

# **A STUDY OF ENGLISH USED IN TELEPHONING**

**A Thesis Submitted to the Department of English Education  
In Partial Fulfillment for the Master of Education in English**

**Submitted by  
Pratima Kattel**

**Faculty of Education  
Tribhuvan University  
Kirtipur, Kathmandu  
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## **RECOMMENDATION FOR ACCEPTANCE**

This is to certify that Mrs. Pratima Kattel has prepared this thesis entitled **A Study of English Used in Telephoning** under my guidance and supervision.

I recommend the thesis for acceptance.

**Date:** 2068-08-20

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## RECOMMENDATION FOR EVALUATION

This thesis has been recommended for evaluation from the following 'Research Guidance Committee'

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## **DECLARATION**

I hereby declare to the best of my knowledge that this thesis is original, no part of it was earlier submitted for the candidature of research degree to any university.

**Date:- 2068-08-19**

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**Pratima Kattel**

# **DEDICATION**

**Dedicated**

*to*

*My Family, Relatives, Friends and all My Well Wishers.*

## ACKNOWLEDGEMENTS

First of all, I would like to express my sincere gratitude to my thesis supervisor, **Dr. Laxmi Bahadur Maharjan**, Reader in the Department of English Education, University Campus, Kirtipur for his continuous guidance enlightening ideas and invaluable suggestions. I am extremely indebted for his whole hearted co-operation.

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**Pratima Kattel**



## **ABSTRACT**

The present study entitled "A Study of English Used in Telephoning" is an attempt to describe the characteristic features of English used in telephoning in terms of language functions and structures. The study is based on the both primary and secondary sources of data. The primary sources of data were the telephone conversations between English related people and institute including me. The telephone conversations recorded on the cell phones and land line were the main concern of this study. The secondary sources of data were the books, journals, internet sources and magazines. I applied simple random sampling purposively which is mostly used in the non-probability sampling design. For this, I recorded 40 telephone conversations of both exchanges from cell phones and landlines. The main finding of this study is that Simple sentences hold the most frequency with socializing functions, greeting. It also hold equal frequency with expressing the degree of certainty and thanking. The least frequency of simple sentences came with the communicative functions like congratulating and requesting in recorded telephone conversations.

The study incorporates four main chapters and other sub chapters. The first chapter deals with the general background of the study, review of the related literature, objectives and significance of the study. The second chapter consists of the methodology, data gathering procedure and limitations of the study. Similarly, the third chapter includes analysis and interpretation of data. In the same way, the fourth chapter presents findings and recommendations based on the analysis and interpretation of the collected data. The final part of the study consists of references and appendices.

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