragmatic strategies: SAs, CMs, PSs, and deixis.

1. Types of Civility

Table (13) below identifies the types of civility used in the initiating stage by the royal characters

Table(14): Types of Civility in the Initiating Stage

Types of Civility	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq	%	Freq	%	Freq	%	Freq	%
Surface	3	42.85	3	30	3	33.33	9	34.61
Deep	4	57.14	3	30	5	55.55	12	46.15
Formal	0	0.00	4	40	1	11.11	5	19.23
Total	7	100	10	100	9	100	26	100

As shown in the table above, the three types of civility (deep, surface, and formal) are manifested by the royal members with different percentages. Deep civility scores the highest percentage of 46.15% among other types. This is because the royal characters are concerned in showing awareness and

consideration to issues that are important to human beings. Table (14) also shows that queen Elizabeth and prince Harry nearly score equal percentages as far as the use of deep civility is concerned. This is because their speeches are more concerned with personal issues that concern people in everyday life. While prince Charles meets formal characters all over the world, thus, he resorts more to formal civility with a percentage of 40% to show respect and deference. Concerning surface civility; the table shows that it scores the second highest percentage of 34.61% . This is due to the fact that the royal members initiate their speeches by expressing their feelings towards the occasion of the speech. As for formal civility, it comes last in the scale with a percentage of 19.23%. this is because not all members of the royal family use formal address forms. These findings are shown in Table (14) in the previous page.

2. Pragmatic Strategies

A. Speech Acts

Table (15): Speech Act Strategies in the Initiating Stage

SAs		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
Rep	Asserting	0	0.00	2	15.38	o	0.00	2	5.88
	Reporting	1	12.5	0	0.00	2	15.38	3	8.82
	Stating	2	25	3	23.07	3	23.07	8	23.52
	Informing	2	25	0	0.00	1	7.69	3	8.82
	Predicting	0	0.00	0	0.00	1	7.69	1	2.94
	Total	5	62.5	5	38.46	7	53.84	17	50
Com	Assuring	0	0	0	0	0	0	0	0
	Promising	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Dir	Advising	0	0	0	0	0	0	0	0
	Requesting	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0
Exp	Thanking	1	12.5	2	15.38	2	15.38	5	14.70
	Boasting	2	25	2	15.38	2	15.38	5	14.70
	Praising	0	0	2	1538	0	0.00	3	8.82
	Greeting	0	0	2	15.38	2	15.38	4	11.76
	Total	3	37.5	8	61.53	6	46.15	17	50
Total of totals		8	100	13	100	13	100	34	100

Concerning SAs in the initiating stage, the results show that the members of the royal family rely mostly on the Rep SAs and the Exp SAs with equal percentages of 50%. Because they initiate their speeches by stating , reporting or boasting. Among the Rep SAs, stating earns the highest rank with a percentage of 23.52%, this is because they state facts and truths. Concerning the characters themselves, queen Elizabeth is shown to earn the highest rank in using the Rep SAs with a percentage of 62.5 % followed by prince Harry with a percentage of 53.46 %, finally comes prince Charles with a percentage of 38.46%.

Among the Exp SAs, thanking and boasting comes first with equal percentages of 14.70. this is due to the fact that members of the royal family at the commencing of their speeches tend to express their feelings and emotions towards their audience about the occasion of the speech. Concerning the characters themselves, prince Charles earns the highest rank with a percentage of 61.53% followed by prince Harry with a percentage of 46.15% finally queen Elizabeth with a percentage of 37.5%. it is well noted that the Com and Dir SAs are not used in the initiating stage by any member of the royal family. Table (15) above illustrates these findings in details.

B. Conversational maxims

Table (16):Conversational Maxims in the Initiating Stage

CM			Queen Elizabeth		Prince Charles		Prince Harry		Total	
			Freq.	%	Freq	%	Freq	%	Freq	%
Observance		Quantity	6	16.66	6	16.66	8	22.22	20	18.51
		Quality	10	27.77	10	27.77	8	22.22	28	25.92
		Relevance	10	27.77	10	27.77	10	27.77	30	27.77
		Manner	10	27.77	10	27.77	10	27.22	30	27.77
		Total	36	90	36	90	36	90	108	90
Non-Observance	Flouting	Quantity	4	100	4	100	2	50	10	83.33
		Quality	0	0.00	0	0.00	2	50	2	16.66
		Relevance	0	0.00	0	0.00	0	0.00	0	0.00
		Manner	0	0.00	0	0.00	0	0.00	0	0.00
		Total	4	10	4	10	4	10	12	10
Total of totals			40	100	40	100	40	100	120	100

The observance and non- observance of CMs shown in Table (16) above reveals that the royal members tend to observe the maxims in their speeches with a percentage of 90%. Queen Elizabeth and other members score equal percentage of 90% for observing the four maxims. This result indicates that they tend to be informative, truthful, relevant and clear in delivering their speeches. The statistical analysis of flouting the CMs shows low percentage of 10% only. It also shows that quantity maxim is the most flouted one with a percentage of 83.33% as they tend to overstate some affaire for the sake of paying attention to hearer's.

C. Politeness

Table (17):Politeness Strategies in the Initiating Stage

PS		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
BOP		5	62.5	0	0	3	25	8	26.66
PP	Notice wants of H	2	66.66	1	8.33	3	25	6	31.57
	Exaggerate interest with H	0	0	1	8.33	1	8.33	2	10.52
	Intensify interest to H	1	33.33	3	25	2	16.66	6	31.57
	Use in-group identity markers	0	0	1	8.33	0	0	1	5.26
	Include both S and H	0	0	0	0	0	0	0	0
	Presuppose S's knowledge for H's	0	0	1	8.33	1	8.33	2	10.52
	Give or ask for reasons	0	0	1	8.33	1	8.33	2	10.52
	Be optimistic	0	0	0	0	0	0	0	0
	Offer, promise	0	0	0	0	0	0	0	0
	Total	3	37.5	8	66.66	8	66.66	19	59.37
NP	Giving deference	0	0	4	33.33	1	8.33	5	100
	Apologies	0	0	0	0	0	0	0	0
	Be pessimistic	0	0	0	0	0	0	0	0
	Total	0	0	4	100	1	100	5	15.62
Total of totals		8	100	12	100	12	100	32	100

Table (17) shows that the royal family have used the three types of PSs with different percentages for each strategy. It is obvious that the members of the royal family rely more upon PP with a percentage of 59.37%, such percentage reflects that the royal family likes to be closer to its people in order to give them the sense of solidarity. On record comes second in rank with a percentage of 26.66% and it is

mainly used by queen Elizabeth as she is the first lady in Britain and the most authoritative one. NP comes last in rank with a percentage of 15.62% and this is due to the fact that , it is mainly used by prince Charles as he almost always resorts to giving deference strategy and this is due to the fact that he always attends formal meetings with highly VIP characters like the presidents or prim minsters as such , he shows highly degree of respect. Also it is worth mentioning that queen Elizabeth did not use any of the NPs in the initiating stage this is due to the fact she prefers to avoid presenting any social distance between her and her people; rather she prefers to be either direct or close. The table shows that the PPs of noticing hearers interest and the strategy of intensifying hearers interest with a percentage of *31*.57%, this result goes hand in hand and reinforce the result of table (14) which shows that deep civility is used more than other types. Because taking care of people's need and showing awareness to people is the benchmark of deep civility

D. Deixis

Table (18) Deixis in the Initiating Stage

Deixes	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq	%	Freq	%	Freq	%	Freq	%
Social deixes	0	0.00	5	50	1	12.5	6	25
Personal deixes	6	100	5	50	7	87.5	18	75
Total	06	100	10	100	8	100	24	100

Table (18) above shows that the royal family members rely heavily on using personal deixis with a percentage of 75% this is due to the fact that members of the royal family use personal pronouns to express themselves and their attitudes towards a certain end. Social deixis records a less percentage of about 25% and are used mainly by prince Charles as he always attend formal meetings. It is well noted that queen Elizabeth records zero percentage for social deixis and this due to the fact that she considers herself as the most superior character and always her speeches are directed to all people and not to specific level of society.

4.5.2 The Statistics of the Developing Stage
1. Types of Civility

Table(19): Types of Civility in the Developing Stage

Types of Civility	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Surface	2	9.09	3	10	0	0.00	5	6.66
Deep	20	90.90	26	86.66	22	95.65	68	90.66
Formal	0	0.00	1	3.33	1	4.34	2	2.66
Total	22	100	30	100	23	100	75	100

The statistical analysis of this stage shows that the royal family keeps on using the three types of civility, namely; surface, deep and formal. Table (19) shows that deep civility is the most used type with a percentage of 90.66%. this percentage informs us that the royal family; particularly in this stage which stands for the body of the speech; reflect how much they care to show awareness and consideration to their hearers. prince harry scores the highest percentage 95.65% followed by queen Elizabeth with a percentage of 90.90%, finally deep civility scores its lowest percentage of 68.66% by prince Charles.

2. Pragmatic Strategies
A. Speech Acts

Table (20): Speech Act Strategies in the Developing Stage

SAs		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq.	%	Freq.	%	Freq.	%	Freq.	%
Rep	Asserting	0	0.00	5	21.73	7	38.88	12	20.33
	Reporting	5	27.77	3	13.04	1	5.55	9	15.25
	Stating	10	55.55	15	65.21	9	50	34	57.62
	Informing	0	0.00	0	0	1	5.55	1	1.69
	Predicting	3	16.66	0	0	0	0	3	5.08
	Total	**18**	**64.28**	**23**	**79.31**	**18**	**66.66**	**59**	**71.08**
Com	Assuring	2	66.66	0	0	0	0	2	28.57
	Promising	1	33.33	1	100	3	100	5	71.42
	Total	**3**	**10.71**	**1**	**3.44**	**3**	**11.11**	**7**	**8.43**
Dir	Advising	0	0	0	0	1	100	1	100
	Requesting	0	0	0	0	0	0	0	0
	Total	**0**	**0**	**0**	**0.00**	**1**	**3.70**	**1**	**1.20**

Exp								
Exp	Thanking	2	28.57	1	25	0		3	18.75
	Deploring	0	0	0	0	1	20	1	6.25
	Boasting	1	17.28	0	0	0		1	6.25
	Praising	1	17.28	2	50	2	40	5	31.25
	welcoming	0	0.00	1	25	0	0	1	6.25
	Greeting	0	0	0	0	0	0	0	0
	Hoping	2	28.57	0	0	2	40	4	25
	Good wishing	1	17.57	0	0	0	0	1	6.25
	Total	7	25	4	13.79	5	18.51	16	19.27
Total of totals		28	100	29	100	27	100	83	100

The statistical analysis of SAs of the developing stage shows that the members of the royal family resorts to the four types of SAs with different distributions. Rep SAs scores the highest percentage of 71.08% among other SAs. This percentage could be justified by the fact that the different types of Rep SAs can be used to state different affairs, believes and viewpoints in a civil manner through stating, asserting or predicting. Within the Rep SAs; stating is the highest with a percentage of 57.62% and it is mainly used by prince Charles with a percentage of 65.21% , the second rank is recorded by queen Elizabeth with a percentage of 55.55%. finally, the third rank is attributed to prince Harry with a percentage of 50%. The Exp SAs comes second in rank among other SAs with a percentage of 19.27% and it is worth mentioning here that queen Elizabeth records the highest rank with a percentage of 25%, followed by prince Harry with a percentage of 18.51%. Prince Charles scores the lowest score with a percentage of 13.79%, this is because prince Charles resorts to stating issues rather than revealing his personal attitudes towards certain issues. Com SA comes third in rank among other SAs with a percentage of 8.43% and the royal family members mainly used promising with a percentage of 71.42% because in this stage, they commit themselves to do certain actions as a fulfilment of what they have stated in this stage. Finally Dir SAs records the lowest score with a percentage of 1.20% and this percentage is attributed to prince Harry only since he is the only royal character who uses this

type of SA. The reason for the absence of this type of SA especially by queen Elizabeth and prince Charles is that in this stage they resort more to the Rep and Exp SAs rather than to the Dirs. These findings are put in more details in Table (20) in the previous page

B. Conversational Maxims
Table (21): Conversational Maxims in the Developing Stage

CM		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
observance	Quantity	16	20.25	25	22.52	25	26.88	66	23.32
	Quality	19	24.05	26	23.42	25	26.88	70	24.73
	Relevance	22	27.84	30	27.02	18	19.35	70	24.73
	Manner	22	27.84	30	27.02	25	26.88	77	27.20
	Total	79	87.77	111	90.98	93	90.29	283	89.84
Non Observance / Flouting	Quantity	8	72.72	5	45.45	1	10	14	43.75
	Quality	3	27.27	6	54.54	1	10	10	31.25
	Relevance	0	0	0	0	7	70	7	21.87
	Manner	0	0	0	0	1	10	1	3.12
	Total	11	12.22	11	9.01	10	9.70	32	10.15
Total of totals		90	100	122	100	103	100	315	100

The statistical analysis of the CMs in the developing stage reveals that the royal family keeps on obeying the maxims during delivering their speeches with a percentage of 89.84%. this result proves that they are so sensitive towards their hearers that they try to be informative, truthful, relevant and clear in every issue they are tackling in their speeches. The three royal members observes the CMs with almost relative percentages of 87.77% by queen Elizabeth, 90.98% by prince Charles, and 90.29% by prince Harry respectively. In reference to flouting the maxims, the statistical analysis in table (21) above shows that the flouting of the maxims records only 10.15% in this stage. Quantity maxim recorded the highest percentage of 43.75%, this is due to the fact that the royal family tend to overstate any subject matter that is good for the hearer to give them the sense that , as a royal family, they are aware of their effort or any contribution they do.

C. Politeness
Table (22):Politeness Strategies in the Developing Stage

PSs		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
BOP		**4**	**18.18**	**0**	**0.00**	**2**	**6.89**	**6**	**6.74**
PP	Noticing H's interest	9	50	15	42.87	9	39.13	33	43.42
	Exaggerating H's interest	2	11.11	3	8.57	1	4.34	6	7.89
	Intensifying H's interest	0	0	2	5.71	1	4.34	3	3.39
	Using in-group identity marker	0	0	1	2.85	1	4.34	2	2.63
	Including both S and H	3	16.66	6	17.14	0	0	9	11.84
	Presuppose S's knowledge for H's	2	11.11	5	14.28	2	8.69	9	11.84
	Giving or asking for reasons	1	5.55	0	0	5	21.73	6	7.89
	Optimism	1	5.55	0	0	1	4.34	2	2.63
	Offer, Promise	0	0	1,2		3	13.04	6	7.89
	Total	**18**	**81.81**	**35**	**92.10**	**23**	**79.31**	**76**	**85.39**
NP	Giving deference	0	0	2	66.66	1	25	3	42.85
	Apologies	0	0	1	33.33	0	0	1	14.28
	Be pessimistic	0	0	0	0	3	75	3	42.85
	Total	**0**	**0**	**3**	**7.89**	**4**	**13.79**	**7**	**7.86**
Total of totals		**22**	**100**	**38**	**100**	**29**	**100**	**89**	**100**

The statistical analysis of the PSs uncover that the royal family exploits the three strategies of politeness namely BOR, PP, and NP in the developing stage. Table (22) shows that PPs gains the highest rank with a percentage of 85.39%, this percentage reveals that it is the most dominant strategy and the royal family prefer PPs over other strategies because they want to show their considerations to the desires of their hearers in regard to a particular state of affairs and to emphasize a solidarity between them and their hearers and this very important matter to sound civil and specifically to drag deep civility. The second rank is recorded to NPs with a percentage of 7.86% which is very near to the third rank recorded by BOR politeness with a percentage of 6.74% which is mainly used by queen Elizabeth as she is the most powerful royal character, as such she needs to go on record to directly state some important things. Within the analysis of PPs, Noticing Hearer's interest is the most used strategy with a percentage of 43.42% , this finding assures

that the royal family is very interested in showing interest in the hearer. Within NP, it is very clear that queen Elizabeth scores 0 percentage for the three mentioned sub-strategies. This is because she prefers to exploit BOR and PP over NP. Within the same strategy, prince Charles recorded the highest rank for using the strategy of giving deference with a percentage of 66.66% and this finding reveals that prince Charles prefers to use formal address form even in the body of his speeches to show high degree of respect to hearers.

D. deixis

Table (23): Deixis in the Developing Stage

Deixes	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq	%	Freq	%	Freq	%	Freq	%
Social deixes	0	0.00	6	23.07	1	5	7	11.86
Personal deixes	13	100	20	76.92	19	95	52	88.13
Total	13	100	26	100	20	100	59	100

An in-depth analysis shows that the royal family members rely heavily on using personal deixis with a percentage of 88.13% and a low percentage of about 11.86% for social deixis. Personal deixis are used heavily because they need personal pronouns to express themselves and their attitudes for certain purposes while social deixis are used mainly by prince Charles as he always attend formal meetings.

4.5.3 The Statistics of the Concluding Stage
A. Types of Civility
Table(24) Types of Civility in the Concluding Stage

Types of Civility	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq.	%	Freq.	%	Freq.	%	Freq.	%
Surface	3	50	3	21.42	1	5.88	7	18.91
Deep	3	50	7	50	16	94.11	26	70.27
Formal	0	0	4	28.57	0	0	4	10.81
Total	6	100	14	100	17	100	37	100

The statistical analysis of the concluding stage shows that deep civility records the highest record with a percentage of 70.27% , this finding reveals that even in the last part of the royal family speeches; they insist on –among other things-

moral points, about what they account as tolerance, kindness, and consideration of others feelings. Surface civility comes second in rank with a percentage of 18.91% to indicate that the royal family members commit themselves to good manners while delivering their speeches. Finally, formal civility scores 10.81% and it is only used by prince Charles as he as usual commit himself to use formal address forms since he always deliver his speeches in the presence of highly authoritative characters. Table (24) above gives more details.

3. Pragmatic Strategies
A. Speech Acts
Table (25): Speech Act Strategies in the Concluding Stage

SAs		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
Rep	Asserting	0	0	1	12.5	2	22.22	3	14.28
	Reporting	0	0	0	0	1	11.11	1	4.76
	Stating	2	50	6	75	6	66.66	14	66.66
	Informing	0	0	0	0	0	0	0	0
	Predicting	2	50	1	12.5	0	0	3	14.28
	Total	**4**	**40**	**8**	**36.36**	**9**	**34.61**	**21**	**36.20**
Com	Assuring	0	0	1	33.33	0	0	1	11.11
	Promising	0	0	2	66.66	6	100	8	88.88
	Total	**0**	**0**	**3**	**13.63**	**6**	**23.07**	**9**	**15.51**
Dir	Advising	1	100	1	33.33	10	100	12	85.71
	Requesting	0	0	2	66.66	0	0	2	14.28
	Total	**1**	**10**	**3**	**13.63**	**10**	**38.46**	**14**	**24.13**
Exp	Thanking	1	20	2	25	0	0	3	21.42
	Congratulating	1	20	0	0	0	0	1	7.14
	Deploring	0	0	1	12.5	0	0	1	7.14
	Boasting	1	20	1	12.5	0	0	2	14.28
	Praising	0	0	2	25	0	0	2	14.28
	welcoming	0	0	0	0	0	0	0	0
	Greeting	0	0	0	0	0	0	0	0
	Hoping	1	20	1	12.5	1	100	3	21.42
	Good wishing	1	20	1	12.5	0	0	2	14.28
	Total	**5**	**50**	**8**	**36.36**	**1**	**3.84**	**14**	**24.13**
Total of totals		10	100	22		26		58	

The statistical analysis of SAs in the concluding stage shows that the four types of SAs are used in this stage namely Rep SAs, Com SAs, Dir SAs, and Exp SAs. Also the analysis shows that the royal family rely heavily upon the Rep SAs since

it records the highest record with a percentage of 36.20% . Dirs and Exps share the second rank with a percentage of 24.13%. Com SAs comes last in rank with a percentage of 15.51%. Among Rep SAs, stating scores the highest score 66.66% followed by asserting and predicting with equal percentages 14.28%. Among Dir SAs, advising records the highest score with a percentage of 85.71%. Among Exp SAs, both thanking and hoping scores the highest rank with a percentage of 21.42%. Welcoming and greeting did not score any record in this stage since these SAs are mainly used initiating parts of the speech.

B. Conversational Maxims
Table (26):Conversational Maxims in the Concluding Stage

CM			Queen Elizabeth		Prince Charles		Prince Harry		Total	
			Freq	%	Freq	%	Freq	%	Freq	%
observance		Quantity	4	18.18	8	16	20	25.31	32	21.19
		Quality	4	18.18	14	28	19	24.90	37	24.50
		Relevance	7	31.81	14	28	20	25.31	41	27.15
		Manner	7	31.81	14	28	20	25.31	41	27.15
		Total	22	75.86	50	87.71	79	98.75	151	90.96
Non Observance	Flouting	Quantity	3	42.85	7	100	0	0	10	66.66
		Quality	4	57.14	0	0	1	100	5	33.33
		Relevance	0	0	0	0	0	0	0	0
		Manner	0	0	0	0	0	0	0	0
		Total	7	24.13	7	12.28	1	1.25	15	9.03
Total of totals			29	100	57	100	80	100	166	100

Concerning CMs of the concluding stage, table (26) shows that the members of the royal family adheres by the maxims and record a percentage of 90.96 %. This is attributed to the fact that civil speakers wish to communicate effectively by presenting truth and facts. Prince harry scores the highest percentage 98.75% followed by prince Charles who recorded 87.71% and ended with queen Elizabeth who scores 75.86%. The flouting of the CMs records a low percentage 9.3%. quantity maxim is the most flouted maxim among other maxims because sometimes, they exaggerate the message they want to send.

C. Politeness
Table (27):Politeness Strategies in the Concluding Stage

PS		Queen Elizabeth		Prince Charles		Prince Harry		Total	
		Freq	%	Freq	%	Freq	%	Freq	%
BOP		2	28.57	2	11.76	11	55	15	34.09
PP	Noticing H's interest	1	20	1	8.33	1	11.11	3	11.53
	Exaggerating H's interest	1	20	2	16.66	0	0	3	11.53
	Intensifying H's interest	0	0	4	33.33	2	22.22	6	23.07
	Using in-group identity marker	0	0	1	8.33	1	11.11	2	7.69
	Including both S and H	2	40	1	8.33	3	33.33	6	23.07
	Presupposing S's knowledge for H's	0	0	1	8.33	0	0	1	3.84
	Giving or asking for reasons	0	0	0	0	1	11.11	1	3.84
	Optimism	1	20	0	0	0	0	1	3.84
	Offer, promise	0	0	2	16.66	1	11.11	3	11.53
	Total	5		12		9		26	59.09
NP	Giving deference	0	0	3	100	0	0	3	100
	Apologies	0	0	0	0	0	0	0	0
	Be pessimistic	0	0	0	0	0	0	0	0
	Total	0	0	3	0	0	0	3	6.81
Total of totals		7	100	17	100	20	100	44	100

Table(27) above shows that the members of the royal family uses the three strategies of politeness with varying distribution for each one. PPs are highly used with a percentage of 59.09% . The royal family adopts this strategy to break the barrier between them and people. BOP has the second percentage of 34.09% and it is mostly used by prince Harry with a percentage of 55% as he used the most direct way in advising people about what to do in their future. NP and as usual comes last in rank with a percentage of 6.81% and it is only used by prince Charles with a percentage of 100 as he always ends his speeches with the negative strategy of giving deference to show respect to people. Within PPs, the sub-strategies of Intensifying H's interest and Including both speaker and hearer are the most used with a percentage of 23.07% among other strategies.

D. Deixis

Table (28): Deixis in the Concluding Stage

Deixes	Queen Elizabeth		Prince Charles		Prince Harry		Total	
	Freq	%	Freq	%	Freq	%	Freq	%
Social deixes	0	0.00	6	37.5	1	11.11	7	21.21
Personal deixes	8	100	10	62.5	8	88.88	26	78.78
Total	8	100	16	100	9	100	33	100

Table (28) above shows that the royal family members rely heavily on using personal deixis with a percentage of 78.78% and a low percentage of about 21.21% for social deixis. Personal deixis are used heavily because they need personal pronouns to express themselves and their attitudes towards a certain end while social deixis are used mainly by prince Charles as he always attends formal meetings.

4.6 Hypotheses Verification

This section focuses on bringing all the hypotheses togather to be easily checked. Thus the hypotheses are presented in points as follows:

1. The first hypothesis which reads " There are different types of civility employed by the members of the royal family such as deep, surface, and formal civility" is verified because they need to use these three types to appeal to social civility.

2. The second hypothesis which reads " Deep civility is mostly used by the members of the royal family" is verified because they always seek to show love , respect and consideration to their addressees.

3. The third hypothesis which reads "The speeches of the royal family are divided into three stages namely; initiating stag, developing stage, and concluding stage. Deep civility is the most dominant type that is highly used in all stages" is verified.

4. The fourth hypothesis which reads "Representative and expressive speech acts are mostly exploited in showing civility" is verified.

5. The fifth hypothesis which reads "Positive politeness strategy is exploited by the member of the royal family" is partially verified because bold on record politeness strategy is also used heavily by the royal family members.

6. The sixth hypothesis which reads "The royal family members tend to observe the maxims rather than flouting them" is verified because they want to achieve a high degree of efficiency when they deliver their speeches.

7. The seventh hypothesis which reads "Social deixis is the most frequently used type of deixis" is partially verified because they use both types of deixis namely personal and social.

8. The eighth hypothesis which reads "There are some slight differences can be noted in the use of the types of civility as well as the pragmatic strategies among the members of the royal family in relation to their speeches" is verified.

Chapter Five

Conclusions, Recommendations and Suggestions

for Further Research

5.0 Preliminary Remarks

This chapter, as its title suggests, is a concise summary of the conclusions arrived at by this study. It also includes a number of recommendations and suggestions for future research work.

5.1 Conclusions

Depending on the results of the theoretical background and the pragmatic and statistical analyses, the following conclusions are arrived at:

1. There are different types of civility utilized by the members of the royal family namely deep, surface, and formal. Deep civility is used heavily by the three members, particularly in the developing stage for different purposes. They use deep civility to show awareness and consideration to people whom they address and to give a positive energy in difficulty. Surface civility is also used by the members of the royal family to greet at the start of their speeches or when they send thanks at the end of their speech. Formal civility is used by the members of the royal family. It is mostly used by prince Charles as he always deliver his speeches in the present of highly formal characters. The use of the three mentioned types of civility by the royal members in the selected social speeches leads to conclude a new type of civility that amalgamates the three types or it is the result of the three types of civility. This type is called social civility; it is the type of civility that is used by the royal members to achieve their goals during delivering their speeches. It is used by them to show respect, formality and care to their addresses.

2. The three members of the royal family resorts to deep civility in the three stages of their speeches more than the other two types. This is due to the fact that they care about the people they address as such they tend to show how interested they are in different issues related to people's life. They treat people mindfully and smartly through showing solicitude, regard, and concern to any situation or need related to people of the United Kingdom and the commonwealth. For example the speech of queen Elizabeth at the patron's lunch on the mall shows how interested she is in supporting hundreds of charities that give help to different people. The same is true for all other selected speeches.

3. All the selected speeches are composed of three parts. These parts are the introduction in which the speaker initiates the speech with greeting words and states the topic of the speech, surface and formal types of civility are the most dominant types. The body in which the speaker deliver the main points and ideas of the speech, deep civility is the most dominant type. The conclusion in which the speaker ends his speech by emphasizing what he wants the others to do and understand, deep and surface civility are the most dominant types. These parts are arranged into three stages in relation to the model of analysis namely the initiating stage, developing stage, and the concluding stage.

4. the most common categories of SAs that are used in the speeches of the royal members are the Rep SAs mainly stating and asserting, followed by the Exp SAs mainly praising and thanking. Rep SAs scores the highest percentages as they are essential pragmatic strategy to manifest deep civility while Exp SAs are important pragmatic strategies to show deep and surface civility.

5. The members of the royal family rely heavily upon PPs in the first place and BOP in the second place. Among PPs, intensifying hearer's interest, noticing hearers interest, and including both speaker and hearer are the most frequent. These strategies reflect how much care and respect is shown by the members of the royal family to their addresses, hence deep and surface civility are embodied in the speech. BOP is used to directly send thanks, giving advice, and expressing gratitude. As a result surface civility is reflected in the speech.

6. The royal family members tend to observe the maxims with a high percentage. Though they flout the maxims but with very low percentage. Members of the royal family tend to abide to observe the maxims because they desire to appear informative, truthful, relevant and clear with their addresses. As such their speeches would be simple, understood by all levels and civil to achieve its end.

7. The members of the royal family tend to use personal as well as social deixis. As for queen Elizabeth, she depends on personal deixis particularly the first person pronoun and inclusive we when she delivers her speeches. This is because she delivers her speeches to the public in general and not to specific class and because she is the first lady in Britain and represent the higher authority. As for prince Charles and Prince Harry, they use both types depending on their addressees.

8. The royal family tend to follow almost the same style in delivering their speeches; all of them use the three types of civility in the three stages of their speeches with one notable difference that is queen Elizabeth rarely resorts to formal civility because of her position. As for the pragmatic strategies; SAs are almost used in the same way. CMs are also scores higher frequency to observe

them rather than flouting them by the three members of the royal family. Regarding PS, the members of the royal family uses PPs, NP and BOP but queen Elizabeth did not use the NPs and this is the main difference. Regarding deixis; the main difference is that queen Elizabeth did not use social deixis in her speeches. Prince Charles and prince Harry uses both types of deixis.

5.2 Recommendations

Civility is a virtuous concept that triggers purity, morality, and high principles. It should be given a profound attention. In this connection, the following recommendations are set forth:

5.2.1 Pragmatic Recommendations

1. Pragmatists have to investigate civility in more depth and in different genres such as religious, political or workplace.

2. Pragmatists should give heed to minutely unveil the various types of civility with the strategies and sub-strategies used to achieve each type.
3. Pragmatists are required to look for more details about the differences between civility and politeness.as such, they may develop a theory of civility based on the findings of this study

5.2.2 Pedagogical Recommendations
1. civility should be taught by teachers to their students as part of the elements of daily life. This could be done through adhering to the criteria of civil discourse.
2. Students should acquaint themselves with the types of civility so that they can use each type in the required situation.

5.3 Suggestions for Further Research

In order to widen the scope of the current study and support its findings, the following are suggestions for further research:

1. A pragma-rhetorical analysis of civility in Biblical texts.

2. A socio-pragmatic study of civility in Facebook comments.

3. A pragma-rhetorical study of civility in British and American talk shows.

4. A pragmatic study of incivility in American political debates.

5. A pragmatic study of in\civility in American propaganda.

6. A Semio-pragmatic study of visible civility in princess Diana's interviews.

7. Cross-cultural investigation of in/civility between Arabic and English social context.

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دراسة تداولية للكياسة في خطابات أفراد العائلة المالكة

رسالة تقدّمت بها

ريام رضا جاسم البوعبدالله

إلى

مجلس كلية التربية للعلوم الإنسانية\ جامعة بابل وهي جزء من متطلبات نيل شهادة

الماجستير في اللغة الإنكليزية/ علم اللغة

بإشراف

الأستاذ المساعد الدكتور نسائم مهدي عبدالله

المستخلص

تبحث هذه الدراسة بشكل عملي في الكياسة في خطابات أفراد العائلة المالكة البريطانية. تم اختيار هذا المفهوم لدراسته لأهميته في الحياة الاجتماعية ولأنه لا توجد دراسات من قبل تسلط الضوء على الكياسة فيما يتعلق بخطب أفراد العائلة المالكة. بالتالي ، ومن أجل سد هذه الفجوة ، تحدد هذه الدراسة نفسها مهمة التركيز على الكياسة في خطابات أفراد العائلة المالكة. تهدف الدراسة الحالية إلى (١) اكتشاف أكثر أنواع الكياسة شيوعًا التي يستخدمها أفراد العائلة المالكة. (٢) التعرف على البنية البراغماتية للخطابات الصادرة عن أفراد العائلة المالكة. (٣) تحديد أفعال الكلام الاكثر استخداما بين أفراد العائلة المالكة لإظهار الكياسة. (٤) تحديد استراتيجيات التأدب والاستراتيجيات الفرعية الأكثر استخدامًا من قبل كل فرد من أفراد العائلة المالكة. (٥) تهدف الدراسة أيضًا إلى اكتشاف ما إذا كانت هناك أية اختلافات بين الأعضاء الثلاثة المختارين من العائلة المالكة في استخدام أنواع الكياسة وكذلك الاستراتيجيات البراغماتية .

تماشيا مع الأهداف ، تفترض هذه الدراسة الى أن (١) هناك أنواعا معينة من الكياسة التي يستخدمها أفراد العائلة المالكة بكثرة ؛ هذه الأنواع هي كياسة عميقة و سطحية ، ورسمية. (٢) تنقسم بنية الخطابات التي يصدرها أعضاء العائلة المالكة إلى ثلاث مراحل ، هي: البدء ، والتطور ، والختام. (٣) أفعال الكلام التمثيلية والتعبيرية هي أكثر فئه من أنواع أفعال الكلام استخدامًا من قبل أفراد العائلة المالكة. (٣) يتم توظيف استراتيجيات الادب المباشر والإيجابي في الغالب من قبل أفراد العائلة المالكة. من بين استراتيجيات التأدب الإيجابي ؛ يتم استخدام ملاحظة رغبات المستمعين وتكثيف الاهتمام بهم (٥) هناك اختلافات طفيفة في استخدام أنواع الكياسة والاستراتيجيات البراغماتية بين أفراد العائلة المالكة.

تم اعتماد إجراءات معينة لتحقيق الأهداف واختبار صحة الفرضيات: (١) تقديم مراجعة شاملة للأدبيات حول ظاهرة الكياسة. (٢) الأخذ في الاعتبار أهمية بعض الاستراتيجيات البراغماتية للكياسة وتشمل هذه الاستراتيجيات أفعال الكلام و مبادئ التخاطب و استراتيجيات الأدب بقدر ما يتعلق الأمر بسياق الخطابات المختارة. (٣) الاختيار العشوائي للخطاب الاثني عشر من قبل ثلاثة من أفراد العائلة المالكة ليتم تحليله. بالإضافة إلى ذلك ، ينقسم كل خطاب إلى ثلاثة أجزاء. (٤) تصميم انموذج عملي توليفي للتحليل النوعي لبيانات هذه الدراسة ، ويتكون من طبقتين. تستعرض الطبقة الأولى أنواع الكياسة المستخدمة في كل مرحلة

من مراحل الخطابات الثلاثة. تتضمن الطبقة الثانية من الانموذج الاستراتيجيات البراغماتية المستخدمة لإظهار أنواع الكياسة المذكورة في كل مرحلة. تشمل هذه الاستراتيجيات البراغماتية: أفعال الكلام من قبل سيرل (١٩٧٦) و مبادئ كرايس (١٩٧٥) نظرية التأدب من قبل براون و ليفنسون (١٩٨٧) والاشارات اللغوية حسب هونغ (٢٠٠٧).

الاستنتاج الرئيسي للدراسة الحالية هو أن العائلة المالكة البريطانية تلجأ إلى استخدام ثلاثة أنواع من الكياسة في خطاباتهم وهي العميقة و السطحية و الرسمية. تتجلى هذه الأنواع بشكل عملي من خلال استراتيجيات براغماتية مختلفة.