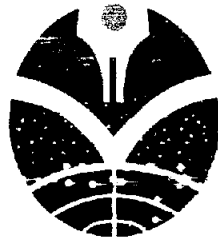


**THE REALIZATIONS OF RESPONSES TO APOLOGY
PERFORMED BY INDONESIANS WHO SPEAK ENGLISH AS
A FOREIGN LANGUAGE**

**(A Case Study on the Ninth Semester Students of the English Department at
Indonesia University of Education)**

A Paper



By

Diana Nuraida

000765

**DEPARTMENT OF ENGLISH EDUCATION
FACULTY OF LANGUAGE AND ART
INDONESIA UNIVERSITY OF EDUCATION**

2005

**THE REALIZATIONS OF RESPONSES TO APOLOGY PERFORMED
BY INDONESIANS WHO SPEAK ENGLISH AS A FOREIGN
LANGUAGE**

**(A Case Study on the Ninth Semester Students of the English Department at
Indonesia University of Education)**

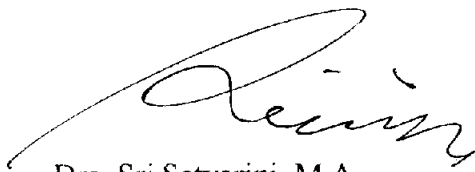
By

Diana Nuraida

000765

Approved by:

Main Supervisor,



Dra. Sri Setyarini, M.A
NIP.131 877 085

Co-Supervisor,



Ika Lestari Damayanti, S.Pd
NIP.132 296 319

English Department of Indonesia University of Education

Head,



Dr. Iwa Lukmana, M.A
NIP. 132 052 372

*In the name of Allah, Most Gracious, Most Merciful;
Praise be to Allah the Cherisher and Sustainer of the
worlds,
Most Gracious, Most Merciful;
Master of the Day of Judgment,
Thee do we worship, and Thine aid we seek;
Show us the stright way
The way of those on whom thou hast bestowed thy Grace,
those whose (portion) is not wrath, and who go not
astray.*

(Al-Fatiha: 1-7)

*This research paper is dedicated to my late-father; my
beloved mother, brother and sisters; family; and my
future soul mate
Thank you for all your prayers, sacrifices and love*



PREFACE

Bismillahirrahmannirrahiim,

In the name of Allah, the Most gracious; the Most Merciful, I have eventually accomplished my study with this research paper. This paper is submitted to the English Education Department of Indonesia University of Education as a partial fulfillment of the requirements for Sarjana Pendidikan Degree.

This research paper entitled “The Realizations of Responses to Apology Performed by Indonesians Who Speak English as A Foreign Language.” Attempts to find out how Indonesians who speak English as a foreign language realize the responses to apology. This research paper also views the realizations of responses to apology from linguistic politeness theory.

Therefore, I hope this research paper will give contribution to the English Teaching and Learning and whoever that may need a comparative resource in conducting the similar study in the future. However, I acknowledge that this paper contains some weaknesses. Thus, I invite any constructive suggestion and critique to improve my next research.

Bandung, February 2005

Diana Nuraida



STATEMENT

I certify that this research report entitled the Realizations of Responses to Apology performed by Indonesians who Speak English as a Second Language. It submitted in partial fulfillment of the requirements for Sarjana Pendidikan Degree is my own work, except where due references are made in the text, and that it contains no material which has been submitted for the award of any other degree or diploma in any university or institution.

Bandung, February 2005

Diana Nuraida

NIM. 000765

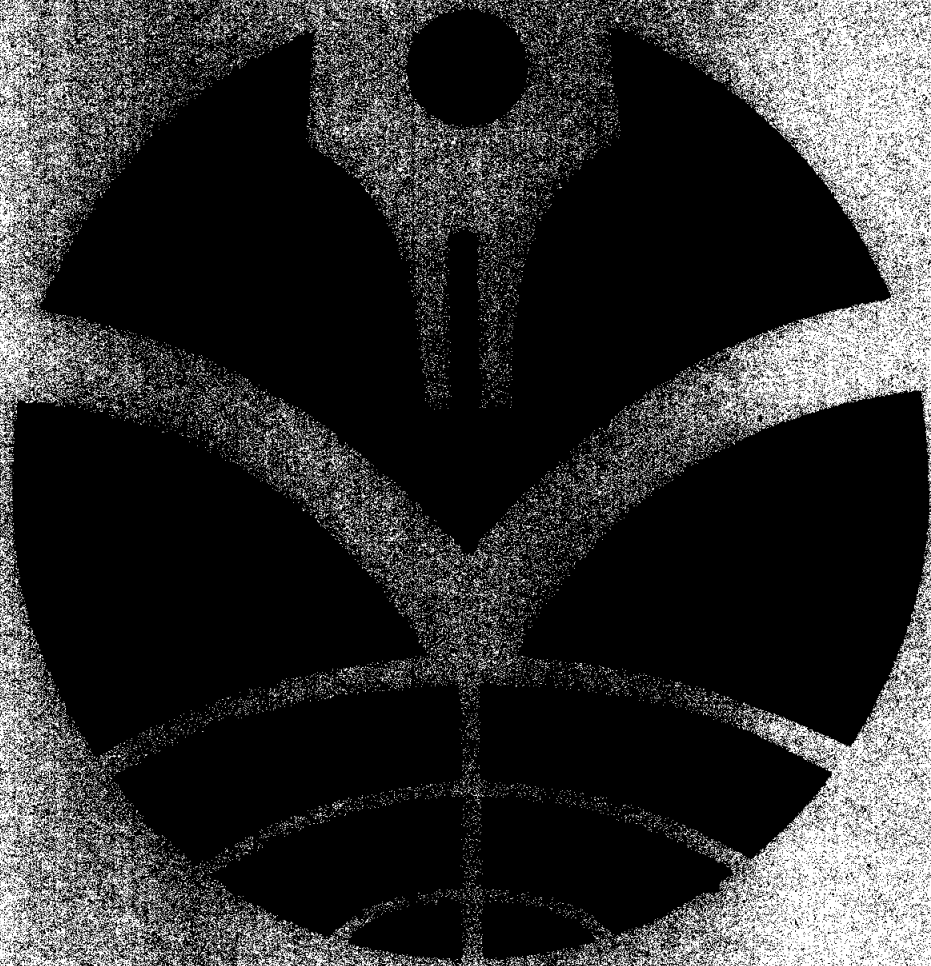


ACKNOWLEDGEMENTS

All praises to Allah the almighty who has been best owning me His endless blessing and mercy. I would like to convey my gratitude to those who helped, supported, and motivated me in doing and finishing this paper. My greatest thanks are dedicated to:

1. Dra. Sri Setyarini M.A, the main supervisor who kindly and patiently has given me his valuable ideas, suggestion, correction and big support in her very busy time.
2. Ika Damayanti, S.Pd, the Co-Supervisor for her attentive guidance, ideas, supports, patience, and generous help in the process of writing this paper.
3. Dr. Iwa Lukmana, M.A and Drs. Dadang Sudana M.A, the head and the secretary of the English Department at UPI for their kindness and guidance during studying at UPI.
4. All the lecturers of English Department of UPI, for giving me their knowledge and the staff of English Department of UPI for their generous help with administrative matters around the department.
5. My greatest high regard goes to my beloved mother and my late-father, for their never ending prayers, love, support, motivation and sacrifice. To my sisters: T' Dewi and her husband, and also Devi; my brother: A. Deni and his wife, for their love and financial assistance. I am also grateful to Aa, for his care and willingness to motivate and support and also prayers given to me. "You are really my soul mate".

6. All my friends in Wisma Hidayah (Tati, Ela, Riska, Heni, Ika, Hapidzoh, and also Mira), who accompany me in doing this paper.
7. The big family of 2000 students of the English Department of UPI, especially Class B.



ABSTRACT

The present research investigates the Realizations of Responses to Apology Performed by Indonesians who Speak English as a Foreign Language. As Brown and Levinson (1987) states that the act of apologizing is *face-saving* for the hearer (H) and *face-threatening* for the speaker (S). An apology can often be the first step to gain better understanding in a damaged relationship, so the apologizer is expected to choose the right word to utter what he/she wants to speak. How the respondents respond the apology, whether it is sincere/insincere apology, may determine the future of the relationship.

The respondents of the present study were 20 students of English Department at Indonesia University of Education. The data were collected through discourse Completion Test (DCT). The collected data were then analyzed by using the framework proposed by Blum-Kulka (1989) and Searle (1969).

The investigation revealed that the respondents respond the apology differently. It is found that the responses can be categorized an acceptance, conditional acceptance, request, minimizing, thanking, rejection, and passive comment. The categories of request is manifested in five strategies, while the categories of acceptance, conditional acceptance, minimizing, thanking, rejection, and passive comment are not further divided into finer categories because they only consists of IFIDs.

Furthermore, the respondents consider the social variables, setting, the seriousness of mistake, and the initiations (the strategy of apology). While, the power is not a strong influencing factor in the realizations of responses to apology. This research concludes that an act of responses to apology cannot be separated from the speaker's attempt to observe the notion of politeness.



TABLE OF CONTENTS

PREFACE	i
STATEMENT	ii
ACKNOWLEDGMENT	iii
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	ix
LIST OF FIGURE	x
CHAPTER 1. INTRODUCTION	1
1.1. Background of the study	1
1.2. Formulation of the problems	4
1.3. Aims of the study	5
1.4. Method of Research	5
1.5. Population and sample/Respondent	6
1.6. Data Collection.....	6
1.7. Data Analysis	7
1.8. Clarification of terms	8
1.9. Organization of paper.....	8
CHAPTER 2. THEORETICAL FOUNDATION	9
2.1. Speech Act Theory.....	9
2.2. Linguistic Politeness Theory.....	14
2.2.1. Goffman's Face work.....	14
2.2.2. Brown and Levinson Politeness Strategy.....	16
2.2.3. Grice's Cooperative Principle.....	19
2.2.4. Leech's Principle of Politeness.....	22
2.3. The Previous Study of Apology.....	23
2.4. Concluding Remarks.....	26
CHAPTER 3. METHODOLOGY	28
3.1. Formulations of the Problem.....	28
3.2. Methods of Research.....	28
3.3. Respondents of the Study.....	30
3.4. Data Collection Procedures.....	32
3.4.1. The Preparation.....	32

3.4.2. Questionnaire Survey	34
3.4.2.1. The Contextual Variables	36
3.4.2.2. Initiations	39
3.4.3. The Interview	40
3.5. Data Analysis	40
3.6. Concluding Remarks	41

CHAPTER 4. FINDINGS AND DISCUSSIONS 43

4.1. Realizations of Responses to Apology	43
4.1.1. Request	44
4.1.2. Acceptance	48
4.1.3. Conditional Acceptance	49
4.1.4. Minimizing	50
4.1.5. Thanking	51
4.1.6. Rejection	51
4.1.7. Passive Comment	52
4.1.8. Distribution of Each Category: Discussion	53
4.2. The Influences of Social Variables Used to the Realizations of Responses to Apology	59
4.2.1. Power Relation	59
4.2.2. Social Distance	62
4.2.3. Setting	65
4.2.4. Seriousness of Mistake	68
4.3. The Influences of Initiations Used to the Realizations of Responses to Apology	71
4.4. The View of Politeness Theories to the Realizations of responses to Apology	75
4.5. Concluding Remarks	78

CHAPTER 5. CONCLUSIONS AND SUGGESTIONS..... 79

5.1. Conclusions	79
5.2. Teaching and Learning Implications.....	80
5.3. Suggestions.....	81

REFERENCES	82
APPENDICES	85
1. Evaluation of DCT.....	85
2. Questionnaire: DCT.....	86
3. List of Respondents' Responses.....	88
4. Research Credential Letter.....	98
CURRICULUM VITAE	100



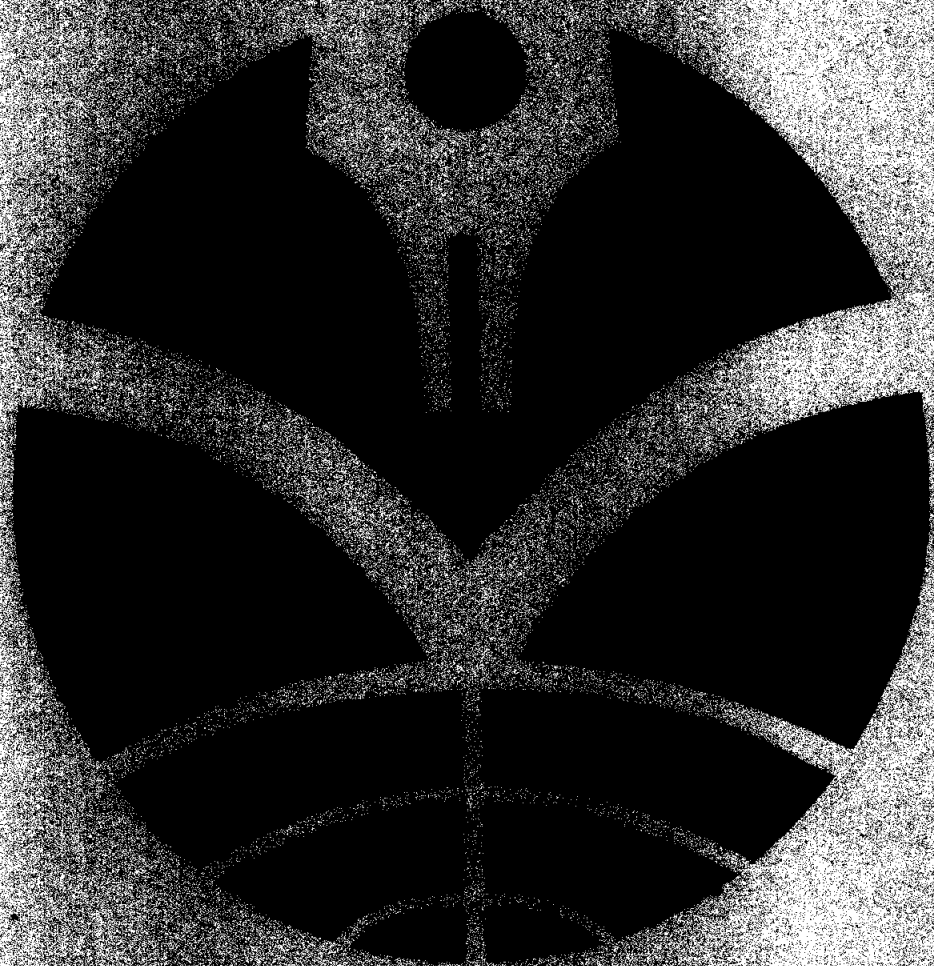
LIST OF TABLES

Table 1	The Matrix	33
Table 2	Advantages and disadvantages of DCT	35
Table 3	Categories of responses to apology	43
Table 4	Distribution of request strategies	47
Table 5	Distribution of supportive moves in the request	48
Table 6	Distribution of each category of responses to Apology	54
Table 7	Distribution of responses along the dimensions of hearer's power	60
Table 8	Distribution of responses along the dimensions of Social distance	63
Table 9	Distribution of responses along the dimensions of Setting	66
Table 10	Distribution of responses along the dimensions of Seriousness of mistake	68
Table 11	Distribution of strategies based on the initiations Used	72



LIST OF FIGURE

Figure 1	Number of respondents involved in the study according to respondents' gender.	31
----------	---	----



REFERENCES

- Anonymous. (2003). *The power of Apology*. Available at: <http://www.colorado.edu/Ombuds/Apologies1.pdf>. Taken on 5th of February 2004.
- Anonymous. (2001). *The ritual of apologies, feedback, and opposition*. Available at: http://www.coach.ca/women/e/journalmay_2001_pg4.tm. taken on 5th of February 2004.
- Anonymous. (____). *Pragmatic and Speech Acts*. Available at: <http://www.universalteacher.org.uk/lang/pragmatics.htm>. Taken on 24th of September 2004.
- Arikunto, Suharsimi. (1997). *Prosedur Penelitian: Suatu Pendekatan Praktek*. Jakarta: Rineka Cipta.
- Aziz, Endang A. (2000). *Refusing in Indonesia: Strategies and Politeness Implication*. Unpublished doctoral Dissertation. Department of Linguistics Monash University Australia.
- Blum-Kulka, et.al. (1989). *Cross Cultural Pragmatics: request and apologies*. Norwood, New Jersey : Ablex Publishing Corporation.
- Finegan, et.al. (1992). *Language Its Structure and Use*. Florida: Harcourt Brace Jovanovich Group.
- Gay, L.R. (1990). *Educational Research: Competencies for Analysis and Application*. Singapore: Mc. Millan Publishing Company.
- Hoefpl, Marie C. (1997). *Choosing Qualitative Research: A Primer for Technology Education Researcher*. Journal of technology Education. Available at: <http://scholar.lib.vt.edu/e/journals/JTE/jte-v9n1/hoefpl.html>. taken on 8th of July 2004

- Kess, Joseph F. (1992). *Psycholinguistic: Psychology, linguistic, and the Study of Natural Language*. Amsterdam/Philadelphia: John Benjamins Publishing Co.
- Kitomura, N. (2001). *Politeness phenomena and Mild Conflict in Japanese Casual Conversation*. A thesis submitted in Fulfilment of the requirement for the degree of Doctor of Philosophy Department of Japanese and Korean Studies Faculty of Arts. University of Sydney.
- Milroy, Lesley. (1987). *Language in Society Observing and Analyzing Natural Language*. United Kingdom: Basil Blackwell Ltd.
- Muniroh, R. Dian. (2004). *The Realizations of Follow-up Responses to refusals by Indonesians Learning English as a Foreign Language*. Unpublished undergraduate research paper. UPI.
- Nazir. (1983). *Metode Penelitian*. Jakarta: Gillia.
- Novianti, Ninik. (2002). *The Realizations of Speech Act of Apologizing by Indonesian Learning English as A Foreign Language*. Unpublished paper. UPI Bandung.
- Olshtain, E., and Cohen, A. D. (1983). Apology: a speech act set in N. Wolfson and E. Judd (Eds.), *Sociolinguistics and language acquisition*. Rowley, MS: Newbury House.
- Olshtain, E., and Cohen, A. D. (1989). Apologies Across Languages in Blum-Kulka, et.al. *Cross-Cultural Pragmatics: Requests and Apologies*. Norwood, New Jersey: Ablex Publishing Corporation.
- Patton, M.Q. (1990). *Qualitative Education and Research Methods (2nd ed.)*. Newbury Park, CA: Sage Publications, available at: <http://137.99.89.70:8001/siegle/research/Samples/purposivesampling.htm>.
- Searle, John R. (1984). *Speech Acts: An Essay in the Philosophy of Language*. Melbourne, Sidney: Cambridge University Press.

- Stubbs, M. (1983). *Discourse Analysis: The sociolinguistic Analysis of Natural Language*. England: Basil Blackwell.
- Sukardi, Prof, Ph.D. (2003). *Metodologi Penelitian Pendidikan*. Jakarta: Bumi Aksara.
- Thomas, Jenny. (1995). *Meaning in Interaction: an Introduction to Pragmatics*. London and New York: Longman.
- Trosborg, Anna. (1994). *Interlanguage Pragmatics: request, complaints, apologies*. Monton de Gruyter, Berlin. New York.
- Trudgill, Peter. (1974). *Sociolinguistics: Language and Society*. In Nasr, Raja T. 1980. *The Essentilas of Linguistics Science*.
- Wardhaugh, Ronald.. (1998). *An Introduction to Sociolinguistics*. 3nd edn. London : Blackwell. (RW)
- Wray, Alison, et.al. (1998). *Project in Linguistics: A Practical guide to Researching Language*. New York: Oxford University.

