

CHAPTER IV

Findings and Discussion

This chapter presents the findings and discussion of research which includes grammatical errors of English Department students at IAIN TULUNGAGUNG and types of apology strategies used by English Department students.

4.1 Findings

4.1.1 Grammatical Realization

After collecting and analyzing the data obtained from the Discourse Complement Test (DCT) results by undergraduate students of the English Department of IAIN TULUNGAGUNG, the researchers got the following types of sentences:

1. Declarative

Declarative sentence is a sentence that contains a statement. This sentence serves to provide information about something without expecting a reciprocal return and attitudinal opinion. Declaratives can be identified by its structural elements, which subject occurs before finite. Declaratives clause is divided into two category, here: full declarative and elliptical declarative.

The following are the findings of researchers regarding declarative sentences obtained from the DCT results of students majoring in English at IAIN TULUNGAGUNG.

- *I'm so sorry, My soup spilled on your shoes*
- *I do apologize for the mistake. If you don't mind I'll clean it up for you with this tissue.*
- *I'm so sorry mam, i come late because my tire motorcycle was broken*
- *It's tottaly my fault, I am so sorry about it. I beg your forgive. let me help you*
- *Sorry*

From the findings above, the researcher found that declarative sentences are a type of sentence that is widely used to express something, in this case, apologizing. The meaning of a declarative sentence is a sentence that is informative and not pushy, has a neutral tone and ends with a full stops (.). For full declarative, like in data “*It's tottaly my fault, I am so sorry about it. I beg your forgive. Let me help you*” it has a complete structural element such as the Subject and Finite. The findings shows that the Captain asking for forgiveness to the lieutenant because of his mistake. While for Elliptical declarative, it is occur when the speaker produce a clause by omitting some elements. It can be omitting subject or Finite, depending on the context of conversation. As in the data “*Sorry*”, here the speaker omitting subject and Finite.

2. Interrogative

An interrogative sentence is a sentence in which it contains a question. Serves to ask or request information about something. As in the data:

- Interrogative WH-Question

Interrogative WH-Question is an interrogative types with using WH-Question word, such as: Who, What, When, Why, Where, How. It is aimed to verify the missing element of clause structure.

As in the following data:

- Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?
- Oh senior, that was my fault. I didn't keep your book properly. I lost one of your book. how if I change it with the new one for you?

- Interrogative polar

Interrogative polar also known as yes/no interrogative. It can be identified as clause with finite occur before subject.

- *Sorry but can we just be friend?*
- *Pardon, sorry.. your story was so mean, it touch my heart. is it that true?*
- *I'm sorry sir, I accidentally stepped on your foot. Are you okay sir? I'm sorry.*
- *I'm sorry cause being improper. One of those books are getting lost. I'll change it soon, is that okay for you?*
- *I am so sorry, is it okay if I buy the new one for you?*

From the findings above, the researcher found that apologizing can also be done by using interrogative sentences. An interrogative sentence containing a question, requires an answer, and is marked with a question mark (?). In interrogative WH question requires a free answer while a interrogative polar only requires yes/no as the answer.

3. Exclamative

An exclamative sentence is a sentence which content expresses admiration for feelings. Since admiration is related to nature, exclamation sentences are formed from stative sentences. Exclamation sentences are also called interjective sentences. As researcher got in the data:

- OMG i'm so sorry, i didn't meant to
- oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke.
- Oh My God, I am so sorry Sir, that's my fault. Let me help you to clean it
- Hai Mr/Mrs.

4. Imperative

Imperative sentences are sentences that contain or order, either in direct or indirect way. Basically, imperative sentences function as commands for a speaker's hope or desire. Usually imperative sentences contain requests, requests, or prohibitions. As the researcher got in the data:

- take it easy
- Forgive me

"Take it easy" is an example of an imperative mood type which has only one element, the predicator. The omission of subject because it is implicitly addressed to the addresser.

4.1.2 Types of apology strategies

1. Evasive Strategies / Minimizing offense

Minimizing offense strategy is the action which is closely related to failure to take responsibility but in this case the apologizer does not deny that he made a mistake. It's just that he insisted on minimizing the wrongdoing he had committed by saying that this violation was not a serious violation or giving the blame to others. Supported by Trosborg (1995) that this strategy is still divided into 3 subsections, they are: minimizing, query precondition, and blaming someone else.

a. Minimizing

The apologizer tries to minimize the degree of offense by saying the happening is not a big deal. As in the data:

1. (Q3A5) it is okay. this is better for writing report than losing our life. i'll buy food for you after this report
2. (Q3A7) I think we need to reconsider if we are going to do something. It's still a good thing we're fine and got this punishment. Let's not be reckless like that again
3. (Q5A4) Thank you for loving me, but it's better that we are still in this relation, as a friend. You are a good guy, you deserve a better person than me. I am so sorry, let's become a good friend like before.

b. Querying preconditions

The apologizer expresses his doubt about something. As in the data:

1. (Q5A5) *Haha, are you kidding me? but sorry, i just think of you as a friend. no more. but we can still be a good friend. like a best friend?*
2. (Q5A7) *I actually not believe this will happen. I mean we're friends and I don't think you would like me. Give a reason why you like me*
3. (Q6A4) *Pardon, sorry.. your story was so mean, it touch my heart. is it that true?*

c. Blaming someone else

The apologizer blames others for the mistakes he did, in the hope that a third party is responsible for the mistakes that occurred. As in the data:

1. (Q2A2) *I'm so sorry mam, i come late because my tire motorcycle was broken.*
2. (Q2A5) *i really sorry for being late. actually there are a traffic accident that makes the traffic stuck. i really sorry. it will not happen again.*
3. (Q2A6) *Im sorry mam, the way was very crowded so i came late*
4. (Q2A7) *I'm sorry sir, I was late, the road I was passing was very jammed.*
5. (Q2A8) *I'm so sorry mam/sir, I am late because of the traffic*

1. Direct Apology

In direct apology, the apologizer chooses to express his apology explicitly. In Trosborg 1995 there are 3 types of strategies, namely expression of regret, offer of apology, and request for forgiveness.

a. expression of regret

The apologizer expresses his regret using the common form.

As in the data:

1. (Q1A3) *Im so sorry, I didn't do this on purpose*
2. (Q1A4) *Oh, I am sorry. I didn't mean it. That's my fault. Let me clean it up for you.*
3. (Q1A5) *sorry, i didn't mean. i'll clean your shoe.*
4. (Q1A6) *Oh girls i'm sorry*
5. (Q1A7) *I'm sorry, I accidentally spilled the soup, is your leg okay?*

b. Offer of Apology

The apologizer chooses to make a clear apology for the offense. As in the data:

1. (Q1A1) *Eh, sorry*
2. (Q1A2) *I'm so sorry*
3. (Q1A6) *Oh girls i'm sorry*
4. (Q1A10) *I do apologize for the mistake. If you don't mind I'll clean it up for you with this tissue*
5. (Q3A4) *It's tottaly my fault, I am so sorry about it. I beg your forgive. let me help you*

c. Request for forgiveness

Offer of apology is a strategy in which the apologizer asks for forgiveness for the mistakes he has done.

1. (Q3A11) *I'm sorry for ruining your day. I'm sorry if this thing make you feel uncomfortable.*
2. (Q4A3) *Pardon me please!*
3. (Q7A1) *Sorry, please repeat*
4. (Q7A2) *Can you repeat what have you say before?*
5. (Q7A5) *sorry, i can't hear you. can you repeat it?*

2. Indirect Apology

Indirect apology is a strategy which the apologizer tries to describe his role in what has happened and whether or not, he was responsible. The apologizer chooses to take on the responsibility by using various degrees of self-blame, from low-intensity to high-intensity. The apologizer can implicitly and explicitly claim the responsible for their action. Usually, they also blame themselves. According to Trosborg (1995), this strategy is divided into six sub-strategies, they are:

a. Implicit Acknowledgment

The apologizer blames himself implicitly. As in the data:

Unfortunately, the researcher does not find the data about this strategy.

b. Explicit Acknowledgment

The apologizer admits his mistakes explicitly. As found in data:

- (Q8A15) *Sorry i can't,my dutties is overwhelming. I think Alfonso is as good as me in leadership*
- (Q8A6) *Im sorry i think you can choose someone else because i have some activities*

c. Expression of Lack of Intent

The apologizer express that he does not have intention to commit the offense. As in the data:

- (Q1A3) *Im so sorry, I didn't do this on purpose*
- (Q1A4) *Oh, I am sorry. I didn't mean it. That's my fault. Let me clean it up for you.*
- (Q1A5) *sorry, i didn't mean. i'll clean your shoe*

- (Q1A12) *I am sorry, I dont mind it*
- (Q1A15) *OMG i'm so sorry, i didn't meant to*

d. Expression of Self-deficiency

The apologizer shows that he feels embarrassed for the offense. Like in the data:

- (Q10A10) *I'm sorry cause being improper. One of those books are getting lost. I'l change it soon, is that okay for you?*

e. Expression of Embarrassment

The apologizer feels embarrassed for the offense. As in the data:

1. (Q5A6) *Im sorry i think we'll better to be just friend dear*
2. (Q5A11) *I can't answer this.*
3. (Q5A12) *I am sorry i cant*

f. Explicit Acceptance of the Blame

The apologizer feels right to be blamed. As found in data:

- (Q4A4) *Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?*
- (Q4A8) *I'm sorry my aunt.. because of my mistake your favorite ceramic was broken. I Will change your ceramic when I came back from Japan*
- (Q4A7) *I'm sorry I broke your favorite ceramic, aunt. I accidentally. I will buy it for you when I go to Japan later*

3. Explanation

In this strategy, the apologizer tries to reduce the impact of the violation by giving an explanation about the situation. In

this strategy, the apologizer expresses that he did not expect this violation to occur. This strategy is divided into two, they are:

a. Explicit Explanation

The apologizer tries to explain the situation of violation explicitly. As in the data:

1. (Q4A5) *oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke*

b. Implicit Explanation

The apologizer tries to explain the situation of violation implicitly.

Unfortunately, researcher does not find the data contains of this strategy

4. Offer of Repair

In this strategy, the apologizer tries to repair for the damage he has done. The repair may be offered in literal sense or paying for the damaged. This strategy is divided into two, they are:

a. Repair

The apologizer intends to pay for the damaged. As in the data:

1. (Q1A10) *I do apologize for the mistake. If you don't mind I'll clean it up for you with this tissue.*

2. (Q1A13) *I am sorry, let me help you clean it*
3. (Q1A4) *Oh, I am sorry. I didn't mean it. That's my fault. Let me clean it up for you.*

b. Compensation

The apologizer may offer a compensation action if the Repair strategy is not possible. As in the data:

1. (Q4A1) *Sorry auty, I will change you ceramic from japan*
2. (Q4A2) *I'm sorry aunty, i will buy back this ceramic when i study at japan*
3. (Q4A5) *oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke.*
4. (Q4A7) *I'm sorry I broke your favorite ceramic, aunt. I accidentally. I will buy it for you when I go to Japan later.*
5. (Q5A8) *I'm sorry my aunt.. because of my mistake your favorite ceramic was broken. I Will change your ceramic when I came back from Japan*

5. Expressing concern to the hearer

In this type of strategy, the apologizer may express his concern to the hearer condition. The apologizer demonstrates his attention to comfort the hearer and he may show the sympathy about the hearer's condition. As found in the data:

1. (Q6A4) *Pardon, sorry.. your story was so mean, it touch my heart. is it that true?*
2. (Q6A8) *You must be patient, don't be sad*
3. (Q6A6) *Oh let you explain your problem i'll hear your story*
4. (Q6A10) *I know this is hard for you but remember you'll always have me to share everything about your problem and remember you only have a bad days not a bad life for sure.*

5. (Q6A15) *I'm sorry to hear that. Perhaps you need a relaxation massage to make you forget your problem*
6. Rejection

Rejection is a type of apology that the apologizer may deny the responsibility because he not guilty. This denial responsibility can be shown in the use of Rejection strategy.

There some Categorization of this Apology Strategy, they are:

- a. Explicit Denial of Responsibility

In this type of apology, the apologizer denies that he has omitted the infraction explicitly and denies to responsible for something unpleasant happens. As in the data:

- (Q5A1) *Sorry, But I don't have feeling for you*
- (Q5A2) *I'm so sorry, we just a friend, no more than this*
- (Q5A3) *Sorry, I can't accept this one*
- (Q5A6) *Im sorry i think we'll better to be just friend dear*

- b. Implicit Denial of Responsibility

In this type of apology, the apologizer may try to evade responsibility by ignoring the complaint or talking about other topics. As in data:

- (Q8A13) *Is there anyone who want to be a leader?*

- c. Justification

The apologizer tries to give and provide an argument until he cannot be blamed for the inconvenient situation. As found in the data:

- (Q5A6) *I do sorry ,I think we better just be friend*
- (Q5A15) *I'm sorry bibeh,i'd have a boyfriend and honestly i just presume you as friend no more*
- (Q5A8) *I'm so sorry... We are only friend*
- (Q5A10) *Sorry but can we just be friend?*
- (Q5A9) *friend would be great*

7. Promise of forbearance

Is an apology strategy that makes the apologizer promise not to repeat the mistakes he has made. Usually, the apology strategy is marked with the word "promise".

- (Q2A10) *I'm sorry for being late. I've got a traffic jam. I promise to be on time for the next appointment*

Context 01

“A young girl spills her soup on a woman's shoes”

Context:

P1 : You are a young girl

P2 : a business woman

Situation description:

When you (a young girl) eat at a restaurant with your family, you accidentally dropped your soup bowl so that it hit the shoes of a young career woman who was walking by next to you.

Participant status : P1 < P2 (P2 has a higher strength than P1)

Distance : - (between P1 and P2 there is a distance)

“At the restaurant, accidentally, your hand knocks the soup bowl on the table and spills it so that it hits the woman the shoe passes beside You. It's your fault, you apologized to him for this accident. What would you say?”

In data 01, the researcher found the apology strategies used by the respondents were Direct Apology, Indirect Apology, and Offer of repair. For Direct apology, respondents chose to use the Expression of Regret and Offer of Apology strategies. while for Indirect Apology, respondents chose to use the Expression of Lack of intent to reveal the accidental mistakes they made. and for the offer of repair strategy, the respondent chooses to use the Repair strategy to pay for the mistakes he has done. Here are the data findings in this context:

1. Expression of Regret

- Im so sorry, I didn't do this on purpose
- *Oh, I am sorry*. I didn't mean it. That's my fault. Let me clean it up for you.
- I'm sorry, I accidentally spilled the soup, is your leg okay?
- I'm so sorry, My soup spilled on your shoes
- I'm really sorry, because I'm spilled the soup and hit your shoes
- I am sorry. I dont mind it
- I do sorry Ms. This is unconditionally
- OMG i'm so sorry, i didn't meant to

2. Offer of Apology

- Eh, sorry
- I'm so sorry
- Oh girls i'm sorry
- iam so sorry
- I do apologize for the mistake. If you don't mind I'll clean it up for you with this tissue.
- I am sorry, let me help you clean it

3. Expression of Lack of Intent

- Im so sorry, I didn't do this on purpose
- Oh, I am sorry. I didn't mean it. That's my fault. Let me clean it up for you.

- *sorry, i didn't mean.* i'll clean your shoe
- I am sorry. *I dont mind it*
- OMG i'm so sorry, *i didn't meant to*

4. Repair

- I do apologize for the mistake. *If you don't mind I'l clean it up for you with this tissue.*
- I am sorry, *let me help you clean it*
- Oh, I am sorry. I didn't mean it. That's my fault. *Let me clean it up for you.*

Context 02

"a student arrives late when he has an appointment with a lecturer because of traffic jams"

Context:

P1 : you are a student

P2 : a lecturer

Situation description:

You as a student make an appointment with a lecturer to meet in the lecturer room. but because of something, you were late by 30 seconds.

Participant status : P1 < P2

Distance : + (P1 and P2 have a close relationship)

You have an appointment with your teacher in his office. Unfortunately, you are 30 minutes late due to traffic. When you knock on the door and enter, what will you say?

From the data number 02, the researcher found that the apology strategies used by respondents were Minimizing Offense and Direct Apology. For Minimizing Offense, respondents chose to use Blaming Someone Else in the hope that the third party is responsible for the mistakes that occur to minimize guilt for these mistakes.

Meanwhile, for direct apology, respondents choose to use Offer of Apology to express their apologies clearly. Here are the data findings in this context:

1. Blaming Someone Else

- I'm so sorry mam, i come late because my tire motorcycle was broken
- i really sorry for being late. actually there are a traffic accident that makes the traffic stuck. i really sorry. it will not happen again.
- Im sorry mam, the way was very crowded so i came late
- I'm sorry sir, I was late, the road I was passing was very jammed.
- I'm so sorry mam/sir, I am late because of the traffic
- I'm sorry for being late. I've got a traffic jam. I promise to be on time for the next appointment.
- Mr./Mrs. I'm apologize not come on time because the traffic is so busy

2. Offer of Apology

- Sorry Mam, I came late
- Pardon Mr/Mrs, sorry I come late
- Excuse me, I really do sorry Ma'am. I am so late.
- iam so sorry
- I am sorry i was late

Data 03

"a captain who made his team get punished for writing a thousand sheets of reports due to decisions he made."

Context:

P1 : Captain

P2 : Lieutenant

Situation explanation:

The captain of the military group makes a unilateral decision to save the lives of his team members. Even though the unilateral decision made all members of the group alive and safe, however, when reporting to headquarters, the group received punishment for the captain's actions. Because of this, their group was penalized for

writing thousands of reports. As vice-captains, lieutenants have been selected by the captain to write these thousand-page reports.

Participant status : P1 > P2

Social distance : + (P1 and P2 have a very close relationship)

You are an army. You make a mistake on your duty that makes you and your best friend ended up with the penalty of writing a thousand pages of the report. Even though because of those mistakes, you can have lost your life. What will you say to your friend?

In data 03, the researcher found the apology strategies used by the respondents were Minimizing Offense and Direct Apology, Offer of Repair and Promise of Forbearance. For Minimizing Offense, respondents choose to use minimizing in the hope of making it calm by saying that it is not a serious matter. Meanwhile, for direct apology, respondents chose to use Expression of Regret and Offer of Apology to express their regret and express their apologies clearly. While the respondent who chooses Offer of Repair, he wants to pay for the mistake he made by something interesting, such as buying food after punishment, or so on. And for respondents who chose the Promise of Forbearance, the respondent promised not to repeat the same mistakes he had made. Here are the data findings in this context:

1. Minimizing

- *it is okay. this is better for writing report than losing our life.* i'll buy food for you after this report
- I think we need to reconsider if we are going to do something. *It's still a good thing we're fine and got this punishment.* Let's not be reckless like that again.

2. Expression of Regret

- Sorry
- Forgive me. Im sorry
- It's tottaly my fault, I am so sorry about it. I beg your forgive. let me help you
- Im sorry its my mistake
- I am so sorry
- I am sorry for doing that, and thank you for your help
- I am very regeret it
- Pardon me guys,i promiss to you, i'll never repeat the mistakes again

3. Offer of Apology

- I'm sorry, this is my fault, you shouldn't get it
- I'm sorry friends...because of my mistake you get the pinalty too
- I'm really sorry to include you in my problem. And make you writing a thousand page of the report because of my mistake

4. Request of Forgiveness

- I'm sorry for ruining your day. I'm sorry if this thing make you feel uncomfortable.

5. Repair

- it is okay. this is better for writing report than losing our life. i'll buy food for you after this report

6. Promise of Forbearance

- Pardon me guys,i promiss to you, i'll never repeat the mistakes again

Context 04

“A nephew who accidentally broke his aunt's favorite Japanese ceramic. and fortunately, in the near future, he will attend a student exchange in Japan.”

Context:

P1 : Nephew

P2 : Auntie

Situation description:

When a nephew visits his aunt's house, he accidentally breaks her aunt's favorite Japanese ceramic which is a gift from her husband's husband. fortunately, the nephew is going on a student exchange program in Japan. as a sense of responsibility, he was determined to replace his aunt's favorite ceramic with a new one, even though it didn't taste the same.

Participant status : P1 < P2

Social distance : + (very close relationship)

One day, you accidentally broke your aunt's favorite ceramic while visiting her house. The ceramic is a gift from an uncle who bought it in Japan. Coincidentally, you will go to Japan to exchange students for 6 months. What would you say to your aunt?

From data 04, the researcher found that respondents used a variety of apology strategies. The first is direct apology. In direct apology, respondents choose to use Expression of Regret and Request for Forgiveness. The second is Indirect Apology. In indirect apology, the strategies used are Expression of Lack of Intent and Explicit Acceptable of Blame. The third strategy is Explanation. In the Explanation Strategy, the apologizer tries to reduce the error rate by explaining the situation for the error. The last strategy is Offer of Repair where compensation is the strategy chosen to be used by the respondent because, in compensation, the apologizer chooses to offer compensation for the mistakes he has made. Here the data found in this context:

1. Expression of Regret

- Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?
- oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke.
- Oh aunty im sorry its my mistake i broke your favorite ceramic

2. Request for Forgiveness

- Pardon me please

3. Expression of Lack Intent

- Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?
- I'm sorry, I didn't mean it. Would that be okay if I replace that ceramic next month cause I'll have a study in Japan start on January. I'll try to find out while in there.
- I'm sorry I broke your favorite ceramic, aunt. I accidentally. I will buy it for you when I go to Japan later.

4. Explicit Acceptance of Blame

- Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?
- I'm sorry my aunt.. because of my mistake your favorite ceramic was broken. I Will change your ceramic when I came back from Japan
- I'm sorry I broke your favorite ceramic, aunt. I accidentally. I will buy it for you when I go to Japan later

5. Explicit Explanation

- oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke.

6. Compensation

- Sorry auty, I will change you ceramic from japan
- I'm sorry aunty, i will buy back this ceramic when i study at japan
- oh my God. i'm really sorry for breaking your ceramics. i swear i'll change your broken ceramic. fortunately, i'll go to japan for exchange student. i'll buy something similar to the ceramic i broke.
- I'm sorry I broke your favorite ceramic, aunt. I accidentally. I will buy it for you when I go to Japan later.
- I'm sorry my aunt.. because of my mistake your favorite ceramic was broken. I Will change your ceramic when I came back from Japan
- i ll get the new one for u
- I'm sorry, I didn't mean it. Would that be okay if I replace that ceramic next month cause I'l have a study in Japan start on January. I'l try to find out while in there.
- I'm apologize aunt for broke your favorite ceramic. I'll try to replace your ceramic, eventhought haven't same meaning, but I hope my ceramic can replace it.
- I am sorry my aunt.. i will change it 6 month letter
- I am so sorry aunty, if you don't mind I will buy you the same ceramic
- I am so sorry, I will change it when I go to japan
- Appologize me aunty,i'll substitute your broken ceramics after i was back from japan,i promiss

Context 05

"A statement of love from a friend that you reject because you think it's just a friend"

Context:

P1 : you are a woman

P2 : your best friend (boy)

Situation description:

You have been friends for a long time with your male friend, and one day he confesses his love to you, but you never thought your friendship was more than just friends. So you rejected it.

Participant status : P1 = P2

Social distance : + (no distance because you've grown up together)

Your best friend secretly put his heart on you. One day, on a romantic occasion, he suddenly stated that he wanted to marry you. However, you don't have any feelings for him other than as a friend. What would you say?

In this context, the researcher found several strategies used by respondents, they are: Minimizing Offense, Indirect Apology, and Rejection. In Minimizing Offense, respondents choose to use Minimizing and Querying Precondition. whereas in the Indirect Apology strategy, the respondents chose to use the Expression of Embarrassment. And in the Rejection strategy, respondents choose to use Explicit Denial of Responsibility and also Justification. The following describes the data found by researchers in this context.

1. Minimizing

- Thank you for loving me, but it's better that we are still in this relation, as a friend. *You are a good guy, you deserve a better person than me. I am so sorry, let's become a good friend like before.*

2. Querying Precondition

- *haha, ae you kidding me?* but sorry, i just think of you as a friend. no more. but we can still be a good friend. like a best friend?
- I actually not believe this will happen. *I mean we're friends and I don't think you would like me.* Give a reason why you like me

3. Expression of Embarrassment

- Im sorry i think we'll better to be just friend dear
- I can't answer this.
- I am sorry i cant

4. Explicit Denial of responsibility

- Sorry, But I don't have feeling for you
- I'm so sorry, we just a friend, no more than this
- Sorry, I can't accept this one
- Im sorry i think we'll better to be just friend dear

5. Justification

- I do sorry ,I think we better just be friend
- I'm sorry bibeh,i'd have a boyfriend and honestly i just presume you as friend no more
- I'm so sorry... We are only friend
- Sorry but can we just be friend?
- friend would be great
- Sorry but I can't accept your feeling

Data 06

“confided between you and your best friend about the broken situation heart that you experience it”

Context:

P1 : you

P2 : Your friend

Description of the situation:

You are breaking up. Your condition is very bad. You look very depressed with the breaking of your love relationship with your lover that you have been through for 6 years. You cannot express your outpouring to anyone other than your best friend. In the end, you guys had a very long vent session tinged with your sad tears.

Participant status : P1 = P2

Social distance : + (no distance)

You are in a broken heart condition. You look very devastated. You tell your condition to your friend. As a friend, what will you say?

In this context, the researcher found several strategies used by respondents, namely Minimizing Offense, Direct Apology, and Expressing Concern to the Hearer. In Minimizing Offense, researchers found that respondents chose the minimizing strategy. Whereas in Direct Apology, Respondents choose to use Expression of Regret. And the last strategy is Expressing Concern to the Hearer. This strategy is used to express our concern about the problems faced by the hearers. Here the following describes data found by researchers in this context:

1. Minimizing

- You have to move on, there will be better than you get before
- Be patient, never give up with anything in this world
- i know this condition is hard for you. but believe me, that after this condition, you will find a happy ending
- It is okay. One day you will find someone better than him.
- take it easy
- You can cry alot and after you wipe your tears, please became a stronger human. Life must go on, don't blame anything is your fault but let be think everyone will make fault but depending on we can overcome it all.
- Do you have spare time?
- Fighting, don't be sad. You will get better condition

2. Expression of Regret

- I am sorry for hearing that
- Sorry

3. Expressing Concern to the Hearer

- Pardon, sorry.. your story was so mean, it touch my heart. is it that true?
- You must be patient, don't be sad
- Oh let you explain your problem i'll hear your story

- know this is hard for you but remember you'll always have me to share everything about your problem and remember you only have a bad days not a bad life for sure.
- I'm sorry to hear that. Perhaps you need a relaxation massage to make you forget your problem

Context 07

“confide in between you and your friend about her personal problems’ while you are cleaning your home”

The context:

P1 : your friend

P2 : you

Description of situation :

Your best friend has a pretty complicated problem in her life One day, she comes to your house to tell you about the problems she is facing. However, she came while you were busy tidying up your house. Finally, she keeps telling you even though you are ordering the house because she can't stand all the problems she is facing. And because you are cleaning the house, by the time your friend's story reaches its climax, there is one part of her story that you can't catch. So you ask her to repeat the story in that part.

Participant status : P1 = P2

Social distance : +

*Your friend confides you about her problem when you are cleaning a house.
Once, in the middle of the conversation, you do not hear about what she said.
What will you say?*

The respondent chooses to use the direct apology strategy to apologize in this context. The reason for choosing this strategy is that the apologizer apologizes for the mistake he has made explicitly. Two strategic sub-types used in this case are Offer of Apology and Request for Forgiveness.

1. Offer of Apology Strategy:

- Forgive me
- sorry?
- Pardon please
- Pardon?

2. Request for Forgiveness:

- Sorry, please repeat
- Can you repeat what have you say before?
- sorry, i can't hear you. can you repeat it?
- Can you repeat the part before that?
- Pardon, could you repeat what you said
- Pardon me, can you say it louder so I can hear what you are actually saying?
- Pardon, please? I'm not hear last part when you say it
- I am sorry what did you say?
- Pardon me, can you say it again?
- Pardon please, im sorry i can't hear
- Oh sorry,may u repeat your statement,i lost my focuss

Context 08

“Language festival leader election meeting”

The context :

P1 : you

P2 : department members

Description of situation :

You are an activist. One day, your department will hold a big event, namely the language festival. During a committee formation meeting, many of the committee members chose you to be the leader of the committee for the language festival. However, because you already have a lot of activities and most of them also hold big events with you as the committee, then you firmly reject the suggestion of your department committee members who want to make you leader of the committee.

Participant status : P1 = P2
 Social distancing : - (there is a distance)

On a committee, you are appointed as a leader. Unfortunately, you have many activities that cannot be put off. What will you say?

In data 08, the researcher found several apologetic strategies used, such as: Explanation, Direct Apology, Indirect Apology, and Rejection. In the explanation strategy, the respondent chose Explicit Explanation because the respondent tried to explain the situation in order to reduce the impact of the violation. Whereas in Direct apology, the respondent chooses to use Offer of Apology as an apology strategy. While in Indirect Apology Strategy, Explicit Acknowledgment and Expression of Self-Deficiency were chosen for use by respondents and for the last strategy, namely Rejection, the strategy chosen to be used is Implicit Denial of Responsibility.

1. Explicit Explanation

- Thank you for choosing me as a leader. but i'm really sorry i have to reject it. *i already have too many activities that i can't leave. instead of this committee being messed up, i suggest to choose someone else.*
- I'm so sorry, *i have many activities that cannot be put off*
- It's a big chance *for me, but my activities cannot be delayed.* I am so sad about it, I hope I get the next chance.
- I'm sorry, it would be better if there were other candidates, because *I have a lot of activities these past few months so I'm afraid that I will not be able to do a good job*
- Sorry, I cant became a leader. *Because i can't leave my activity*
- I know this can't be a good choice. But I'm truly say sorry *cause I have to do some stuff that I can't leave it even for a while.* Can anybody just handle it for me, please?
- I'm really thank you, everybody want to make me leader. But unfortunately, *i must avoid because I have many activities and can't be put off*

- Thank you for choosing me but Im sorry I cant handle it Im very busy
2. Offer of Apology
 - i am so sorry
 - I am sorry.. maybe next time
 3. Explicit Acknowledgment
 - Sorry i can't,my dutties is overwhelming. I think Alfonso is as good as me in leadership
 - Im sorry i think you can choose someone else because i have some activities
 4. Implicit Denial of Responsibility
 - Is there anyone who want to be a leader?
 5. Expression of Self-Deficiency
 - Sorry, I will absent today. Please continue the meeting without me

Context 09

“stepped on someone's foot in the elevator, and it turned out to be a lecturer”

The context :

P1 : you

P2 : someone you stepped on

Description of situation :

During the changing time, you are in a hurry to go to the bathroom. So hurry, you don't just step on someone's feet when you go through the elevator. You don't know whose foot you are stepping on. However, when you look at your victim's face, it turns out that she is the lecturer who will come into your class after this replacement hour.

Participant status : P1 < P2

Social distance : -

Rushing to get on class on time, you round into an elevator and step someone's foot that you know as one of the lectures in this university. What will you say?

In data no 09, the researcher found that Direct apology is the only strategy used in this context. Although the Direct apology strategy is divided into 3 parts, however, in this context only two strategies that respondents used it, they are the Expression of Regret and the Offer of Apology. as in the data below:

1. Expression of Regret

- Oh My God, I am so sorry Sir, that's my fault. Let me help you to clean it
- i'm sorry sir, i didn't mean it. i'm in hurry. forgive me
- I'm sorry sir, I accidentally stepped on your foot. Are you okay sir? I'm sorry.
- I do apologize for my mistake. I'm getting in hurry. I'm sorry for step on your feet, sir. (And take a bow)
- Sorry mam/sir.. im really sorry , forgive me

2. Offer of Apology

- Oh sir im sorry i dont know
- Sorry
- I'm so sorry sir, because of I have to go to my class on time, i was stepped your foot, i'm really sorry sir
- Im sorry Mam, I dont know if you are stand behind/beside me
- Sorry, I accidentally stepped on your shoes
- i am so sorry
- I am so sorry
- I am sorry it's my fault
- Appologize me mam,i didn't mean to

Data 10

“a junior who lost the loan book from his senior”

The Context :

P1 : Junior

P2 : Senior

Description of Situation :

A junior student needs 3 books for writing a paper. He knows the senior who has that book. The junior borrowed 3 books from the senior and promised to return them within a week. However, when he was about to return the senior's book, he lost one of the books he borrowed.

Participant status : P1 < P2

Social distance : +

You borrow 3 books from your seniors and promise will return it in a week. When you want to return the books, you lost one of them. What will you say to your senior?

In this context, the researcher found several strategies used by the respondents. namely: Direct Apology, Indirect Apology, and Offer or Repair. In direct apology, the strategy used is Offer of Apology. Meanwhile, in Indirect Apology, there are two strategies used, namely: explicit acknowledgment and expression of self-deficiency. While, in the Offer of Repair, the repair strategy is the strategy used by respondents.

1. Offer of Apology

- Sorry
- Sorry, one of your book lost, I'm still looking for it.
- I am so sorry for lossing your book

2. Repair

- I'm so sorry sis, one of your book was lost, i will change this book
- Sorry, I lost one of your book. I will search that again and if I can't find that, I will change your book. Forgive me
- i ll get the new one for you
- I'm really sorry to make your novel is lost, but I'll replace it
- I am so sorry, is it okay if I buy the new one for you?

- Forgive me, I will buy it for you
- Oh senior, that was my fault. I didn't keep your book properly. I lost one of your book. how if I change it with the new one for you?
- i'm so sorry for losing one of your book. i swear i'll change the book i lost.
- Im sorry i lost your one book but i'll try to buy it for you
- Pardon me dude,i lost one of your book, but i prommis u,i'll change it by the same book tomorrow

3. Explicit Acknowledgment

- I accidentally lost one of your books, I'm sorry I only returned these two books. I will find it again and return it to you. I'm sorry for it.

4. Expression of self-deficiency

- *I'm sorry cause being improper.* One of those books are getting lost. I'll change it soon, is that okay for you?

4.2 Discussion

According to the findings and direct analysis above, the researcher found that there are two types of mood, namely Imperative and Indicative. For indicative it is still divided into 3 types, namely: Declarative, Interrogative, and Exclamative. For the interrogative itself, it is still divided into 2, namely, Polar and WH-Question.

Declarative sentence is a sentence that contains a statement. This sentence serves to provide information about something without expecting a reciprocal return and attitudinal opinion. Declaratives can be identified by its structural elements, which subject occurs before finite. Declaratives clause is divided into two category, here: full declarative and elliptical declarative. From the findings, the researcher found that declarative sentences are a type of sentence that is widely used to express something, in this case, apologizing. The meaning of a declarative sentence is a sentence that is informative and not pushy, has a neutral tone and ends with a full stops (.). For full declarative, like in data *“It's totally my fault, I am so sorry about it. I beg your forgive. let me help you”* it has a complete structural element such as the Subject and Finite. The findings shows that the Captain asking for forgiveness to the lieutenant because of his mistake. While for Elliptical declarative, it is occur when the speaker produce a clause by omitting some elements. It can be omitting subject or Finite, depending on the context of conversation. As in the data *“Sorry”*, here the speaker omitting subject and Finite.

An interrogative sentence is a sentence in which it contains a question. Serves to ask or request information about something. There are two types of interrogative, interrogative WH-Question and interrogative Polar. Interrogative WH-Question is an interrogative types with using WH-Question word, such as: Who, What, When, Why, Where, How. It is aimed to verify the missing element of clause structure. Like in the data “*Aunty, that's my fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?*”. While Interrogative polar which also known as yes/no interrogative. It can be identified as clause with finite occur before subject. Like in the data “*Sorry but can we just be friend?*”. Interrogative polar only requires yes/no for the answer.

The next mood types is Exclamative. An exclamative sentence is a sentence which content expresses admiration for feelings. Since admiration is related to nature, exclamation sentences are formed from stative sentences. Exclamation sentences are also called interjective sentences. Like in the data “*OMG i'm so sorry, i didn't meant to*”.

The last is Imperative. Imperative sentences are sentences that contain or order, either in direct or indirect way. Basically, imperative sentences function as commands for a speaker's hope or desire. Usually imperative sentences contain requests, requests, or prohibitions. Like in the data “*Take it easy*”. "Take it easy" is an example of an imperative mood type which has only one element,

the predicator. The omission of subject because it is implicitly addressed to the addresser.

From the above findings, the researcher found that declarative sentences were the type of sentence most used by respondents in expressing words of apology. This is because the declarative shows that the statement is true without any qualifications (Hogg, et al: 2000). Even though forming apology by using imperative, interrogative, and exclamative is also allowed.

Meanwhile, for apologizing action, as mentioned by Trosborg (1995), Researcher found some categories from the findings above, about some apology strategy used by Student of English Department in IAIN TULUNGAGUNG in answering DCT question and some other strategies were not found.

Some strategies used by English majoring student in answering DCT are Minimizing Offense (minimizing, querying precondition, and blaming someone else), Direct Apology (expression of regret, offer of apology, and request for forgiveness), Indirect Apology (explicit acknowledgment, expression of lack of intent, expression of self-deficient, expression of embarrassment, and explicit acceptance of blame), Explanation (explicit explanation), Offer of Repair (repair and compensation), Expressing Concern to the Hearer, Rejection (Implicit denial of responsibility, explicit denial of responsibility, and justification), and Promise of Forbearance.

The students express their apology using their own style. Sometimes, they use some utterance which show about their regret. Such as *Aunty, that's my*

*fault, but I for sure, I didn't mean it. I really do sorry about it. I know.. it's very hard for you, because it's a precious ceramic. What can I do for you?. Apart from that, the minimizing offense strategy is an action that is closely related to failure to take responsibility (Trosborg, 1994). The point here is that the apologizer tries to minimize the level of the violation by stating that the alleged violation is not very important. As shown in the data analysis, "Thank you for loving me, but we better stay in this relationship, as friends. You are a good person. You deserve a better person than me. I'm very sorry, let's be good friends like before". In this strategy, the respondent chooses to minimize the disappointment that his friend will face by saying "**thank you for loving me, but it's better for us to stay in this relationship as friends. You are a good man, you deserve a better person than me**". Meanwhile, to ask the prerequisites, the apologizer expresses his doubts about something, whether it is true or not. Like in the data "I really couldn't believe this was going to happen. I mean we're friends and I don't think you will like me. Give reasons why you like me." in this case, the apologizer doubts what is going on. So he said, "**I really don't believe this will happen.**" She did not expect that her little friend would have other feelings besides friendship when she said the above. In addition, because they blame others, the apologizer assumes that the fault is not simply the fault he did. There is a third party who is also responsible for the error. As in the data "Sorry it's late. There are actually traffic accidents that make traffic jam. I am very sorry. Will not happen again." In this data, the perpetrator*

considers the delay to be caused by a traffic accident which causes the road to become jammed. As in the sentence "**There was actually a traffic accident that caused a traffic jam.**"

For the Direct Apology, as the name implies, apologies immediately apologize after making a mistake. Here, apologies choose to express their apology explicitly in order to get an apology that is explicitly accepted (Trosborg, 1994). In expressions of remorse, the apologizer expresses deep regret for the wrong he has done. As in the data "*oh girls I'm sorry*". In the data, the apologizer immediately apologizes to the person who was spilled with the soup. To **offer an apology**, beggar sorry can choose to express the apology explicitly. As in the data, "*I'm sorry I did that, and thank you for the help*". As for **the apology**, the apologizer begs for his mistakes to be forgiven. As in the example "*I'm so sorry I got you into my trouble. And made you write a thousand-page report because of my mistake.*" In that example, the captain as an apology did expect an apology from the lieutenant for his mistake which resulted in his unit being punished.

Indirect Apology is an apology strategy in which the apologizer tries to explain his role in what happened, and chooses to take responsibility or not using a level of self-blame (Trosborg, 1994). In the implied gratitude, the apologizer will blame himself as a form of responsibility for his mistakes. In fact, explicit admission, apology chooses to admit his mistake. As in the data "*Sorry, I can't hear you. Can you repeat that?*" here the apologizer admits his

mistake for not hearing what his friend said about the problem that happened to his friend. While the expression lacks intent, the apologizer apologizes for the action he did not want to do. As in the data *Sorry, I didn't do this on purpose*". To express his lack of self, the apologizer expresses his own shortcomings so that he can make mistakes. As for the expression of shame, the apologizer is ashamed of the wrong he has done. And for explicit acceptance of a mistake, the apologizer admits the wrong he did and he feels entitled to blame for the mistake. As in the example "*Sorry, I accidentally spilled the soup, is your leg okay?*"

Another type of apology strategy is explanation. Explanation is one of the apology strategies where the apologizer can reduce his guilt by providing an explanation of the situation that caused the violation. The implied explanation is used by the apologizer to express his or her implicit apology. Meanwhile, for an explicit explanation, the apologizer makes his apology clear. As in the data "*Mr / Ms. Sorry for not arriving on time because the traffic was so heavy*". Here he explains that the cause of delays is traffic jams. He hopes that the lecturer will understand the situation that occurred which caused him to meet late.

An offer of remedy is a strategy in which the apologizer tries to offer compensation for the wrong he has committed. Repair is an attempt made by an applicant who apologizes to pay for mistakes he has done. As in the data, "*I'm sorry, I'll buy it for you*". Meanwhile, compensation is a follow-up that must be done by the apologizer if it is not possible to fix it.

Expressing concern to the listener is an apology strategy that apologizers try to articulate to express concern about the speaker's condition. Here the apologizer can show his sympathy to the speaker so that the speaker feels comfortable and entertained. As in the data, "*I know this is difficult for you but remember you will always ask me to share everything about your problems and remember you just had a bad day not a bad life for sure*".

Rejection is a strategy used when someone makes a rejection of another person. This means that the apologizer can deny responsibility because the speaker feels guilty. As shown in the data analysis, explicit denial of responsibility is a strategy in which the apologizer denies that he or she has committed an offense and denies the obligation to take explicit responsibility. The apologizer may emphasize ignorance of the problem at hand. Although the implied denial of responsibility is, the apologizer tries to divert the conversation to avoid the obligation to take responsibility. Next comes justification. Justification is a strategy so that the apologizer is able to provide arguments so as not to be blamed for the inconvenience caused. As in the data "*Thank you for choosing me as a leader. But I am very sorry to have to reject it. I already have too many activities that I cannot leave. Instead of this committee messing up, I suggest choosing someone else*".

The ultimate apology strategy is promise or patience. In this strategy, the apologizer takes responsibility for his mistakes by expressing remorse and promising not to repeat the same mistakes at a later date. This apology strategy

is not only related to the perpetrator that has been committed but also related to the behavior in the future. This strategy embodies the apologizer's commitment not to repeat the same mistakes at a later date. As in the data, "*Sorry to be late. I'm having a traffic jam. I promise to be on time for the next appointment*". In the data above, the apologizer feels sorry for the delay and promises to be on time for the next appointment.

On the other hand, most of the apology strategies used by English Department students at IAIN TULUNGAGUNG; besides, the strategy often used by students is the promise of forbearance; apology strategy that was not found is Implicit Acknowledgment and Implicit Explanation.