ADLN - Perpustakaan Universitas Airlangga

ABSTRACT

In this thesis the writer conducts a research about apology strategies that are used by the English department students of Airlangga University in the eighth semester. The writer uses qualitative approach in analyzing the data because the data were collected, and analyzed in the form of words rather than numerical score. In this study, the writer tries to investigate the apology strategies that are used by the English department students of Airlangga University in the eighth semester. The writer also investigates what type of apology strategy that is mostly used by the English department students of Airlangga University in the eighth semester. The writer chooses to record the conversation that occurs among the students. The writer classified, and identified the data using apology strategies proposed by Bergman and Kasper (1993). Bergman and Kasper (1993) proposed six types of apology strategies. They are IFID (Illocutionary Force Indicating Device), upgrader, taking on responsibility, downgrading responsibility or severity of offense, offer of repair, and verbal redress. As the result, the writer found that English department students use all types of apology strategies that proposed by Bergman and Kasper (1993) to apologize to their friends. The writer also found that downgrading responsibility or severity of offense is one of the apology strategies that mostly used by the English department students of Airlangga University in the eighth semester.

Keyterms: *misunderstanding, apology, apology strategies.*