Effects of Age on Politeness and Faithfulness of Identity - A Pakistani Punjabi Community Analysis

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Abstract
The purpose of this study is to investigate Punjabis’ preferred code (language) and face saving strategies while requesting their friends, boss and servant. The reason to choose three different levels is to evaluate interlocutors’ social behavior and attitude towards the existing languages of their community, through their linguistic choices towards listeners, and the concept of politeness which is put forward by Brown and Levinson’s (1983) in their politeness theory, with respect to the age of the speaker. The first objective of the study is to find out if there is any association between age and choice of language and secondly whether there is any association between age and request strategies. A total of 168Punjabi speakers were selected through random stratified sampling as a sample of this study. The sample comprised of 83 males and 85 females, with different age groups which were divided into three categories (1=18 to 30, 2= 31 to 45, 3=46 to 60). A simple discourse completion test was given to them to choose the best option in the given scenario. The data was analysed through SPSS by applying chi-square test to find associations between choice of languages and request strategies with respect to age. The results of the research conclude that age does not affect Punjabi speakers’ choice of language (Urdu) with their friends and subordinates, however, they change their choice of language from Urdu to English while requesting their boss or seniors. Moreover, age does not have any influence in choosing request strategy. Predominantly, it is concluded that no significant influence is made by the age factor. Negative politeness is used for seniors, whereas bald on strategy is used for friends and subordinates. The results will be important for a common Punjabi speaker in terms of the importance and value given to their mother tongue in different age groups and for the educationist and counselors who teach politeness and respect to the students. Most significantly, it is a reflection for the language research institutes to make language policies for different languages to preserve their dignity and prestige, as Punjabi has been totally obsoleted from the scene and it has been connoted so negatively that her native speakers has almost stopped using her for polite expressions.
Keywords: Politeness strategies, face-saving, age and language choice, prestige in languages, Punjabi

1. Introduction
The purpose of this study is to find out different linguistic behaviors prevailing in our society, which are displayed through the choice of language, and politeness strategies employed by Punjabi speakers while making request to their boss, friend and subordinate. These linguistic choices unveil the underlying phenomenon of politeness and the speakers’ relationship with the receiver, and the role of age in shaping these choices. These lexical and syntactical choices are made depending on the type of situation and interlocutors’ relation with each other, which includes social distance, power and rank of imposition. Certainly, this is why we change our registers and this unconscious/conscious attempt speaks a lot about individuals’ perception about a particular language and type of relation with hearer. We try to adjust our words while communicating to show our politeness (Janny and Arndt, 1992). And we do this to be an acceptable member of a group in a long lasting relation, but politeness is culturally relevant. What is polite for A, it might not be polite for B (Haugh, 2006). So, it is used as diplomatic strategy to continue the relations smoothly (Kummer, 1992).

This research article will explore the degree of politeness of Punjabi speakers while making requests at different age levels to different people depending on their relationship with each other. This research will also investigate Punjabi speakers’ choice of language while making requests to the people of different ranks and social distance to verify what kind association they adhere with their mother tongue and what does the result signify? Moreover, it will be researched also, if their choice of making requests and the choice language changes with the change in age or not.

Following questions will be answered in this study;

1. Is there any association between age and choice of language and what does it signify?
2. Is there any association between age request strategies and what does it signify?
3. Which request strategy and language is the most preferable one and what does it signify?

2 Literature Review

2.1 Introduction:
The display of the linguistic behavior will indicate how much the notion of maintain the hegemony of English has seriously affected the Punjabi speakers in different contexts. Furthermore, the definition of politeness will be revised with the perspective face saving and face threatening acts.

Whenever we speak it signifies our intention; what we mean and what kind of impact we want to leave on others (J. L. Austin, 1962). But our utterances have to meet some social goals or norms in order to meet the desired results and to get a positive treatment from the listener.
2.2 Status of Urdu, English and Punjabi in Pakistan

Language is an identity marker of any nation and Punjabi is vulnerable to its identity for the Punjabis who are reluctant to speak it because of her controversial status in India and Pakistan, because of its religious and regional associations (Rahman, 2011; Zaidi, 2010; Jafferlot, 2002; Asher, 2008). So, this study will make observation on the use of Punjabi in a limited domain of requesting.

According to Rahman (1996) Urdu is only 7% in Pakistan in comparison to Punjabi which is 45% of the complete nation, but it was announced as the national language and as a lingua franca to unite all religions. Urdu becomes the language of educated Punjabis who under the imperialism of Britain started taking Urdu as sophisticated version of Punjabi. It means that Urdu has been considered as the language of sophisticated people, unlike Punjabi that has earned the reputation of being the language of poor and illiterate people.

According to Kachro (1998), the role of English can be defined in three dimensions in Pakistan; regulatory (administration), instrumental (education), inter-personal (personal communication). In the first two type English is just restricted to reading and writing. However, in verbal communication people use code-mixing and code-switching and after internet and computer common man is more into English. Rahman (2003) emphasizes that elite class is consistent in using English to maintain the hegemony of this imperial language to execute power on middle-class and lower class people through conversation and education system. This study will explore under which circumstances Punjabis speakers opt for English to what kind of impression.

The question arises, why do people shift from one language to another language and here is review of literature for this purpose:

2.3 Reasons of Language Shift

In multilingual societies indigenous or languages of poor are always at stake because of dominant languages and speakers have to make efforts in order to preserve her identity, dignity and especially existence. Gal (1972) has studied the language shift in a small town of Oberwart, where two languages were in connection with each other; Hungarian and German. This bilingualism existed there for 400 years. Hungarian which was the local language of that town and which was exercising its social function properly, was gradually met with a change. Gradually German started replacing Hungarian in all aspects of communication. She called this change as a change of socially-motivated change. Now, Hungarian is almost obsolete in many of the young people of that town.

Similarly researches have been conducted on the indigenous languages of immigrants as well to study the language shift/maintenance. Minority languages of Australia have been studied and Clyne, 2003 and Clyne & Kipp (1999) are in spotlight. Amongst all languages in Australia, Dutch has witnessed the brisk change in its users. Users of Dutch language start assimilating their selves closely to the speakers of English; they started using English with their spouse and children. Even their churches start promoting this language. Thus the use of Dutch was
significantly affected by English. In the second generation there was a remarkable shift and in the third generation, there was a clean sweep.

2.4 Age and Politeness
Stirling (2014) during her research on online communication rejected the notion that older people are more conscientious than younger one. Her data represented that people who are below 30, they are more careful in correcting their selves, use longer expressions to be polite and use larger vocabulary to give the message clearly. Lakoff (1973) claimed that adults must abide by the rules of politeness; maxims of politeness, and his statement was strengthened by Bates (1973), who studied that children even at the age of 3, knows that relative linguistic politeness. Language users tend to use code(s) depending on whom they interact with and this can be captured in specific reference to their age cohorts. The relationship between language choices, social networks and age cohorts has been a primary research focus of sociolinguists interested in processes of language variation and language shifting. Most of such studies on Malaysia have involved quantitative analyses (surveys) supported by qualitative analyses (transcriptions of real-time conversations, interviews and observations) (David et al. 2009). The present study focuses on age cohort linguistic choices whereby the patterns of choices of the Tamil community in Kuching are related to the age cohorts of speakers and those with whom they interact.

In demonstrating the phenomenon of language choice, non-indigenous minority Indian communities in Malaysia pose a different challenge than indigenous communities such as the Iban, Bidayuh and Kadazan. Non-indigenous communities can shift to the use of a dominant language when there are obvious advantages to doing so and when perceived as favourable to the community concerned. Indians who have converted to Islam are being assimilated into Malay cultural norms, assuming Malay identity and living among the Malays in Kuching to enjoy privileges accorded to the Malays, who are also known as the bumiputeras (Dealwis and David 2010).

Different researchers explain that linguistic politeness is shown very meticulously when the listener is elder or senior in position (Pfuderer, 1968; Dikeman and Parker, 1964). Researches are done in the field of language and age but there isn’t any research which studies the influence of age in tailoring politeness and determining the language choice. Though, through researches it has been generalized that young people chose the language of fashion and power, while the older people do not, rather they adhere to their native language to show their solidarity and faith, yet this particular above mentioned aspect has not been observed yet.

2.5 Politeness Theories and Linguistic Politeness
Politeness is defined by Lakoff (1990) as tool to facilitate interpersonal communication by minimizing the peril of conflict and friction in relationships which all languages inherit. Brown and Levinson (1987) states that face is public self-image and everybody wants to maintain it, but sometimes while interacting socially we threatens the public self-image of other, and that is why they introduce four types of politeness strategies; positive politeness, negative politeness, bald on
record and off record. But their theory was seriously criticized by many researchers on two major grounds. Penman, 1994 and Ting-Tomney, 1998 claims that face is highly private and individual in western societies, whereas in many Asian countries it is defined through “social-relativism” (Kasper, 1990). Furthermore, belonging, membership and acceptance is also defined in their culture. Matasumoto (1998), argued that Japanese concept of face is different from Brown and Levinson face, because here it is to show “maintenance of the relative position of others”. Mao (1994) and Jia (1997) highlighted that in China face is interactional and relation and is based on four characteristics; relation, social hierarchical and moral. Both countries emphasized on communication and relation then displaying only linguistic politeness.

Tanaka and Kawade (1982), examined Japanese ESL learners in comparison to native speakers and they concluded that social (age, sex and social status) and psychological (how one perceives other in relation to oneself) distance existed between speakers and listeners. The results proposed that psychological factor was significant in determining politeness. The study also concluded that both groups use different politeness strategies in different context but native speakers were able to use more and less polite strategies in different situations, whereas the non-native speakers use all the time politer strategies.

The formula of calculating the weightiness of an FTA (Brown & Levinson, 1987: 75-77)

Formula: \( W_x = P(S, H) + D(S, H) + R_x \)

\( X = \) speech act

- Relative power (P): The degree of influence capacity of interlocutors upon each other’s face
- Social Distance (D): the degree of familiarity between interlocutors
- Absolute rank of Imposition (R): ranking of imposition varies situationally and culturally by the degree to which the interlocutors make self-determination or act of approval of each other’s negative and positive face wants.

According to Brown and Levinson, indirect requests may be in general also conveyed by questioning or asserting felicity conditions. In order to use this method successfully, S must follow one of these schemata:

1. felicity condition + question ± subjunctive ± possibility operator ± please
2. felicity condition + assertion + negation ± subjunctive ± possibility operator ± tag ± please

(p. 135)

3. Methodology

A total of 168 Punjabi (immigrants; from India to Pakistan Punjab province) speakers were selected through random stratified sampling as a sample of this study. The participants included teachers, students, traffic wardens, accountants (munshi) and teachers in madrassa schools. The variety in sample is brought to get the true opinion of Punjabi speakers who are engaged in different professions, background and financial status. The sample comprised of 83 males and 85 females, with different age groups which were divided into three categories (1=18 to 30, 2= 31 to
45, 3=46 to 60). A simple questionnaire\(^1\) was given to them to choose the best option in the given scenario. The data was analyzed through SPSS by applying chi-square test to find associations between choice of languages and request strategies with respect to age. Furthermore, the data was analyzed by observing the variations within the variables of gender and age, to specify which request pattern and request strategy is preferred by which age category\(^2\).

4. Data Representation

4.1 Preferred Code of Punjabi Speakers while requesting a friend with respect to the age of respondent

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>English E(O)</th>
<th>Urdu E(O)</th>
<th>Punjabi E(O)</th>
<th>Total E(O)</th>
<th>(\chi^2)</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>31(27.7)</td>
<td>52(55.9)</td>
<td>18(17.4)</td>
<td>101(101.0)</td>
<td>4.467(^a)</td>
<td>.346</td>
</tr>
<tr>
<td>31 to 45</td>
<td>9(7.7)</td>
<td>16(15.5)</td>
<td>3(4.8)</td>
<td>28(28.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46 to 60</td>
<td>6(10.7)</td>
<td>25(21.6)</td>
<td>8(6.7)</td>
<td>39(39.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>46(46.0)</td>
<td>93(93.0)</td>
<td>29(29.0)</td>
<td>168(168.0)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 1: language Used for Requesting Friends with respect to age

The above table 1 shows the association between different age groups and type of language they have chosen for requesting to their friend. To find out the association, chi square test was applied and expected and observed count was taken into consideration for interpretation. No drastic change was detected in expected and observed values. The test shows that \(\chi^2=4.467\) and \(p = 0.346\), which is less than 0.05 and it clarifies that there is no significant change observed in the choice of language, with the change in age. Punjabi people are constant in the choice of their language. To verify it further, variation within the three age categories are also observed, which are shown below;

\(^1\) Questionnaire; an imaginary situation is given, where the respondents are supposed to request with three different people (friend, boss and servant). First they have to choose the preferred language out of three; Punjabi, Urdu and English, then they have to choose the best request strategy out of four; negative politeness, positive politeness and negative politeness, for each of the hearer; boss, friend and servant.

\(^2\) Ages are categorized in three categories; 
1=18 to 30  
2=31 to 45  
3= 46 to 60
Variation within the Age Variable for Language Choice with Friend

In which language you will request your friend to turn around ATM?

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>English (% within the age of respondent)</th>
<th>Urdu (% within the age of respondent)</th>
<th>Punjabi (% within the age of respondent)</th>
<th>Total(%) within the age of respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>30.7%</td>
<td>51.5%</td>
<td>17.8%</td>
<td>100.0%</td>
</tr>
<tr>
<td>31 to 45</td>
<td>32.1%</td>
<td>57.1%</td>
<td>10.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>46 to 60</td>
<td>15.4%</td>
<td>64.1%</td>
<td>20.5%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>27.4%</td>
<td>55.4%</td>
<td>17.3%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Table 2: Language choice for friend with respect to age (variation within the variable)

Table 2 shows the preferred language code of Punjabi speakers while requesting their friends. This explains that the most preferred language is Urdu (55.4%) irrespective of age. English is the second most favorite language in first two categories (30.7% and 32.1%), but Punjabi is the second most favorite language (20.5%), for the respondents of third category, who are older.

4.2 Preferred Request Strategy of Punjabi Speakers while requesting a friend with respect to the age of respondent

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>Negative Politeness E(O)</th>
<th>Positive Politeness E(O)</th>
<th>Bald on Record E(O)</th>
<th>Off Record E(O)</th>
<th>Total</th>
<th>( \chi^2 )</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>18(17.4)</td>
<td>20(17.4)</td>
<td>36(38.5)</td>
<td>27(27.7)</td>
<td>101(101.0)</td>
<td>5.222a</td>
<td>.516</td>
</tr>
<tr>
<td>31 to 45</td>
<td>6(4.8)</td>
<td>6(4.8)</td>
<td>10(10.7)</td>
<td>6(7.7)</td>
<td>28(28.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46 to 60</td>
<td>5(6.7)</td>
<td>3(6.7)</td>
<td>18(14.9)</td>
<td>13(10.7)</td>
<td>39(39.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>29(29.0)</td>
<td>29(29.0)</td>
<td>64(64.0)</td>
<td>46(46.0)</td>
<td>168(168.0)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 3: Request Strategy Used for Friend with respect to age

The table 3 explains the association that exists between different age groups and type of request strategy. It also shows which request strategy is used by Punjabi speakers while requesting their friends to turn for ATM. To find out the association chi square test is applied, along with the
expected and observed values. It clarifies that there is no significant association between ages and type of request strategies. Respondents’ choice do not get varied with the change in age, as \( \chi^2 = 5.222 \) and \( p = .516 \), which is much greater than \( \alpha = .05 \).

To find out the variations between the different age categories, a table is shown below; Variation within the Age Variable for Request Strategy with Friend

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>Negative Politeness(%) within the age of respondent</th>
<th>Positive Politeness(%) within the age of respondent</th>
<th>Bald on Record(%) within the age of respondent</th>
<th>Off Record(%) within the age of respondent</th>
<th>Total(%) within the age of respondent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>17.8%</td>
<td>19.8%</td>
<td>35.6%</td>
<td>26.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>31 to 45</td>
<td>21.4%</td>
<td>21.4%</td>
<td>35.7%</td>
<td>21.4%</td>
<td>100.0%</td>
</tr>
<tr>
<td>46 to 60</td>
<td>12.8%</td>
<td>7.7%</td>
<td>46.2%</td>
<td>33.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>17.3%</td>
<td>17.3%</td>
<td>38.1%</td>
<td>27.4%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Table 4: request strategy for friend with respect to age (variation within the variable)

Table 4 represents the preference, given to the request strategies by Punjabi speakers. The most preferred style is bald on record for friends (38.1%). Accumulatively, the second ideal strategy is off record (27.4%), but within different age groups is varies. For instance, the second favorite style is off record in the age group of 15 to 25 (26%), while the respondents within the age group of 16 to 25 chose positive and off record strategy equally (21%, 21%), but the percentage changes in the last group (36 to 45), where heavily they are dependent on off record (33.3%), after the bald off record strategy.

4.3 Preferred Language Code of Punjabi Speakers while requesting boss with respect to the age of respondent

<table>
<thead>
<tr>
<th>the age of respondent</th>
<th>English</th>
<th>Urdu</th>
<th>Punjabi</th>
<th>Total</th>
<th>( \chi^2 )</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>72(61.9)</td>
<td>27(33.7)</td>
<td>2(5.4)</td>
<td>101(101.0)</td>
<td>24.483(^a)</td>
<td>.000</td>
</tr>
<tr>
<td>31 to 45</td>
<td>17(17.2)</td>
<td>11(9.3)</td>
<td>0(1.5)</td>
<td>28(28.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46 to 60</td>
<td>14(23.9)</td>
<td>18(13.0)</td>
<td>7(2.1)</td>
<td>39(39.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>103(103.0)</td>
<td>56(56.0)</td>
<td>9(9.0)</td>
<td>168(168.0)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 5: Language choice for requesting boss with respect to age

The table 5 tells the association between choice of language and age categories. Expected and observed count is taken into consideration to clarify it further along with the application of chi square test. The chi square test shows that there is significant change in the use of language while requesting to their boss to turn around ATM, as the age category changes, and it can be seen very vividly through observed and expected count. There is always a variation to a great extent as what is expected and what is actually employed by the respondents. The chi square value $\chi^2 = 24.483^{a}$ and $p = .000$, which is less than $\alpha = .05$. This shows that there is a close association between age categories and choice of language while requesting for ATM to their boss, by Punjabi speakers. With the change in age respondents change their language while talking to their seniors.

Now to see to what extent there is a variation between different age categories, below is table given;

Variation within the Age Variable for Language Choice with Boss

<table>
<thead>
<tr>
<th>The Age of Respondent (% within the age of respondent)</th>
<th>What is the choice of language for boss (ATM)?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total (% within the age of respondent)</td>
</tr>
<tr>
<td></td>
<td>English (% within the age of respondent)</td>
</tr>
<tr>
<td></td>
<td>Urdu (% within the age of respondent)</td>
</tr>
<tr>
<td></td>
<td>Punjabi (% within the age of respondent)</td>
</tr>
<tr>
<td>18 to 30</td>
<td>71.3%</td>
</tr>
<tr>
<td>31 to 45</td>
<td>60.7%</td>
</tr>
<tr>
<td>46 to 60</td>
<td>35.9%</td>
</tr>
<tr>
<td>Total</td>
<td>61.3%</td>
</tr>
</tbody>
</table>

Table 6: language choice for boss with respect to age (variation within the variable)

Table 6 represents the preferred language choices of Punjabi speakers, age-wise, while requesting their boss. Accumulatively the most desired language is English (61.3%), and second is Urdu (33%). In the first two categories of age, English is the first choice (71% and 60%), but in the third category the preference is shifted to Urdu(46.2%) and English becomes the second preference of the people who belong to the age group of 45 to 60.

4.4 Preferred Request Strategy of Punjabi Speakers while requesting boss with respect to the age of respondent
The table shows the association between age categories and type of request strategy adopted by Punjabi speakers while requesting their boss to turn around ATM. The chi test is applied to check the association between them, and expected and observed count values are taken into consideration to clarify it further. Not much variation is seen in the expected and count values. The chi square value is $\chi^2 = 2.479$ and $p = .817$, which is far greater than $\alpha = 0.5$. Hence, the result shows that there is no association between age categories and choice of language. Age does not affect their type of request strategy for their boss.

To see the variation between the different ages categories, following is the table;

### Table 7: Request strategy used for boss with respect to age

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>Negative Politeness</th>
<th>Positive Politeness</th>
<th>Bald on Record</th>
<th>Off Record</th>
<th>Total</th>
<th>$\chi^2$</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>72(70.9)</td>
<td>22(22.8)</td>
<td>2(1.2)</td>
<td>5(6.0)</td>
<td>101(101.0)</td>
<td>2.479$^a$</td>
<td>.871</td>
</tr>
<tr>
<td>31 to 45</td>
<td>18(19.7)</td>
<td>8(6.3)</td>
<td>0(.3)</td>
<td>2(1.7)</td>
<td>28(28.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46 to 60</td>
<td>28(27.4)</td>
<td>8(8.8)</td>
<td>0(.5)</td>
<td>3(2.3)</td>
<td>39(39.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>118(118.0)</td>
<td>38(38.0)</td>
<td>2(2.0)</td>
<td>10(10.0)</td>
<td>168(168.0)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

According to the table, Punjabi speakers tend to use negative politeness most frequently in their request while requesting boss. As the overall percentage is 70.2% and 22.6% is positive politeness. Within all age categories, negative politeness has been preferred over all other strategies; 71%, 64%, 72%. The second favorite is positive politeness (22.6%). Bald on record is totally rejected.
4.5 Preferred Language Code of Punjabi Speakers while requesting servant with respect to the age of respondent

<table>
<thead>
<tr>
<th>The age of respondent</th>
<th>English</th>
<th>Urdu</th>
<th>Punjabi</th>
<th>Total</th>
<th>$\chi^2$</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>17(16.8)</td>
<td>52(52.3)</td>
<td>32(31.9)</td>
<td>101(101.0)</td>
<td>1.058a</td>
<td>.901</td>
</tr>
<tr>
<td>31 to 45</td>
<td>6(4.7)</td>
<td>13(14.5)</td>
<td>9(8.8)</td>
<td>28(28.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46 to 60</td>
<td>5(6.5)</td>
<td>22(20.2)</td>
<td>12(12.3)</td>
<td>39(39)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>28(28.0)</td>
<td>87(87.0)</td>
<td>53(53.0)</td>
<td>168(168.0)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Table 9: language choice while requesting driver with respect to age

The table 9 tells the association between choice of language and age categories. Expected and observed count is taken into consideration to clarify it further along with the application of chi square test. The chi square test shows that there is no is significant change in the use of language while requesting to their driver to turn around ATM, as the age category changes, and it can be seen very vividly through observed and expected count. No drastic discrepancy is observed in expected and count values. The chi square value $\chi^21.058a$=and p=.901 which is far greater than $\alpha$. This shows that there is no association between age categories and choice of language while requesting for ATM to their drivers, by Punjabi speakers. Age does not affect their way of requesting to the person who belongs to lower class.

To observe if all age groups have preferred the same or there are some variations, following is the table;

Variation within the Age Variable for Language Choice with Servant

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>English (% within the age of respondent)</th>
<th>Urdu (% within the age of respondent)</th>
<th>Punjabi (% within the age of respondent)</th>
<th>Total (% within the age of respondent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>16.8%</td>
<td>51.5%</td>
<td>31.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>31 to 45</td>
<td>21.4%</td>
<td>46.4%</td>
<td>32.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td>46 to 60</td>
<td>12.8%</td>
<td>56.4%</td>
<td>30.8%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>16.7%</td>
<td>51.8%</td>
<td>31.5%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Table 10: language choice for subordinate with respect to age (variation within the variable)
The table 10 explains the preference given by Punjabi speakers to the languages, while requesting their driver. The most preferred language is Urdu (51.8%), and on second number it is Punjabi (31.5%). This proportion remains the same with in age categories also. This shows that age does not mark any impact on the Punjabi speakers to change their linguistic behavior while requesting their servants.

### 4.6 Preferred Language Code of Punjabi Speakers while requesting servant with respect to the age of respondent

<table>
<thead>
<tr>
<th>The age of respondent</th>
<th>How will you request to your driver for ATM?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Negative Politeness</td>
</tr>
<tr>
<td>18 to 30</td>
<td>11(8.4)</td>
</tr>
<tr>
<td>31 to 45</td>
<td>2(2.3)</td>
</tr>
<tr>
<td>46 to 60</td>
<td>1(3.3)</td>
</tr>
<tr>
<td>Total</td>
<td>14(14.0)</td>
</tr>
</tbody>
</table>

Table 4.11: request strategy used for driver with respect to age

The table 11 shows the association between age categories and type of request strategy adopted by Punjabi speakers while requesting their driver to turn around ATM. The chi test is applied to check the association between them, and expected and observed count values are taken into consideration to clarify it further. Not much variation is seen in the expected and count values. The chi square value is \( \chi^2 = 10.848^a \) and \( p = .093 \) which is far greater than \( \alpha = 0.5 \). Hence, the result shows that there is no association between age categories and choice of language. Age does not affect their type of request strategy for their driver. They use the same request strategy throughout their lives, without getting affected by age.

To see the request patterns within the age categories, following the table;

<table>
<thead>
<tr>
<th>The Age of Respondent</th>
<th>Negative Politeness(% within the age of respondent)</th>
<th>Positive Politeness(% within the age of respondent)</th>
<th>Bald on Record(% within the age of respondent)</th>
<th>Off Record(% within the age of respondent)</th>
<th>Total (% within the age of respondent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 30</td>
<td>10.9%</td>
<td>8.9%</td>
<td>68.3%</td>
<td>11.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>31 to 45</td>
<td>7.1%</td>
<td></td>
<td>78.6%</td>
<td>14.3%</td>
<td>100.0%</td>
</tr>
<tr>
<td>46 to 60</td>
<td>2.6%</td>
<td></td>
<td>89.7%</td>
<td>7.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Total</td>
<td>8.3%</td>
<td>5.4%</td>
<td>75.0%</td>
<td>11.3%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

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Table 12: request strategy for subordinate with respect to age (variation within the variable)

The table 12 tells which request strategy is the most favorite one by Punjabi speakers for their servant. It shows that they have preferred bald on record (75%), while off record is on the second number (11.3%). It is important that negative politeness is on the third number of desired strategy with in each group also.

5. Discussion:

5.1 Discussion on Language and politeness strategies adopted by Punjabi speakers while requesting friends

As it is stated in the theoretical framework that the research is being conducted against the politeness strategies proposed by Brown and Levension (1983) and the researcher wants to attest the validity of those strategies amongst Punjabi speakers. Furthermore, the researcher also wants to see if politeness policies changes with the change in age and which language Punjabis use to request three different interlocutors with whom they have three different type of relation, in terms of social distance, power and rank of imposition.

It is clearly explained in the above data that Punjabi speakers use Urdu for requesting their friend, with whom the speaker does not feel any social and power constraints. 55% of the speakers opted Urdu as their choice to request their friends, regardless of Punjabi language, which is their mother tongue but associated with less prestige, due to several political and religious reasons.

This shows that as people get older they get closer to their mother tongue which is the actual identity marker and representative of their culture. Kloss (1996) has observed some observations with respect to language maintenance and shift during his research on German-English interaction in Manchester. He claimed that the more the speaker is educated and get awareness, the more he/she gets closer to his/her mother tongue in order to preserve the culture. One more important factor is the percentage. There is a little difference in the calculated percentages of category 1 and 3, but in the second category respondent are highly reluctant to choose Punjabi and in general observation, this is the age when they enter their professional life and struggling for career. So it can be perceived that social factors unconsciously influence the choice of one’s language. It is concluded that this age is more sensitive than the puberty even because here the speakers are more conscious of their public face and image, as Punjabi is the language of illiterate and uncivilized people (Rahman, 2003).

While talking about politeness researcher has concluded that the Punjabi speakers tend to use bald on record strategy for requesting their friends and it does support the stance of Brown and Levens on theory that this type of request can be made only when the interlocutors relationship is quite intimidate that does not threat the face of the listener, and this strategy does not change
with the change in group, rather the eldest group has chosen bald on record strategy more frequently (46.2%) than any other group.

The first preference for bald on strategy speakers shows that Punjabi speakers are least concerned with the general politeness theory of Brown and Levenson, and Yule (1996), who claim that we are politer and are more concerned of the concept of face, with whom we are more socially closed. The results concluded that politeness cannot be measured through linguistic display; there are other factors which determine politeness, because in Punjabi culture when you are close to someone then you don’t follow the formalities, because interlocutors enjoy frankness with each other. We have seen that 33% of the respondents in the third category have chosen Off Record strategy, which is the politest strategy, which shows that with the increase in age people become more discreet and formal in their behavior.

As it has been stated earlier that Punjabi speakers have chosen bald on strategy (38%), and with little variation, they have chosen bald off record strategy also (28%). So, not a very heavy bulk is noticed on one side. It was expected that perhaps Punjabi speakers will observe the frankest pattern of bald on strategy with heavy mandate, but that was not resulted. There was no change observed in their choice of requesting strategy, with the change in age. They remain steady, even if they fall in different age categories. Second ideal strategy is off record (27.4%), but within different age groups, choice does vary. For instance, the second favorite style is off record in the age group of 18 to 30(26%), while the respondents within the age group of 18 to 30 chose positive politeness and off record strategy equally (21, 21), but the percentage changes in the last group (45 to 60), where heavily they are dependent on off record (33.3%), after the bald off record strategy. That shows that people are politer in the earlier ages and as they move on towards the middle age, they again become polite and take care of the faces of others.

It is concluded that Punjabi speakers remain constant in their choice of language while requesting their friends and with the change in age; they do not change their language. Their preferred language is Urdu, (55.4%) irrespective of age. English is the second most favorite language in first two categories\(^3\) of ages (30.7% and 32.1%), but Punjabi is the second most favorite language (20.5%), for the respondents of third category, who are older. It is observable that in the data, people who are chosen as respondents are not older than the age of 45. It is normally sensed that Punjabi speakers are more into Urdu than in their own mother tongue and that is the reason that they are less into the use of their own mother tongue. They preferred requesting their friends in English (after Urdu) than in Punjabi. Punjabi has been considered as a language of illiterate people and it is attached with more derogatory standards. Most of the times, its purpose is just now refrained to entertain by cracking jokes. The study concludes that it is after the age of 35 that people start averting Urdu and tries to adopt Punjabi with their closed relations.

\(^3\)Age categories;
First category:18-30
Second category:31-45
Third category:45-60
5.2 Discussion on Language and politeness strategies adopted by Punjabi speakers while requesting boss

Now the second component has very explicitly explained that with the change in age speakers change their language to request their seniors with whom phenomenon of social distance, rank and power is attached. The most frequently used language by the Punjabi speakers is definitely English, which is considered to be the language of elite and educated class (Rahman 2003). In addition, it has been a language of official correspondence. Because of the prestige attached with the English language, it is used by the speakers to their seniors. It is observed that trend of using English with the boss changes with change in age as the last group has heavily chosen Urdu for requesting in spite of English which is the major choice of younger groups. 46% of the speakers of the third group used Urdu for requesting which opens a new door of discussion; either they are less conscious of their image or prestige attached with languages.

Now, this is very significant which again highlights the earlier conclusion, where the interlocutors belong to the third category have opted for Punjabi with their friends and now Urdu for their boss. This illustrates that speakers who are middle-aged are deviated from the fashionable norms of society or they follow the traditional norms, as Urdu is the Official and national language of Pakistan in verbal communication.

As English is considered to be the language of educated and elite class as per Rahman (2003), so it is assumed that medium of request should be in English while talking to the seniors as it leaves a formal impression on the listener and since it is the official language and the listener tries to be less assertive and non-imposing by using negative politeness. Another aspect of the use of politeness in requests comes from Clark and Schunk (1980, 1981), according to whom politeness formulas operate within a cost-benefit system: the higher the cost of the request, the larger the amount of compensatory politeness. A distinction must also be made between politeness and deference in linguistic interactions (Fraser & Nolen, 1981). Politeness is a complex linguistic means used to maintain good interactions with other people. Deference always implies reduction of speaker's status and in some social situations is out of place and therefore may be impolite.

Here, if we draw a connection between language and request strategy, then we can conclude a very significant relation and conclusion. We have seen that for requesting boss 61% of the interlocutors have chosen English, and being the second language learners they don’t know the technicalities of polite expression. Bald on was rejected because it was directive, off record was somehow unclear in conveying the message. So they were left with two choices; positive politeness and negative politeness, and here they were unable to differentiate between modal verbs; could and may, to ensure politeness.

As it has been mentioned that Punjabi speakers chose different languages with respect to their age, while requesting their boss. Accumulatively the most desired language is English (61.3%), and second is Urdu (33%). In the first two^4 categories of age (15 to 25 and 26 to 35), English is

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^4 Age categories;  
First category: 18-30
the first choice (71 and 60), but in the third category, the preference is shifted to Urdu (46.2%) and English becomes the second preference of the people who belong to the age group of 36 to 45. It shows that in the earlier stage of life, when people are about to enter their professional lives or when they are not strongly rooted, they feel English as the strong weapon to impress and to convince their boss, but with the passage of time, in later stages of life, people change their language code and like Urdu for requesting their boss. This manifests our very basic phenomenon of our social life that to be formal we prefer now a day, English in our professional life. This finding indicates one very important issue of our society that people have started thinking that by using English they are considered wiser, knowledgeable and assertive, but this notion changes at the later stages of lives. Moreover, in any situation, Punjabi has never been taken as formal language to request at workplace.

The results further elucidate that no matter Punjabi speakers’ language choice changes with the change in age, but their manner of style does not change. Punjabi speakers tend to use negative politeness most frequently in their request while requesting their boss. As the overall percentage is 70.2 and 22.6 is of positive politeness. Within all age categories, negative politeness has been preferred over all other strategies; 71%, 64%, 72%. The second favorite is positive politeness (22.6%). Bald on record is totally rejected. Now it seems very interesting that negative politeness is chosen for boss, who does not show solidarity and does not follow the face saving act, but this has occurred due to the use of English. As heavy mandate is given to English, so the respondents are unable to identify the difference between could and would and the use of being polite in English.

5.3 Discussion on Language and politeness strategies adopted by Punjabi speakers while requesting servants

Though it is true that Punjabi is the language of socially poor people (Rahman, 2003), yet the people who interact with them are under the strong influence of negative and positive prestige of language which itself is socially constructed. So in order to distinguish their selves from the lower class, the interlocutors preferred to speak in Urdu (51%) than in Punjabi (31%).

The data explains that Punjabis don’t try to be polite with the subordinates. But it is equally important that in Punjabi culture using directive does not always conclude to the notion of face threatening, as we have seen that speakers have used the bald on record even with their friends, where there is no imposition and no social distance. So we can say that politeness in Punjabi culture is not specifically displayed through linguistic gesture, rather to show closeness, solidarity and positive politeness, people sometimes use bald on record strategy.

The study shows that Punjabi speakers have chosen Urdu (51.8%), as their preferred language while requesting their subordinates. On second number it is Punjabi (31.5%). This proportion remains the same with in all three age categories. This strengthens this fact also that with the
change in age, respondents’ choice of language does not change. In our culture it is assumed that perhaps Punjabi is the code which is used by people for subordinates, but here it is the case of requesting. So, people have chosen Urdu even for their subordinates to give them respect and Punjabi is on the second number.

Furthermore, their choice of request strategy is also predominantly same. It shows that they have preferred bald on record (75%), while off record is on the second number (11.3%). It is important that negative politeness is on the third number of desired strategy with in each group also. This is a fact that we do not expect no from our subordinates, still we do not want to be bossy with them, so in order to be friendlier, bald on record strategy is used. It is important to note that they have not used negative politeness, rather off record strategy is counted on second number.

Conclusion and Findings
Age does not affect Punjabi speakers’ choice of language with their friends and subordinates, however, with the change in age, Punjabi speakers change their choice of language from English to Urdu, while requesting their boss or seniors. With friends and subordinates they prefer requesting in Urdu. Age does not have any influence in choosing request strategy. Negative politeness is used for seniors, whereas bald on strategy is used for friends and subordinates.

Punjabis tend be polite in their later stages of lives and cast aside their assertive or dominating nature. It could be due to multiple factors: weak social, financial and emotional/psychological/physical status. They feel themselves not only dependent on others, but also are vulnerable towards others feelings to hurt them. Interestingly, the age (46 to 60) is not that much high in number, nor they are that much financially dependent on anyone so far, but it reflects their psychological fear of near future.

Punjabi boss is always bossy and subordinates never try to intervene in his/her territory and keep themselves at distance. It is shown through their choice of negative politeness strategy, and it is supported again when the speaker himself choses the bald on strategy with his/her subordinate.

With the change in age, Punjabis do not change their manner of requesting, but they do change their language, from English to Urdu, with their seniors (boss).
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