

## **CHAPTER IV**

### **FINDINGS AND DISCUSSION**

This chapter presents the findings and discussion which are divided into two sections. First, the writer shows the findings of this research by presenting the table of apology strategies used by the characters based on Trosborg theory of apology. Afterwards, she discusses the findings in detail. And second, the writer presenting how the expression of apology are formally/grammatically realized in detail.

#### **A. Findings**

After analyzing the characters' utterances in the "Stuart Little 2" movie, then the writer divides all utterances of the characters which consist and belong to particular apology strategy and its function of each sub-strategy. Through the table, we can find a total of the utterances along with apology strategy classification and its function. The writer found that there are five apology strategies used in the "Stuart Little 2" movie. The total of the data found are 18 based on the classification of apology strategy and its function. We can see in the table 4.1.1 below.

#### **1. Apology Strategies used by the characters in the "Stuart Little 2" movie**

The following table below presents number of apology utterances and total the use of apology strategy based on the category of apology strategy and its function of sub strategy.

Table 4.1.1 The total of Apology strategy used by the characters in the “Stuart Little 2” movie.

No.	Category of Apology Strategy	Sub-strategy/function	Utterances	Total
1.	Evasive strategy/ Minimizing offenses	Minimizing	1	2
		Querying Preconditions	1	
2.	Direct Apology / Expression of Apology	Offer of Apology	4	7
		Expression of Regret	3	
3.	Indirect Apology/ Acknowledgement of Responsibility	Explicit acceptance of the Blame	1	5
		Explicit Acknowledgment	1	
		Expression of Lack Intent	2	
		Expression of Self Deficiency	1	
4.	Explanation or Account	Explicit Explanation	2	2
5.	Offer of Repair	Offer of Repair	1	1
6.	Expression Concern for Hearer	Expression Concern for Hearer	1	1
Total				18

From the table 4.1.1, one of apology strategies which mostly occurred of the characters’ utterances is direct apology/expression of apology strategy with its function as the offer of apology. The characters tend to use strategy of expression

of apology in delivering their apology used by the characters but in lower numbers of occurrence and each strategy do not involve all the function as sub-strategy, there are only some functions that are used in each of apology strategy. On the other hand, the researcher found there are two apology strategies that are not used at all by the characters in the “Stuart Little 2” movie, namely Rejection strategy and Promise of forbearance.

In the section below, each of the above apology strategies is discussed in further and detail explanation.

## 1. Evasive Strategy

The first strategy is Evasive strategy. There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

### a. Minimizing

The following quoted conversation below is the example of minimizing offense.

**Data 1 (00:31:57-00:32:34)**

- [1] Mrs. Little : What's one the other end of the string?
- Mr. Little : This string?
- Mrs. Little : Yes.
- Mr. Little : Well, now, don't get excited, but someone that you and I love..... has volunteered to go down the drain to get your ring.
- Mrs. Little : Stuart?
- George : Good guess, Mom.
- Mrs. Little : Stuart? You let our son go down the kitchen drain?

Mr. Little : No, *Eleanor, don't be upset. It's been well thought out. If there's a problem, I pull on the string* and... now you can be upset... Are you okay?  
Can you hear me? (1)

### Description of Context:

Setting and Scene : the dialogue occurs at the kitchen when the ring's Mrs. Little had lost in the kitchen.

Participants : Mr. Little, Mrs. Little and George.

Act Sequence : Mrs. Little disagree with Mr. Little's opinion that Stuart go down the kitchen drain to take the ring.

In the conversation above, Mr. Little used minimizing strategy to deliver his apology to Mrs. Little. He tried to minimize the degree of offense by saying that Stuart's going down into kitchen drain is not a big problem. Mr. Little seeks to minimize the degree of offense by arguing that the supposed offense is of minor importance as described in his utterance "*Eleanor, don't be upset. It's been well thought out. If there's a problem, I pull on the string*". Those utterance sets to minimize the doubt and worrying of Mrs. Little.

In this story, Mr. Little and Mrs. Little are close relationship because they are family. The apology strategy above uttered from Mr. Little as a husband to Mrs. Little as a wife. Those utterance sets to minimize the doubt and worrying of Mrs. Little. Mr. Little used negative politeness in apologizing to indicate his awareness of having impinged on the hearer's negative face as he had made offense and made Mrs. Little worry and confused.

### b. Querying Precondition

Another sub-strategy of evasive strategy is Querying Precondition. The following quoted conversation below is the example of Querying Precondition

#### Data 2 (00:56:26-00:57:00)

- [2] Mrs. Little : All right, George, where is he?
- Mr. Little : And this time, the truth.
- George : *I'm not sure.*
- Mr. Little : It is never okay to lie to your parents.
- George : *Is it okay to break a promise to your brother?* (2)
- Mrs. Little : It's wrong to promise your brother that you'll lie to your parents.
- Mr. Little : George Listen to the tone of my voice. Tell us where Stuart is.
- George : It was a promise. Brother to brother.
- Mr. Little : George, I understand. I have a brother. But if he was in danger, that would matter more to me than the promise.
- Mrs. Little : How would we all feel if anything happened to Stuart?
- George : He's at the Pishkin Building.

#### Description of Context:

- Setting and Scene : In home, Mr. Little and Mrs. Little investigate the existence of Stuart. Because Stuart left home and George was promise to Stuart to don't tell to his parent where is him.
- Participants : Mr. Little, Mrs. Little and George.
- Act Sequence : Mr. Little and Mrs. Little gave explanation more to George that it doesn't matter to break a promise because Stuart was in danger.

In the conversation above George used querying precondition as his apology strategy. Querying precondition tends to express doubt about something whether something is correct or not. George said, “*Is it okay to break a promise to your brother?*” it indicates that he avoid to be blamed of his offense of being lie to his parents. Actually George realized his mistake but to deliver his apology he used querying precondition to avoid his parent’s anger to him. George is querying to his parents’ statement by giving another question. George, Mr. Little and Mrs. Little are family so they are in close relationship.

## 2. Direct Apology/ Expression of apology

The second strategy is direct apology / expression of apology. There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

### a. Offer of Apology

The following quoted conversations below are the example of offer of apology.

#### Data 3 (00:16:40-00:16:53)

- [3] Stuart : Oh, boy, we've got a problem. No, you can make it. Don't slow down.
- Margalo : You did it.
- Stuart : Yeah. I did.
- Margalo : So, who do I have to thank?
- Stuart : *Forgive me. My name is Stuart... Stuart Little.* (3)
- Margalo : I'm Margalo. Just Margalo.

Stuart : Margalo.

### Description of Context:

Setting and Scene : In way when Stuart go home from his school, Stuart meet Margalo who fall into his car.

Participants : Stuart and Margalo.

Act Sequence : Margalo fall into Stuart's car, because Falcon want to catch her. It's a first time Margalo meet Stuart.

In the quoted conversation above, the offer of apology strategy can be seen by the utterance of Stuart, "*Forgive me. My name is Stuart*". The Stuart's utterance indicates that he wanted to offer apology before he introduced himself to Margalo. He did not want to make offense of his introduction that may become unpleasure thing for Margalo. Offer of apology aims to avoid the offence caused by the speaker's act or talk. Stuart used positive politeness since it is an expression which shows a concern for hearer / addressee's well-being.

Margalo is a female canary that Stuart saves that Stuart find on his way home from school. Margalo is being persuade by a peregrine Falcon. Stuart and Margalo becomes a friend. So in this conversation the speaker and the listener are on close relationship.

### Data 4 (00:20:05-00:20:15)

[4] Mrs. Little : *We're home. Sorry we're late. Little hi, Little low.* (4)

Stuart : Little hey, Little low.

Margalo : What the heck was that?

Stuart : That's just how we greet each other.

Margalo : Interesting.

### **Description of Context:**

Setting and Scene : In home, Mrs. Little being late coming home.

Participants : Mrs. Little, Stuart and Margalo.

.Act Sequence : Mrs. Little come home and give greeting who we're home/

In this conversation, Mrs. Little delivered her apology by using expression of apology with a sub- strategy of offers of apology as apology strategy. The word “*sorry*” is belonged to expression of apology. The utterances of apology that is used by Mrs. Little in “*Sorry, we’re late*” indicates that she expressed her apology of being late coming home with Mr. Little to Stuart. Mrs. Little as a complaine in this case has an initiative to express an offer of apology to Stuart after making an offence. The offense is their late arrival to home.

In this apology, the apology uttered between Mrs. Little as Stuart’s mother and Stuart as son’s Mrs. Little. Mrs. Little used negative politeness in apologizing to indicate her awareness of having impinged on the hearer’s negative face.

### **Data 5 (00:27:23-00:27:46)**

[5] Margalo : Something's always stopping me.

Stuart : Something's always stopping me, too. Everybody around here thinks I'm too small to accomplish anything.

Margalo : Hey, the way I see it, you're as big as you feel.



Stuart : *Yeah. I'm really glad you fell into my car. I mean, you know... I mean I'm not glad you fell. I just... Want some more popcorn?* (5)

Margalo : Okay. What? My pin. It's fixed. How—

### Description of Context:

Setting and Scene : In mini movie theater, when Margalo and Stuart watch movie, Margalo tells her dreams. Get out of this cold, windy city, catch that jet stream....Fruit trees, millions of new birds to meet. But, something's always stopping her.

Participants : Margalo and Stuart

Act Sequence : George talking wrong thing that can make Margalo misunderstanding with him. So, George tries to change with other topic.

The conversation above consists of offer of apology strategy which is used by Stuart. Stuart had made an offence by talking wrong thing that can make Margalo misunderstanding with him. We can see by Stuart's utterance in "*I mean you know... I mean I'm not glad you fell. I just...*". It indicates that Stuart wanted to clarify his previous statement as a slip tongue. Stuart used negative politeness in apologizing to indicate his awareness of having impinged on Margalo's negative face.

### Data 6 (01:01:07-01:01:14)

[6] Margalo : Stuart! You're alive!

Stuart : So far!

Margalo : Where'd you get the plane?

Stuart : A garbage dump.

Margalo : *Sorry I asked* (6)

### Description of Context:

Setting and Scene : In the plane, Stuart fly with his plane to save Margalo from Falcon.

Participants : Margalo and Stuart

Act Sequence : Stuart help Margalo from Falcon attack.

In this scene, Margalo delivered her apology by using expression of apology. The sub strategy that is used here is an offer of apology. The expression of “*sorry*” is belonged to expression of apology. Margalo realized that it is not right time to ask about where Stuart got the plane because at that time Stuart was focus on driving the plane. In order to avoid offense Margalo utters an offer of apology as described in her utterance “*Sorry, I asked*”. Margalo used negative politeness in apologizing to indicate her awareness of having impinged on the Stuart’s negative face.

### b. Expression of Regret

Besides sub strategy of offer of apology, the researcher found another sub strategy of direct apology strategy. That is Expression of Regret. The following quoted conversations below are the examples of expression of regret.

#### Data 7 (01:06:20-01:06:35)

[7] Mr. Little : Stuart! Are you okay?

Stuart : I am now. Margalo saved me

Mr. Little : What did you think you were doing?

Mrs. Little : You almost gave me a heart attack.

Stuart : *I’m sorry, Mom.* (7)

Mrs. Little : You run way from home  
 Stuart : I know.  
 Mrs. Little : And you had George lie to us  
 Stuart : Yeah.

### Description of Context:

Setting and Scene : in the central park, after Stuart safe from Falcon attack.  
 Participants : Mr. Little, Mrs. Little and Stuart.  
 Act Sequence : Mr. Little and Mrs. Little present theirs worry and almost get heart attacked and had George lie to them.

In the conversation above, expression of regret can be seen by Stuart's statement in "*I'm sorry Mom*". It indicates that Stuart felt so regret after causing offense to his parent. He had made his mother worry and almost get heart attacked and he had forced George lied. Stuart use negative politeness in apologizing to indicate his awareness of having impinged on the hearer's negative face.

### Data 8 (00:51:56-00:52:55)

[8] Snowbell : I'll bet something terrible has happened. The Little will kill me. I know, I'll bring home another mouse in a snazzy outfit... ... teach him to drive a sports car and pass him off as Stuart. Who am I kidding? I have to get up there. But how.? I hope I live to regret this. Ooo! Stuart? Yoo-hoo? Stuart? Come out, come out wherever you are. Please don't jump out from behind anything. Remember,I have a strong stomach but a very weak heart. Here, Mousie-Mousie. (8)

Margalo : Snowbell? Is that you? Is that really you?

Snowbell : Margalo? Where are you?

Margalo : In the can.

### Description of Context:

Setting and Scene : In the top of the Pishkin Building, Snowbell manages to reach the top of the building while Falcon is absent and releases Margalo.

Participants : Margalo and Snowbell

Act Sequence : Snowbell walk to the top of the Pishkin Building and find Margalo in the can.

In the conversation above, Snowbell showed his regret in delivering his apology himself by saying “*I hope I live to regret this*”. It indicates that Snowbell felt into his regret after making an offence that could not help and save Stuart. Snowbell strengthen his regret by giving further statement as in “*Remember, I have a strong stomach but a very weak heart.*”. Snowbell has close relationship with Stuart as they are family. Snowbell used positive politeness in apologizing since the snowbell’s utterance included in expression which shows a concern for the addressee’s feeling, need, and interest. It is described in Snowbell’s utterance that he felt deeply regret and sad to losing Stuart.

### Data 9 (00:53:09-00:53:35)

[9] Snowbell : Is Stuart in there, too?

Margalo : No, Snowbell, he's dead.

Snowbell :What? Stuart is dead?

Margalo :Falcon killed him.

Snowbell :*No. He can't be, he's... I was supposed to protect him. I wish it was me who had been killed.* (9)

Margalo :Really?

Snowbell :No. But I am very unhappy!

### **Description of Context:**

Setting and Scene : In the top of the Pishkin Building, Snowbell hadn't find Stuart over there.

Participants : Margalo and Snowbell

Act Sequence : Snowbell shocked because he can protect Stuart from Falcon.

From the conversation above, Snowbell used expression of regret as his apology strategy. Even though, in his utterances there is no word as "Sorry" but he was actually feeling so guilty it can be seen in his utterance "*I was supposed to protect him. I wish it was me who had been killed*". He was guilty after making an offense of being not protecting Stuart. Expression of regret tends to showing regret toward offense. Snowbell used positive politeness in apologizing since the snowbell's utterance included in expression which shows a concern for the addressee's feeling, need, and interest. It is described in Snowbell's utterance that he felt deeply regret and sad to predict that Stuart died.

### **3. Indirect Apology/acknowledgment of Responsibility**

The third strategy is indirect apology. There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

#### **a. Explicit Acceptance of the blame**

The following quoted conversation below is the example of explicit acceptance of the blame found in the data.

**Data 10 (00:08:31- 00:08:40)**

- [10] Stuart : Maybe Mom was right. Maybe I shouldn't be playing soccer anymore.
- George : What does she want you to go out for?
- Stuart : Painting or dancing.
- George : *I guess it's my fault. I'm sorry I kicked you into the goal.*  
(10)
- Stuart : That's okay. You won the game. That's the main thing.
- George : No. The main thing is I hit Wallace in the face. Bogeys, 12:00! I got him, Brooklyn! Wouldn't it be cool if I actually flew this thing?
- Yeah. There's only one problem. Mom.

#### **Description of Context:**

Setting and Scene : In home after play soccer in the school. Stuart feels that he shouldn't play soccer anymore because he knows that he is very little.

Participants : George and Stuart

Act Sequence : George expressing his guilty to Stuart.

In this conversation, George uses utterances "*I guess it's my fault. I'm sorry I kicked you into the goal*" to deliver his apology to Stuart. "*It's my fault*" belongs to explicit acceptance of blame expression in apology strategy. The utterances that is used is by George in "*I guess it's my fault*" shows that George had been realized his mistake and he feels that he is the guilty one so that he will accept any blame that addressed to him. He doesn't mind if Stuart blames him for the offence he had made because it is Stuart's right in blaming him.

George and Stuart are in close relationship because they are family, in this scene George used negative politeness in apologizing to indicate his awareness of having impinged on the Stuart's face and it redress his fault toward

Stuart. George had made an offense by kicking Stuart into the goal, this offence made Mrs. Little got too much worry of Stuart, and so she did not allow Stuart play soccer anymore. This case made Stuart felt so sad.

#### **b. Expression of Lack Intent**

The next sub strategy of indirect apology is expression of lack intent. The following quoted conversation below is the example of expression of lack of intent found in the data.

##### **Data 11 (00:19:04 – 00:19:44)**

- [11] Snowbell : Those flies really come back on you. I try to eat right and yet I still feel bloated. Maybe more food will help.
- Margalo : Hi there.
- Snowbell : Aaaaaaaaaa
- Margalo : *Sorry. Didn't mean to scare you!* (11)
- Snowbell : Scare me? That's a laugh. Hear that? That was a laugh. Hairball. Major hairball. And yet we continue to lick ourselves. Unbelievable.

#### **Description of Context:**

Setting and Scene : In home, Snowbell feels unhappy because Margalo come to home.

Participants : Snowbell and Margalo.

Act Sequence : Snowbell shocked look Margalo behind him.

In this conversation, Margalo used acknowledgment of responsibility with a sub strategy of expression of lack intent as the apology strategy for delivering her apology to Snowbell. It can be seen by margalo utterance : “*Sorry. Didn't mean to scare you*”. The word expression of “*didn't mean*” belonged to Expression of lack intent.

The utterance of “*didn’t mean*” indicates that she did not mean or even did not want to do the offence of making Snowbell scared and shocked. This strategy is used to clarify and being responsible of misunderstanding caused by offence that is actually unintentionally done by the complaine/ apologizer as in the conversation above. Margalo suddenly greeted Snowbell made Snowbell shocked of Margalo’s presence that he did not ever meet and know before. Therefore, Margalo delivered her apology to Snowbell and tried to clarify that she did not mean to scare him. Margalo did not realize before that her sudden greeting and her presence can scare and shocking Snowbell.

Margalo and Snowbell is in distant relationship, and in this case Margalo used negative politeness in apologizing to indicate her awareness of having impinged on the hearer’s negative face. Margalo had made offence of making Snowbell shock and shy.

**Data 12 (00:50:07- 00:50:57)**

- [12] Falcon : This kid's priceless. Tell me, Cheese-face, does this sound familiar? "Oh, my wing. I don't think I can fly."
- Stuart :What are you talking about?
- Falcon :I can't drill through the wood. She scammed you. She played you like a harp.
- Stuart :Margalo, what does he mean?
- Falcon :Okay, now it's getting sad. Maybe this will clear things up.
- Stuart : My mom's ring.
- Margalo : ***I'm so sorry. I never wanted to hurt you.*** (12)
- Stuart : But, Margalo, why?
- Falcon : Don't be upset, Mouse-boy. She has conned smarter than you. Or did you think you were special? a real friend?
- Margalo : I didn't lie about that, Stuart. You are my friend.
- Stuart : Then come with me.



### Description of Context:

Setting and Scene : In the top of Pishkin Building. Stuart tries to protect Margalo from Falcon and ask her to come with him.

Participants : Stuart, Margalo and Falcon

Act Sequence : Falcon showed to Stuart that Margalo was taking the ring's Mrs. Little. So Margalo isn't Stuart's friend.

In this conversation, Margalo delivered her apology to Stuart by using Acknowledgement of responsibility strategy. The sub-strategy of acknowledgement of responsibility that is used exactly is the expression of lack intent and it can be seen in Margalo utterance of "*I never wanted to hurt you*". It is because Margalo said that she never wanted to hurt Stuart after delivered her apology. She did not expect to cause an offense intentionally but she did it because a force from Felcon. In this case Margalo used negative politeness in apologizing to show her awareness of having impinged on the hearer's negative face. Margalo and Stuart is in close relationship although they are not in one family.

### c. Expression of Self Deficiency

The next strategy of indirect apology is expression of self deficiency. The following conversation is the example of expression of self deficiency as apology strategy.

#### Data 13 (00:02:49-00:03:15)

[13] Stuart : *George, wake up. - George!*

George : It's Saturday.

Stuart : I know, but it's the first day of soccer. It's our first game.

George : Soccer? *I can't today. I caught a cold while sleeping.* (13)

Stuart : You'll be fine. Come on, come on, it'll be great. We're going to play like Brazilians.

### Description of Context:

Setting and Scene : In home, Stuart invite George to play soccer.

Participants : George and Stuart

Act Sequence : Stuart order George to wake up.

In this conversation, George was feeling sorry for refusing Stuart of joining the soccer games. He refused it implicitly by giving the reason and showing his weaknesses or self-deficiencies directly. The weakness of the speaker was showed in George's first sentence, that is, "*I can't today*" then, it is followed by the sentence "*I caught a cold while sleeping*". It meant that George was not in a good condition and it caused him to do something wrong. George used negative politeness in apologizing to shows his awareness of having impinged on the Stuart's face.

### d. Explicit Acknowledgment

The last strategy of indirect apology is explicit acknowledgment. The following conversation is the example of explicit acknowledgment.

#### Data 14 (01:06:37 – 01:06:56)

[14] Mrs. Little : Then why am I so proud of you?

Margalo : *Mrs. Little, this belongs to you.* (14)

Mrs.Little : My ring.

Margalo : *Yeah, I took it.*

Stuart : And now she's giving it back.

Mrs. Little : I'm just happy to have all of you back.

### **Description of Context:**

Setting and Scene : In the central park, Margalo admit her mistake to Mrs. Little that she was takes her ring.

Participants : Stuart, Margalo and Mrs. Little.

Act Sequence : Margalo giving back the ring to Mrs. Little.

In this conversation, Margalo used explicit acknowledgment strategy in delivering her apology. Even though she did not express her apology in explicit utterance of apology by saying sorry or forgive me but her action of returning Mrs. Little's ring indicates her implicit apology. While, her sentence of "*Yeah, I took it*" indicates that she had admitted her mistake explicitly. She admitted that she had making offense by stealing Mrs. Little's ring.

Margalo and Mrs. Little is in distant relationship. Margalo used positive politeness because she shows her concern for the addressee's interest and feeling. It can be seen by her intension to giving back Mrs. Little's ring and admit that she had stolen it.

### **4. Explanation or Account**

The fourth strategy of apology is explanation or account. There are two data belongs to this strategy and the data belongs to the sub-strategy of explicit explanation.

**Data 15 (00:14:14- 00:14:19)**

- [15] Stuart : Tony, would you like to come over to my house this afternoon?
- Tony : *Sorry, pal. I've got karate.* (15)
- Stuart : Hey, Mark.
- Mark : Guitar lessons.

**Description of Context:**

Setting and Scene : In the school. Stuart tries to find a new friend.

Participants : Stuart, Tony and Mark.

Act Sequence : Stuart invite his friends come to his house.

In this scene, Tony delivered his apology to Stuart by using Explanation or account as his apology strategy. The apology utterance which is used by Tony to Stuart exactly is included in explicit explanation as sub strategy of Explanation or account. Explicit explanation here can be seen by the utterance of Tony as in “*Sorry, pal. I've got karate*” that he refused Stuart’s invitation by saying sorry and giving explicit explanation that he had to attend Karate exercise. The utterance of Tony that is included in explicit explanation can keep him from offense that can hurt Stuart because in this utterance there has been appear circumstance which can be an excuse of offense. “*I've got karate*” is explicit utterance that refers to circumstance as an excuse.

Tony and Stuart are in distant relationship. In this case, Tony used negative politeness in delivering his apology because it is indicate his awareness of having impinged on the hearer’s negative face.

**Data 16 (00:33:14- 00:33:44)**

- [16] Mrs. Little : If Martha wanted to go up the chimney... ...or George wanted to go into the toilet, would you let them?
- Mr. Little : I love Stuart as much as you do. I just don't happen to be quite as....
- Mrs. Little : Emotional? Irrational? What were you going to say?
- Mr. Little : I forget.
- Mrs. Little : *I know I'm overprotective, it's just... ...I can't stand the idea of Stuart getting hurt. I'm sorry* (16)

**Description of Context:**

Setting and Scene : In Mr. Little's home, Mrs. Little afraid if something danger happened to Stuart in out of home.

Participants : Mr. Little and Mrs. Little.

Act Sequence : Mrs. Little had admitted her mistake that she is too much worry about Stuart.

In this conversation, Mrs. Little delivered her apology by using the strategy of explanation or account with the sub strategy of explicit explanation. The apology utterance that is used by Mrs. Little shows explicit explanation by saying "*I know I'm overprotective, ..... it's just..... I can't stand the idea of Stuart getting hurt... I'm sorry*". Mrs. Little had admitted her mistake that she is too much worry about Stuart. Her worry made her angry at Mr. Little. Before she delivered his apology, she said some utterances that refer to an explicit explanation of making unintentionally offense.

Mr. Little and Mrs. Little is in close relationship as they are spouses. In this scene, Mrs. Little used positive politeness in apologizing because she shows

her concern toward Stuart needs and feeling as described in her action of getting too much worry of Stuart's condition.

### 5. Offer of Repair

The fifth strategy of apology is offer of repair. The following quoted conversation below is the example of apology strategy offer of repair.

#### Data 17 (00:12:03 – 00:12:33)

- [17] Mrs. Little : Stuart, are you all right?  
 Mr. Little : Are you okay?  
 Stuart : I'm okay. Everything's fine.  
 George : Fine? Stuart, you destroyed it.  
 Stuart : **I'm sorry I wracked it, George!** (17)  
 Mr. Little : **I'm sure we can fix it with some glue.**  
 Mrs. Little : No, we can't. That's going in the trash. It's much too dangerous.  
 George : Thanks, Stuart.

#### Description of Context:

- Setting and Scene : In central park, Stuart destroyed the George's plane.  
 Participants : Mr. Little and Mrs. Little, Stuart and George  
 Act Sequence : Stuart falls from the air with George's plane and he broke it.

In this conversation, Stuart apologized to George for using his plane uncontrolled and without understanding the right way to drive it well, so the plane fly away and Stuart could not handle the plane. Then, the plane fell down and wracked. Stuart delivered his apology by using offer of repair as his apology

strategy. Stuart had admit his mistake of having wrack George plane and his utterance of apology is supported by Mr. Little's statement that he offered to repair George wracked plane by fixing it with some glue together with Stuart.

In this case, Stuart and Mr. Little used compensation as offer of repair by utterances: "*I'm sure we can fix it with some glue.*". They will repair the damage of George's plane by fixing it with some glue. It indicates that Stuart and Mr. Little is responsible to compensate the offense. The characters in this conversation are close relationship. Stuart used negative politeness in apologizing to indicate his awareness of having impinged on the George's face and it redress his fault toward George.

## 6. Expression Concern for Hearer

The last strategy is expression concern for hearer. The following is the example of apology strategy as expression concern for hearer.

### Data 18 (0057:00-00:58:59)

- [18] George : He's at the Pishkin Building. - Dad.
- Mr. Little : What?
- George : Am I in trouble?
- Mr. Little : No, son. You're in big trouble.
- George : *Mom, Dad, I'm really sorry.* (18)
- Mr. Little : You should be. For all we know, Stuart could be out there now, lying face down with his... Or, he could be fine. We don't have to assume the worst. After all, it's not the Little way.

### **Description of Context:**

Setting and Scene : In Mr. Little's home, George is in big trouble because he allowed Stuart come to Pishkin Building to protect Margalo from Falcon.

Participants : Mr. Little, Mrs. Little and George

Act Sequence : Mrs. Little and Mr. Little shocked because Stuart in danger.

In this scene, George delivered his apology by using the expression concern to hearer strategy. George finally uttered apology expression of "*mom, dad, I'm really sorry*". After knowing that his parents were in worrying and also he got in big trouble because of the offense he had made. The question utterance that George asked to his father : "*Am I in trouble?*" can show his concern toward the offense he had made. George used positive politeness in apologizing since he shows a concern for the addressee's feeling, need, and interest. It is described in George's utterance that he begins to worry about Stuart's condition.

## **2. The Formal Realizations of Apology Found in the "Stuart Little 2" movie**

In the section below, the researcher presents formal structure of apology as used by the characters of the movie. There are Head act only, Explanation + Head act, Head act + Explanation, Opening + Head act and Opening Utterances + Head Act + Explanation formal patterns of realizations of apology found. Each pattern is presented below.

### **Formal Pattern of Head Act (HA) only**

Head act is the nucleus of the speech acts. That the part of the sequence which might serve to realize the act independently of other elements. (Blum-Kulka, et al, 1989).



**Data 6 (01:01:07-01:01:14)**

- [6] Margalo : Stuart! You're alive!
- Stuart : So far!
- Margalo : Where'd you get the plane?
- Stuart : A garbage dump.
- Margalo : *Sorry I asked* (6)  
HA

In this scene, Margalo used **Declarative Sentence** to express her apology.

The expression of “*Sorry i asked*” belongs to offer apology to Stuart.

**Data 7 (01:06:20-01:06:35)**

- [7] Mr. Little : Stuart! Are you okay?
- Stuart : I am now. Margalo saved me
- Mr. Little : What did you think you were doing?
- Mrs. Little : You almost gave me a heart attack.
- Stuart : *I'm sorry, Mom.* (7)  
HA
- Mrs. Little : You run ways from home
- Stuart : I know.
- Mrs. Little : And you had George lie to us
- Stuart : Yeah.

In the conversation above, Stuart uttered “*I'm sorry, Mom*” to express his offer Apology strategy. In Stuart’s statement above, indicate that Stuart used type of **Declarative sentence.**

**Data 18 (0057:00-00:58:59)**

- [18] George : He's at the Pishkin Building. - Dad.

Mr. Little : What?

George : Am I in trouble?

Mr. Little : No, son. You're in big trouble.

GEORGE : *Mom, Dad, I'm really sorry.* (18)  
HA

Mr. Little : You should be. For all we know, Stuart could be out there now, lying face down with his... Or, he could be fine. We don't have to assume the worst. After all, it's not the Little way.

In this conversation above, George used **Declarative Sentence** to deliver his apology. George stated that he really sorry to his parent.

### 1. Formal Pattern of Opening Utterance (OU) + Head Act (HA)

**Data 4 (00:20:05-00:20:15)**

[4] Mrs. Little : *We're home.* + *Sorry we're late. Little hi, Little low.* (4)  
OU HA

Stuart : Little hey, Little low.

Margalo : What the heck was that?

Stuart : That's just how we greet each other.

Margalo : Interesting.

In the conversation above, Mrs.Little uttered his apology strategy by saying “*sorry we're late*” to inform that she was late coming home Mr.Little. in his utterances indicate that Mrs.Little used **Declarative setences** to give information to evetyone who at home Mrs.Little.

**Data 9 (00:53:09-00:53:35)**

- [9] Snowbell : Is Stuart in there, too?
- Margalo : No, Snowbell, he's dead.
- Snowbell :What? Stuart is dead?
- Margalo :Falcon killed him.
- Snowbell :*No. He can't be, he's... + I was supposed to protect him. I*  
OU HA  
*wish it was me who had been killed.* (9)
- Margalo :Really?
- Snowbell :No. But I am very unhappy!

From Conversation above, there is no word as sorry to express their apology. However, the main utterances or Head act can be seen in Snowbell's utterances "*I was supposed to protect him.*" It indicates that Snowbell used **Declarative sentence** to express his apology strategy.

## 2. Formal Pattern of Explanation (EX) + Head Act (HA)

**Data 16 (00:33:14- 00:33:44)**

- [16] Mrs. Little : If Martha wanted to go up the chimney... ...or George wanted to go into the toilet, would you let them?
- Mr. Little : I love Stuart as much as you do. I just don't happen to be quite as....
- Mrs. Little : Emotional? Irrational? What were you going to say?
- Mr. Little : I forget.
- Mrs. Little : *I know I'm overprotective, it's just... ...I can't stand the*  
EX  
*idea of Stuart getting hurt.* + *I'm sorry*  
HA



**I mean, you know... I mean I'm not glad you fell. I just...**

EX

**Want some more popcorn?** (5)

Margalo : Okay. What? My pin. It's fixed. How—

In this scene, Margalo deliver her apology by saying “*I’m really glad you*”. This is a main utterances or head act of apology strategy. Than Margalo give explanation more to her apology. In this utterances showed that Margalo used **Declarative sentence.**

**Data 8 (00:51:56-00:52:55)**

[8] Snowbell : I'll bet something terrible has happened. The Little will kill me. I know, I'll bring home another mouse in a snazzy outfit... ... teach him to drive a sports car and pass him off as Stuart. Who am I kidding? I have to get up there. But how.**? I hope I live to regret this.** oo! Stuart? Yoo-hoo?

HA

Stuart? Come out, come out wherever you are. Please don't jump out from behind anything. Remember,

**I have a strong stomach but a very weak heart.** Here,

EX

Mousie-Mousie. (8)

Margalo : Snowbell? Is that you? Is that really you?

Snowbell : Margalo? Where are you?

Margalo : In the can.

In the conversation above, Snowbell said "*i hope i live to regret this*" to delivering his offer apology strategy to Margalo. Snowbell strengthen his regret by giving further statement as in "*Remember, i have a strong stomach but a very weak heart*". It indicates that snowbell used Declarative sentence to deliver his apology.

**Data 11 (00:19:04 – 00:19:44)**

- [11] Snowbell : Those flies really come back on you. I try to eat right and yet I still feel bloated. Maybe more food will help.
- Margalo : Hi there.
- Snowbell : Aaaaaaaaaa
- Margalo : Sorry. + Didn't mean to scare you! (11)
- HA EX

Snowbell : Scare me? That's a laugh. Hear that? That was a laugh. Hairball. Major hairball. And yet we continue to lick ourselves. Unbelievable.

In this scene, Margallo uttered "*sorry*" as head act of apology strategy that followed by her explanation "*did'n mean to scare you!*" to giving information to Snowbell. It indicates that Margalo used Declarative sentence to deliver her apology strategy.

**Data 12 (00:50:07- 00:50:57)**

- [12] Falcon : This kid's priceless. Tell me, Cheese-face, does this sound familiar? "Oh, my wing. I don't think I can fly."
- Stuart :What are you talking about?
- Falcon :I can't drill through the wood. She scammed you. She played you like a harp.
- Stuart :Margalo, what does he mean?
- Falcon :Okay, now it's getting sad. Maybe this will clear things up.
- Stuart : My mom's ring.

$$\text{Margalo} \quad : \frac{\textit{I'm so sorry.}}{\text{HA}} + \frac{\textit{I never wanted to hurt you.}}{\text{EX}} \quad (12)$$

Stuart : But, Margalo, why?  
Falcon : Don't be upset, Mouse-boy. She has conned smarter than you. Or did you think you were special? A real friend?  
Margalo : I didn't lie about that, Stuart. You are my friend.  
Stuart : Then come with me.

In this conversation, Margalo used **Declarative sentence** to express his apology. It can be seen in Margalo utterances that give information to Snowbell “*I never want to hurt you.*”

**Data 15 (00:14:14- 00:14:19)**

[15] Stuart : Tony, would you like to come over to my house this afternoon?

$$\text{Tony} \quad : \frac{\text{Sorry, pal.}}{\text{HA}} + \frac{\text{I've got karate.}}{\text{EX}} \quad (15)$$

Stuart : Hey, Mark.

Mark : Guitar lessons.

In this scene above, Tony inform Stuart that he can't come over to Stuart's house because he have got karate in this afternoon. It indicates that Tony's utterance used **Declarative sentence** to deliver his apology strategy.

**Data 17 (00:12:03 – 00:12:33)**

[17] Mrs. Little : Stuart, are you all right?

Mr. Little : Are you okay?

Stuart : I'm okay. Everything's fine.

George : Fine? Stuart, you destroyed it.

$$\text{Stuart} \quad : \quad \frac{I'm \text{ sorry}}{\text{HA}} + \frac{I \text{ wracked it, George!}}{\text{EX}} \quad (17)$$





In the conversation above, Mr.Little used Declarative sentence to deliver his apology strategy. Mr.Little inform to Mrs.Little that Stuart go down into kitchen drain is not a big problem.

**Data 2 (00:56:26-00:57:00)**

- [2] Mrs. Little : All right, George, where is he?
- Mr. Little : And this time, the truth.
- George : *I'm not sure.*  
OU
- Mr. Little : It is never okay to lie to your parents.
- George : *Is it okay to break a promise to your brother?* (2)  
HA
- Mrs. Little : It's wrong to promise your brother that you'll lie to your parents.
- Mr. Little : George Listen to the tone of my voice. Tell us where Stuart is.
- George : *It was a promise. Brother to brother.*  
EX
- Mr. Little : George, I understand. I have a brother. But if he was in danger, that would matter more to me than the promise.
- Mrs. Little : How would we all feel if anything happened to Stuart?
- George : He's at the Pishkin Building. – Dad

In the conversation above, George used in Interrogative sentence to express their apology strategy to Stuart. In the first underlying George said “*I’m*

*not sure*” as opening utterances. Then, in the second underlying George expresses his doubt about something by using question, “*Is it okay to break a promise to your brother?*”, it’s the head act of the utterances of the apology strategy. And in the last underlying, George gives explanation to make Stuart more understand.

**Data 10** (00:08:31- 00:08:40)

- [10] Stuart : Maybe Mom was right. Maybe I shouldn't be playing soccer anymore.
- George : What does she want you to go out for?
- Stuart : Painting or dancing.
- George : *I guess it's my fault.* + *I'm sorry* + *I kicked you into*  
OU HA EX  
*the goal.* (10)
- Stuart : That's okay. You won the game. That's the main thing.
- George : No. The main thing is I hit Wallace in the face. Bogeys, 12:00! I got him, Brooklyn! Wouldn't it be cool if I actually flew this thing?
- Yeah. There's only one problem. Mom.

In this conversation, to open his utterances of his apology strategy by said his fault, “*i guess it’s my fault*”. Then George uttered his main utterances of his apology strategy by saying “*I’m sorry*”. And the last George gives explanation more to inform his fault to Stuart. It indicates that George used types of **Declarative sentence** to deliver his apology strategy.

**Data 13 (00:02:49-00:03:15)**

- [13] Stuart : *George, wake up. - George!*

George : It's Saturday.

Stuart : I know, but it's the first day of soccer. It's our first game.

George : Soccer? + I can't today. + I caught a cold while sleeping.  
                                   OU                                  HA                                  EX  
 (13)

Stuart : You'll be fine. Come on, come on, it'll be great. We're going to play like Brazilians.

In this conversation, George refusing Stuart to joining the soccer game by saying “*I can't today*” as the head act of the utterances. Then, followed by his explanations “*I can't today. I caught a cold while sleeping*”. It indicated that George used **Declarative sentence**. But in the early utterances, George open his utterances by saying a question “*soccer?*”. It indicates that George also used **Interrogative sentence**. So in this utterance of apology strategy, George used interrogative and declarative sentence.

## B. Discussion

From the findings, the writer found 18 data that contain of apology strategies that are used in the “Stuart Little 2” movie. They are acknowledgment of responsibility, explicit acceptance of the blame, expression of lack intent, explanation or account, explicit explanation, explicit acknowledgment, offer of repair, expression of apology, expression concern for hearer, minimizing offense, querying precondition, expression of regret and expression of self deficiency. It

means that the main characters took highest occurrence in using apology strategy and it shows that sometimes to deliver apology is not always said explicitly in form of words “sorry, forgive me, I apologize me, etc” but to deliver apology implicitly can be in other form such as found in data 1, 2, 5, 8, 9, 13, 14. In those data there are no words consist of “sorry, forgive me, and apologize me” but the utterances of apologizer in those data reflect to apology strategy.

There are some characteristic of apology strategies as explained in chapter 2. They are such as: First, expression of apology is determined by the word or expression of “*sorry*”, “*excuse*”, “*forgive*”, “*apologize*” and sometimes is adding by “*really*”, “*sorry*”. Second, offer of apology is determined by the word “I apologize”, then expression of regret is determined by “*I’m sorry*”, and request for forgiveness is determined by “*excuse me*”. Unfortunately, in this study the writer argues that even though there are some expression / words involved in the characteristics and refer to classification above, those words does not measure that those are always can be applied in those strategy. Those can be seen in data analysis that had explained above, it is because the writer tends to use context in conversation also kind of offense to classify the data and its apology strategy’s classification. This fact indicates that a word or expression of apology can indicates more than one apology strategy. It is based on the word of apology and the context of conversation. For example in data 12, “*I’m so sorry, I never wanted to hurt you*”. It is used two strategies that first, it is included in expression of regret by the words “*I’m sorry*”, and then it can be included in expression of lack intent by the utterances “*I never wanted to hurt you*”.

The use of apology strategies that is mostly occurred in the data is direct apology / expression of apology with its function as offer of apology. The writer did not find any characters that used rejection and promise of forbearance to deliver the apology strategy. The apology strategy of offer apology can be functioned also as a permit and it is found in data 3 with the word "*Forgive me*" which is used by Stuart to permit before introducing himself to Margalo. Overall, the aim of all the apology strategy is to reduce the offense which apologizer had made and also to seek forgiveness.

In delivering their apology strategy, the writer found that there are five kinds of formal structure realized to expressing their apology strategy in "Stuart Little 2" movie. The formal structure such as Head Act only, Explanation + Head Act, Head Act + Explanation, and Opening Utterance + Head Act + Explanation. Mostly, the formal pattern include in the types of Declarative sentence that give statement or information as like explanation except in data 2 "*Is it okay to break a promise to your brother?*" that used Interrogative sentence.