

CHAPTER 5

CONCLUSIONS AND SUGGESTIONS

The present research was aimed to reveal the realizations of responses to apology performed by Indonesians who speak English as a foreign language. This study aimed to investigate the realizations of responses to apology with special reference to social distance, power relation, setting, seriousness of mistake, and also the initiations, i.e. the strategies of apology. Moreover, this research was also conducted to view the realizations of responses to apology from politeness theories.

5.1. Conclusions

Indonesian people, especially the ninth semester students of UPI used multiple strategies in realizing responses to apology, which are 11 strategies. There are *mood derivable, strong hints, preparatory, want statement, suggestory formulae, acceptance, conditional acceptance, minimizing, thanking, rejection*. Besides, there are some respondents who decided not to utter any responses (passive comment strategy). These strategies are developed under six categories of responses to apology: *request, acceptance, conditional acceptance, minimizing, thanking, rejection, and passive comment*. This research revealed the two most preferred strategies of responses to apology are *acceptance* and *conditional acceptance*. In other words, if the apology given is reasonable to the speaker,

he/she tends to prefer accepting the apology or he/she adds some expectations in their acceptance.

In the social variables, the influential factors are social distance, seriousness of mistake, and setting. While in the power relation, the respondents do not consider it in realizing the responses. It is very surprising, that most respondents use *rejection* strategy when they are confronted with the higher-power hearer, while confronting with the lower power hearer, the speaker tends not to utter any *rejection* strategy.

Finally, it can be said that the realizations of responses to apology observe the theory of politeness proposed by Brown and Levinson (1987), Grice (1975), and Leech (1983). The *acceptance* category concern the 'maxim of quantity' as proposed by Grice; the *conditional acceptance* category concern the 'agreement maxim' as proposed by Leech (1983); the *request* category observe the tact maxim of Leech and negative politeness strategies of Brown and Levinson (1987); the *thanking* category observe the 'approbation maxim' as proposed by Leech (1983). Thus, politeness is necessarily to apply to avoid conflict in communication and maintain the social relationship between the speaker and hearer.

5.2. Teaching and Learning Implications

Communication conflicts may occur when a speaker carries out dispreferred responses to a hearer. The dispreferred responses may threaten the negative face of

both parties. This study was conducted to reveal the strategies used by the speaker when confronted with the dispreferred responses from the hearer.

Considering such aspects as the hearer, the relationship with the hearer, the topic, the purpose of the speech and the appropriate linguistics forms for the speech acts, it is then important for students to have socio-cultural competence of language use as well as linguistic competence to perform the speech act appropriately. The results of the research can be used as a basis for teaching materials that can be used for enhancing student's sociolinguistic competent.

5.3. Suggestions for Further Research

This research has investigated the patterns of responses to apology performed by Indonesians who speak English as a foreign language. One of the obvious weaknesses of the study lies on the instruments for data collection. The research employed the Discourse Completion Test (DCT) in which the respondents are hypothetically involved in the situations created. DCT was used because natural data is not possible to obtain for the reason of the time constraint. Further research may employ data collection procedures that may obtain natural data.

Furthermore, further research may extend the area of investigation. While the present research focuses on the realizations of responses to apology, future research can look at the realizations of responses to other types of speech acts such as complaining, thanking, complimenting, and etc.

