

## ABSTRACT

### An Analysis of Strategies and Words Used in Writing Letters of Refusal

by

Patsara Pongsukvajchakul

This study was intended to analyze strategies and words people used in their writing of letters of refusal. In the study, a total of 60 such letters were sought from 28 different types of organizations, whether they be in the public sector, the private sector, or the state enterprises. To substantiate the study, the researcher adopted the concepts of the organization of letters of refusal from McComas & Satterwhite (1993), Batteiger (1985), Tengtrirat (1994), Sawangvaroros (1991), and Murphy & Hildebrandt (1988) and of the seven rules of usage of words (*simple, concise, conversational, specific, appropriate, correct, and positive*) from McComas & Satterwhite (1993), Bartram (1993), Bennie (1994), and Sawangvaroros (1991). Different useful methods employed by those writers in writing each organized part of the letter (*buffer, explanation & analysis, decision, resale and/or constructive suggestion, and friendly positive close*) were discussed. From the analysis, the study found such problems as unnecessary words, unfamiliar words, incorrect words, repetitive words, words with negative meanings, trite words, unclear words, exaggerated words, and wordiness in addition to several other sentence errors and typographical errors.