

Methodology

Our study took a sample of 80 people at Queen's University in Kingston, who varied in age from 17 to approximately 55. Each solicitor solicited 40 people. At the time they were solicited, respondents were in a variety of social situations, including walking in a group, walking alone, sitting in a group and sitting alone. As a controlled variable, each solicitor solicited 10 people who were sitting down and 30 people who were walking. Róisín, a blind, Caucasian woman solicited first, and due to her blindness, when she was selecting respondents she did not take race or sex into account. This removed significant amounts of bias from the respondent selection, although, amusingly, it introduced a bias toward respondents with louder footwear, as it was more obvious to Róisín that they were passing. When Daniel, a Caucasian male, selected respondents he aimed to solicit roughly the same numbers of Caucasian males, visible minority males, Caucasian females and visible minority females as Róisín had. (Daniel had surreptitiously observed Róisín's encounters to record race and sex.)

We then stratified the respondents according to sex and visible minority status because these are two elements of difference that we believe affect power dynamics. We identified a respondent as a visible minority if his or her physical features did not appear to be Caucasian. Our sample comprised a larger proportion of females than males, and a larger proportion of visible majority respondents than visible minority respondents because our sampling method produced a sample that roughly reflects the population of people who work at and attend Queen's (see Figure 1).

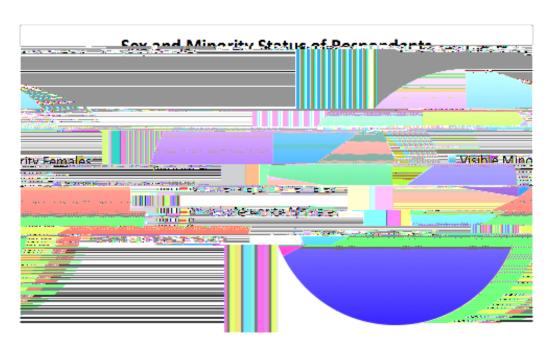


Figure 1 showing the percentage of respondents by sex and minority status

only 41.7% of the men Róisín solicited refused her solicitation, whereas 71.4% of the men Daniel solicited refused (see Figure 4). Furthermore, four out of the five men who refused Róisín used more than two components of refusal, whereas none of the ten men who refused Daniel used more than two components of refusal (see Figure 4).



Figure 4 showing the refusals and long refusals (>2 features) stratified by sex of respondent

This evidence suggests that men, if not women, support our hypothesis in that they are less likely to refuse, and more likely to use more components of refusal, when there is an imbalanced power relationship between them and the solicitor than when there is a relatively balanced power relationship. However, this difference can be viewed through the lens of difference theory as well as dominance theory. The reason why men had more difficulty refusing a disabled woman than a man who is not disabled may not necessarily be because men consider themselves to be more powerful than women, but may simply be because it is a part of male culture to help women, but compete with other men.

It is also intriguing to note that there is a much more significant difference in the language women and men use to refuse a blind woman than there is in the language women and men use to refuse a man. Only 30.8% of women refused Róisín's solicitation using more than two components of refusals, versus 80.0% of men (see Figure 4 above), demonstrating a sizeable difference in the language women and men used to refuse Róisín. The language that people used to refuse Daniel on the other hand did not vary much according to sex, with only 7.1% of women employing more than one component of refusal, and 0% of men (see Figure 4 above). A possible

While visible minority men seem to follow the same trend as visible majority men in the way they responded to Róisín and Daniel, the trend was much more pronounced in visible minority men: 44.4% of the visible majority men that Róisín solicited refused and 55.6% refused Daniel, as compared to 33.3% of visible minority men who refused Róisín aton of the visible m m

of disabled women as gentle and fragile. Whatever the explanation, such a pronounced difference in language use is worth investigating further.

Conclusion

This paper was unable to conclusively support the hypothesis that refusals are both fewer and longer when there is a power imbalance between the solicitor and the person being solicited. While the data from visible minority women and visible majority men seem to support our analysis, the cases of visible majority women and visible minority men seem to be complicated by other factors. We can conclude, however, that people in general, and especially men, use fewer and lengthier refusals when solicited by a blind, Caucasian woman, than when they are solicited by a Caucasian man who is not disabled. Further research could be done to discover what proportion of this difference is due to sex and what portion is due to disability.

It is also important to note that in situations in which the acceptance rates of a respondent's race and sex indicated that the respondent was more likely to accept, and yet the respondent chose to refuse, the respondent's refusal was likely to contain more than two components of refusal. In other words, each group of respondents' percentage of acceptances and percentage of refusals that include two or more components are positively associated. This supports Johnson's argument (about the use of the word *eh*) that people add words when they do not feel they have the authority to perform the speech act: the more dispreferred the speech act (i.e., the more a person hates to perform it, be it giving an order or refusing a request), the more words they use to soften their speech act.

If we were to repeat this study, we would aim to include a larger sample of visible minority respondents. In this way we could gain a more complete picture of the impact of difference and power dynamics on the speech of visible minorities. We would also stratify the respondents by approximate age, so that we could investigate how refusals differ based on the ages of the solicitor and the person solicited. In this way we could further explore different forms of power and how they affect, or become evident through, language use. Finally, further research is necessary to examine the trends that go beyond the University campus to see whether our findings hold up outside of this environment. Whatever the case may be, our results imply that there are significant power differentials in everyday situations between members of the Queen's community.

Appendix: Raw data

General Refusals	Count	%
Respondents who Refused	42	52.5%
Female Respondents who Refused	27	50.0%
Male Respondents who Refused	15	57.7%
Visible Minority Respondents who Refused	11	55.0%
Visible Majority Respondents who Refused	31	51.7%
Female Visible Minority Respondents who Refused	5	41.7%
Male Visible Minority Respondents who Refused	6	75.0%
Female Visible Majority Respondents who Refused	22	52.4%
Male Visible Majority Respondents who Refused	9	50.0%
Refusers who used a Delay	7	16.7%
Refusers who used a Preface	8	19.0%
Refusers who used a Palliative	30	71.4%
Refusers who used an Account	29	69.0%
Refusers who used more than 2 features	9	21.4%
Refusers who used an Assertive 'No'	9	21.4%
Female Refusers who used a Delay	3	11.1%
Female Refusers who used a Preface	6	22.2%
Female Refusers who used a Palliative	17	63.0%
Female Refusers who used an Account	18	66.7%
Female Refusers who used more than 2 features	5	18.5%
Female Refusers who used an Assertive 'No'	7	25.9%
Male Refusers who used a Delay	4	26.7%
Male Refusers who used a Preface	2	13.3%
Male Refusers who used a Palliative	13	86.7%
Male Refusers who used an Account	11	73.3%
Male Refusers who used more than 2 features	4	26.7%
Male Refusers who used an Assertive 'No'	2	13.3%
Visible Minority Refusers who used a Delay	2	18.2%
Visible Minority Refusers who used a Preface	2	18.2%
Visible Minority Refusers who used a Palliative	8	72.7%
Visible Minority Refusers who used an Account	7	63.6%
Visible Minority Refusers who used more than 2 features	2	18.2%
Visible Minority Refusers who used an Assertive 'No'	3	27.3%
Visible Majority Refusers who used a Delay	5	16.1%
Visible Majority Refusers who used a Preface	6	19.4%
Visible Majority Refusers who used a Palliative	22	71.0%
Visible Majority Refusers who used an Account	22	71.0%
Visible Majority Refusers who used more than 2 features	7	22.6%
Visible Majority Refusers who used an Assertive 'No'	6	19.4%

Female Visible Minority Refusers who used a Delay	1	20.0%
Female Visible Minority Refusers who used a Preface	2	40.0%
Female Visible Minority Refusers who used a Palliative	3	60.0%
Female Visible Minority Refusers who used an Account	3	60.0%
Female Visible Minority Refusers who used more than 2 features	1	20.0%
Female Visible Minority Refusers who used an Assertive 'No'	1	20.0%
Male Visible Minority Refusers who used a Delay	1	16.7%
Male Visible Minority Refusers who used a Preface	0	0.0%
Male Visible Minority Refusers who used a Palliative	5	83.3%
Male Visible Minority Refusers who used an Account	4	66.7%
Male Visible Minority Refusers who used more than 2 features	1	16.7%
Male Visible Minority Refusers who used an Assertive 'No'	2	33.3%
Female Visible Majority Refusers who used a Delay	2	9.1%
Female Visible Majority Refusers who used a Preface	4	18.2%
Female Visible Majority Refusers who used a Palliative	14	63.6%
Female Visible Majority Refusers who used an Account	15	68.2%
Female Visible Majority Refusers who used more than 2 features	4	18.2%
Female Visible Majority Refusers who used an Assertive 'No'	6	27.3%
Male Visible Majority Refusers who used a Delay	3	33.3%
Male Visible Majority Refusers who used a Preface	2	22.2%
Male Visible Majority Refusers who used a Palliative	8	88.9%
Male Visible Majority Refusers who used an Account	7	77.8%
Male Visible Majority Refusers who used more than 2 features	3	33.3%
Male Visible Majority Refusers who used an Assertive 'No'	0	0.0%
Róisín's Refusals	Count	%
Róisín's Respondents who Refused	18	45.0%
Róisín's Female Respondents who Refused	13	46.4%
Róisín's Male Respondents who Refused	5	41.7%
Róisín's Visible Minority Respondents who Refused	5	55.6%
Róisín's Visible Majority Respondents who Refused	13	41.9%
Róisín's Female Visible Minority Respondents who Refused	4	66.7%
Róisín's Male Visible Minority Respondents who Refused	1	33.3%
Róisín's Female Visible Majority Respondents who Refused	9	40.9%
Róisín's Male Visible Majority Respondents who Refused	4	44.4%
Róisín's Refusers who used a Delay	6	33.3%
Róisín's Refusers who used a Preface	6	33.3%
Róisín's Refusers who used a Palliative	14	77.8%
Róisín's Refusers who used an Account	13	72.2%
Róisín's Refusers who used more than 2 features	8	44.4%
Róisín's Refusers who used an Assertive 'No'	2	11.1%
Róisín's Female Refusers who used a Delay	2	15.4%

Róisín's Female Refusers who used a Preface	4	30.8%
Róisín's Female Refusers who used a Palliative	9	69.2%
Róisín's Female Refusers who used an Account	9	69.2%
Róisín's Female Refusers who used more than 2 features	4	30.8%
Róisín's Female Refusers who used an Assertive 'No'	2	15.4%
Róisín's Male Refusers who used a Delay	4	80.0%
Róisín's Male Refusers who used a Preface	2	40.0%
Róisín's Male Refusers who used a Palliative	5	100.0%
Róisín's Male Refusers who used an Account	4	80.0%
Róisín's Male Refusers who used more than 2 features	4	80.0%
Róisín's Male Refusers who used an Assertive 'No'	0	0.0%
Róisín's Visible Minority Refusers who used a Delay	2	40.0%
Róisín's Visible Minority Refusers who used a Preface	1	20.0%
Róisín's Visible Minority Refusers who used a Palliative		

Róisín's Male Visible Majority Refusers who used a Preface	2	50.0%
Róisín's Male Visible Majority Refusers who used a Palliative	4	100.0%
Róisín's Male Visible Majority Refusers who used an Account	3	75.0%
Róisín's Male Visible Majority Refusers who used more than 2 features	3	75.0%
Róisín's Male Visible Majority Refusers who used an Assertive 'No'	0	0.0%
Daniel's Refusals	Count	%
Daniel's Respondents who Refused	24	60.0%
Daniel's Female Respondents who Refused	14	53.8%
Daniel's Male Respondents who Refused	10	71.4%
Daniel's Visible Minority Respondents who Refused	6	54.5%
Daniel's Visible Majority Respondents who Refused	18	62.1%
Daniel's Female Visible Minority Respondents who Refused	1	16.7%
Daniel's Male Visible Minority Respondents who Refused	5	100.0%
Daniel's Female Visible Majority Respondents who Refused	13	65.0%
Daniel's Male Visible Majority Respondents who Refused	5	55.6%
Daniel's ORASI use Sest Frem Browse da Delay	1	4.2%
Daniel's Refusers who used a Preface	2	8.3%
Daniel's Refusers who used a Palliative	16	66.7%
Daniel's Refusers who used an Account	16	66.7%
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Daniel's Refusers who used an Assertive 'No'	7	29.2%
Daniel's Female Refusers who used a Delay	1	7.1%
Daniel's Female Refusers who used a Preface	2	14.3%

Daniel's Visible Majority	Refusers who used a Palliative	12	66.7%	
Daniel's Visible Majority	Refusers who used an Account	12	66.7%	
Daniel's Visible Majority	Refusers who used more than 2 features	1	5.6%	
Daniel's Visible Majority	Refusers who used an Assertive 'No' 91JE4	179.9JI's58T1 0 0	1 4 2 7 %8 %0's5	79. 9'.4 '8T1 0
Daniel's Female Visible	Minority Refusers who used a Delay	0	0.0%	
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Daniel's Female Visible	Minority Refusers who used more than 2 fea	atures		

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