

# **Comparison of Refusal Strategies Used in Sri Lanka and Japan when Refusing a Request on SNS**

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## **Abstract**

This research study attempts to compare the refusal strategies used in the two different cultures; Sri Lanka and Japan. Basically the cultural values, the way people think and the way people respond to situations differ from each other. Refusal strategies show a significant difference between the cultures. There are studies done based on refusal strategies occur in day today communication. Although many studies are based on day-to-day conversations they are not SNS (Social Networking Services) based communication strategies. However this research study is focused on SNS based communication. Unlike day-to-day conversation, SNS has its own advantages such as no need of making immediate rejection and having the opportunity and time to think of the best way to refuse even in a hard situation. Thus the aim of this research was to find out how people refuse a request when it comes to a situation where you do not face the opposite party directly. A pilot survey was conducted asking to borrow one's computer for a week and the responses of rejection and strategies used to reject the above request were collected in the form of screenshots. Strategies mentioned in the referred research studies were the sources to analyzing this pilot survey. The categories of analysis were direct refusal, making excuses, apologizing, suggesting alternatives and avoidance. Generally, it is believed that the direct refusals are not used in Japan. But it is common in Sri Lanka. Contrary to the expected outcome, the sample test showed that the majority of the Japanese people used direct refusal and Sri Lankans did not use them at all.

**Keywords** - SNS, Request, Refusal strategies