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RATTANAWALEE MANSUP : MOOD AND SITUATION EFFECTS ON POLITE
VERBAL REQUEST BETWEEN HIGH AND LOW SELF – MONITORING

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The purpose of this research was to examine the influence of mood on polite verbal request in easy or difficult situation between high and low self-monitoring individuals. Participants were 120 under-graduate students. The design was a 2 mood (positive vs. negative) x 2 situation (easy vs. difficult) x 2 self-monitoring personality (high vs. low), with 30 students in each cell. Students in each group were induced to experience either positive or negative mood and responded by writing down in their own words the requests to easy and difficult situations specified in the questionnaire. Politeness of the requests made were judged.

The results are as follows:

1. Politeness of requests made by participants with positive mood do not differ significantly from those made by participants with negative mood.
2. Requests are significantly more polite in the difficult situations than in the easy ones
3. High self-monitoring persons use more polite request than low self-monitoring persons do.
4. There is no significant difference on politeness between high self-monitoring persons in the two mood induction conditions.
5. There is no significant difference on politeness between low self-monitoring persons in the two mood induction conditions.