

**Thesis Title**            An Analysis of Thai Telephone Conversations  
in the Light of Research Carried out on the  
Functional Discourse Strategies of Telephone  
Conversations in English

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**ABSTRACT**

This descriptive study analyzed the strategies used to open and close Thai telephone conversations in order to make a contrastive study with those of English.

One hundred and nineteen Thai telephone conversations recorded and carefully transcribed contain 32 cases called to the addressee at places of business and 87 phoned to the receivers at home.

The research studies and articles concerning the analysis of telephone conversations in English i.e., Schegloff, 1968; Schegloff and Sacks, 1973; Godard, 1977; Clark and French, 1981; Levinson, 1983 and Sifianou, 1989, were used as a guideline for the present study.

The findings of this study can be summarized as follows.

1. Answering a call, the receivers at places of business generally identified the place at 68.8% while receivers at home normally offered a greeting - saying "Hello" or the Thai expression /sawàtdi:/ or its informal variant /wàtdi:/ at 90.8%.

2. Acknowledging the receiver's answer, in the neutral cases, in which the relationship between two participants was not revealed, the callers 72.0% at places of business and 40.5% at home usually requested the intended addressee. However, the callers in both places often checked the receiver's name when they recognized the receiver's voice, in informal cases.

3. In closing sequences at places of business and at home, the callers frequently initiated the pre-closing signals which occurred in a sequence rather than a single statement. But the strategies used at both places were different. That is, the callers at places of business often initiated the pre-closing by repeating what had been discussed at 34.4% whereas the callers at home commonly used concluding statements at 48.9%.

4. Before hanging up, 75.0% of telephone conversations at places of business employed leave-taking normally by saying /sawàtdi:/ or its variant /wàtdi:/ while only 57.5% of telephone calls at home contained the final leave-taking - using one of these expressions /sawàtdi:/, /wàtdi:/, or /chò:kdi:/.

5. Leave-taking acknowledgement was sometimes stated, 62.5% at places of business and 60.8% at home.

In the strategies used, status particles i.e., /khá/ or /khráp/ and emphasizing particles such as /ná/, /ná'khá/ or /ná'khráp/ may be added.

When applying the data on telephone conversations in the classroom, teachers should not be concerned only with the language forms but should also be aware of the different strategies used in both English and Thai in order for speakers to achieve their communicative purpose with the appropriate telephone etiquette.