

**APOLOGY STRATEGY USED BY PRIME MINISTER JULIA GILLARD ON
NATIONAL APOLOGY “FORCED ADOPTION” SPEECH**

THESIS

By:
M. YUNAL SHOLAHUDZ DZIHNI
NIM 11320025



**ENGLISH LANGUAGE AND LETTERS DEPARTMENT
FACULTY OF HUMANITIES
MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY
MALANG
2015**

**APOLOGY STRATEGY USED BY PRIME MINISTER JULIA GILLARD ON
NATIONAL APOLOGY “*FORCED ADOPTION*” SPEECH**

THESIS

Presented to
Maulana Malik Ibrahim State Islamic University, Malang
in Partial Fulfillment of the Requirement for the Degree of Sarjana Sastra (S.S)

By:
M. YUNAL SHOLAHUDZ DZIHNI
NIM 11320025

Advisor:
Langgeng Budianto, M.Pd




**ENGLISH LANGUAGE AND LETTERS DEPARTMENT
FACULTY OF HUMANITIES
MAULANA MALIK IBRAHIM STATE ISLAMIC UNIVERSITY
MALANG
2015**

APPROVAL SHEET

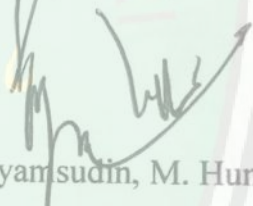
This is to certify that Muhammad Yunal Sholahudz Dzihni's thesis entitled *Apology Strategy Used by Prime Minister Julia Gillard on National Apology of "Forced Adoption" Speech* has been approved by thesis advisor for further approval by the Board of Examiners.

Malang, November 16, 2015

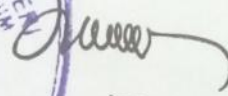

Approved by
The Advisor,


Dr. H. Langgeng Budianto, M.Pd.
NIP 19711014200312 1 001

Acknowledged by
The Head of
English Language and Letters
Department,


Dr. Syamsudin, M. Hum
NIP 19691122 200604 1 001

The Dean of
Faculty of Humanities,



Dr. Hj. Isti'adah, M.A
NIP 19670313 199032 002

LEGITIMATION SHEET

This is to certify that Muhammad Yunal Sholahudz Dzihni's thesis entitled
*Apology Strategy Used by Prime Minister Julia Gillard on National Apology of
"Forced Adoption" Speech* has been approved by the Board of Examiners as the
requirement for the degree of *Sarjana Sastra*

The Board of Examiners

Signatures

1. Rina Sari, M.Pd. (Main Examiner)

NIP 19750610200604 2 002

2. Agus Eko Cahyono, M.Pd. (Chair)

NIP 19820811201101 1 008

3. Dr. H. Langgeng Budianto, M.Pd. (Advisor)

NIP 19711014200312 1 001

Approved by

the Dean of the Faculty of Humanities



Dr. H. Isti'adah, M.A

NIP 19670313 199203 2 002

LEGITIMATION SHEET

This is to certify that Muhammad Yunal Sholahudz Dzihni's thesis entitled *Apology Strategy Used by Prime Minister Julia Gillard on National Apology of "Forced Adoption" Speech* has been approved by the Board of Examiners as the requirement for the degree of *Sarjana Sastra*

The Board of Examiners

Signatures

1. Rina Sari, M.Pd. (Main Examiner)

NIP 19750610200604 2 002

2. Agus Eko Cahyono, M.Pd. (Chair)

NIP 19820811201101 1 008

3. Dr. H. Langgeng Budianto, M.Pd. (Advisor)

NIP 19711014200312 1 001

Approved by

the Dean of the Faculty of Humanities

Dr. Hj. Isti'adah, M.A

NIP 19670313 199203 2 002

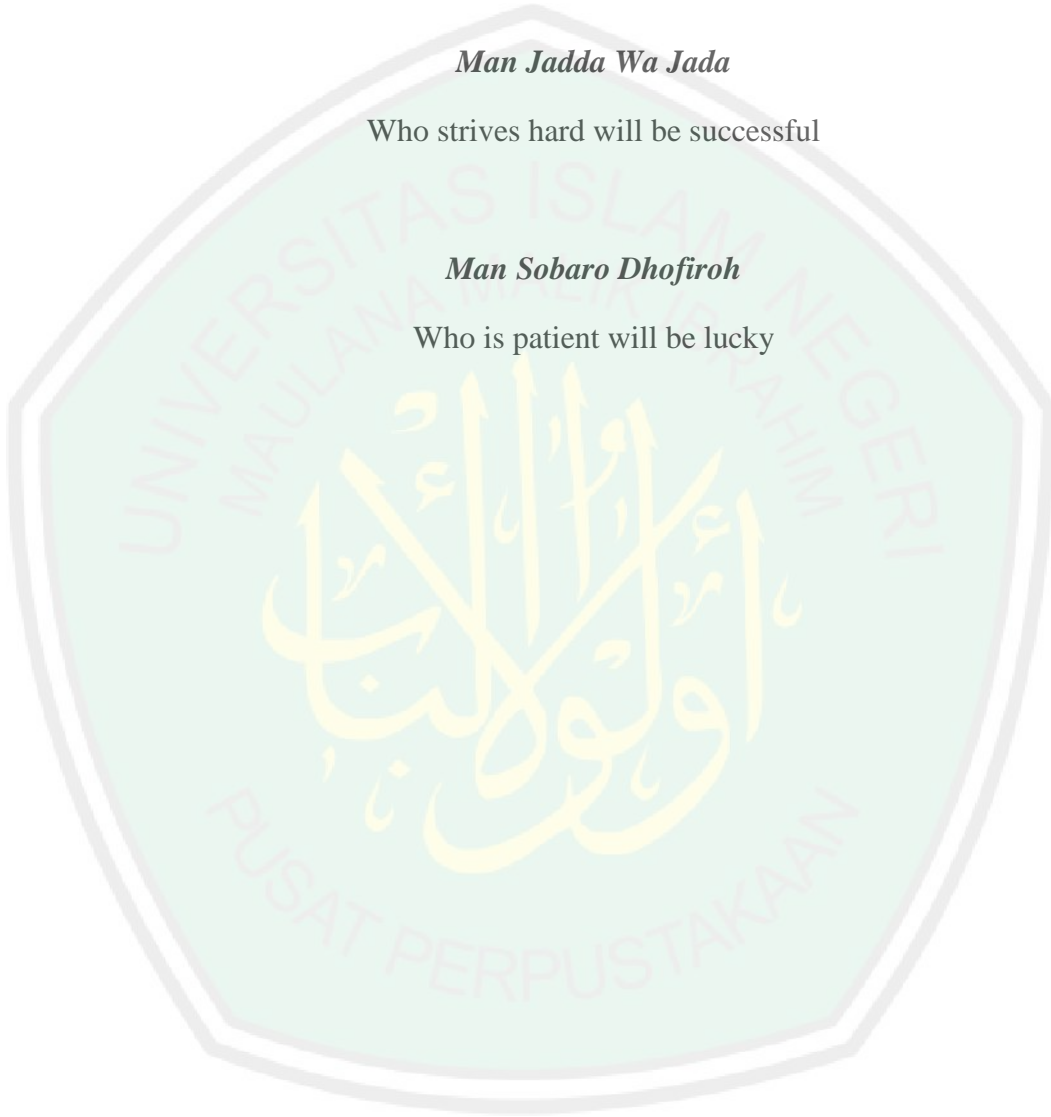
MOTTO

Man Jadda Wa Jada

Who strives hard will be successful

Man Sobaro Dhofiroh

Who is patient will be lucky

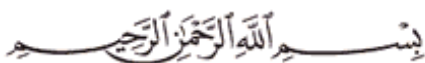


DEDICATION

I dedicate this thesis to my beloved mother, father, younger brother and little sister,
and my true partners, beloved friends, PMII Rayon Perjuangan Ibnu Aqil.



ACKNOWLEDGEMENT



Alhamdulillahirabbil'alamiin, all praises due to Allah SWT, The Lord of the universe, because of His blessing and mercy I can accomplish this thesis and my bachelor degree. Without Him I am nothing.

I am incredibly grateful to my thesis advisor, Dr. H. Langgeng Budianto, M.Pd., who has been really patient guiding me in accomplishing this thesis by revising many incorrect meanings, systematical and grammatical order, analysis, and so forth. Even a word 'grateful' cannot substitute for his great kindness. I am also thankful to my lecturer, Miftahul Huda, M.Pd., who has been teaching me on conducting deeper comprehended on basic English course and research (journal). And also grateful thank to my lecturer Mundi Rahayu, M.Hum., because of her guidance on PKM (Penelitian Kompetitif Mahasiswa) I am able to pass the competition and know deeper about research proposal and mini research. For all lecturers of English Language and Letters Department also, a respectful gratitude for me due to your sincerity in teaching me many new and challenging science during four-year study.

A great gratitude also I praise to my beloved mother (Dra. Himmayatin Ni'mah), father (Dr. H. Ubaidillah, M.Ag), young brother (Ahmad Zayyan Nabil), young sister (Salisa Sabita Adelia), and my big family in my heaven, Pasuruan, who are always here supporting me in achieving my dreams including accomplishing this

degree. May Allah always bless, protect and guide you to the right way so that we can gather happily in the most beautiful and blessed place in here after.

At last but not least, I thank very much for all my lovely friends in my department who have been my second family members in sharing, learning and having enjoyable moments together. I will never forget to say thanks to a rose that has grown on my barren heart, all of my true friends,. Thanks for showing me a broaden world and let me carve awesome dreams on my plain wall of soul and give the essential meaning of “Friend”. May Allah always protect you wherever you are. PMII Rayon Perjuangan Ibnu Aqil who has created me to become a strong person who will face the world.

Jaza kumullah

Alhamdulillahahirabbil'alamiin

The Writer

M. Yunal Sholahudz Dzihni

TABLE OF CONTENTS

COVER PAGE	i
INSIDE TITLE PAGE	ii
APPROVAL SHEET	iii
LEGITIMATION SHEET	iv
STATEMENT OF AUTHENTICITY	v
MOTTO	vi
DEDICATION	vii
ACKNOWLEDGEMENT	viii
TABLE OF CONTENTS	x
ABSTRACT	xiii
 CHAPTER I: INTRODUCTION	
1.1 Background of the Study	1
1.2 Research Questions	6
1.3 Objectives of the Study	6
1.4 Significances of the Study	7
1.5 Scope and Limitation	7
1.6 Definition of the Key Terms	8
1.7 Research Design	8

1.8 Research Instrument	9
1.9 Data and Data Source	9
1.10 Data Collection	10
1.11 Data Analysis	10

CHAPTER II: REVIEW OF THE RELATED LITERATURE

2.1 Speech Act	12
2.1.1 Speech Act of Apology	15
2.1.2 Apology Strategies	17
2.1.2.1 Rejection	18
2.1.2.2 Minimizing the Degree of Offense	19
2.1.2.3 Acknowledgment of Responsibility	19
2.1.2.4 Explanation or Account	20
2.1.2.5 Expression of Apology	20
2.1.2.6 Offer of Repair	21
2.1.2.7 Promise and Forbearance	21
2.1.2.8 Expression Concern for Hearer	21
2.2 Previous Studies	22

CHAPTER III: FINDING AND DISCUSSION

3.1 Finding	25
3.1.1 Rejection	27

3.1.2 Acknowledgment of Responsibility	30
3.1.3 Expression of Apology	34
3.1.4 Promise and Forbearance	42
3.1.5 Expression Concern for Hearer.....	43
3.1.6 Minimizing the Degree of Offense	44
3.1.7 Offer of Repair	46
3.2 Discussion	49
CHAPTER IV: CONCLUSION AND SUGGESTION	
4.1 Conclusion	53
4.2 Suggestion	55
BIBLIOGRAPHY	56
APPENDIX	

ABSTRACT

Dzihni, M. Yunal Sholahudz. 2015. *Apology Strategy Used by Prime Minister Julia Gillard on National Apology of "Forced Adoption" Speech*. Thesis. English Language and Letters Department. Faculty of Humanities. Maulana Malik Ibrahim State Islamic University, Malang. Advisor: Dr. H. Langgeng Budianto, M.Pd.

Keywords: Apology strategy, speech act, Julia Gillard.

Maintaining the relationship is not as easy as it is seen. It is such a complex thing in maintaining the relation which is sometimes broken by the bad action or utterances that either intentionally or unintentionally done. When a person has created the broken relation, that person may offer the apology through his own way in which there is apology strategy practices. Obviously, to define the type of apology strategy which is applied in various areas it needs a complex effort since there are several arguments proposed by some experts about it. Therefore, this research attempts to discover the way on how apology strategy is used in speech as a chosen object.

The researcher here tries to find out the practices of apology strategy through Julia Gillard's speech on National Apology of "Forced Adoption" which was delivered in March 2013. Among the apology strategy theories that exist in this area, the researcher conducts this study by employing Trosborg's theory of apology strategy since that theory is more thorough and clear in defining as well as characterizing the utterances. Furthermore, to get the aim of conducting this study, the researcher formulates two questions: (1) What kinds of apology strategies which are used by Julia Gillard on National Apology speech? and (2) How apology strategies are used by Julia Gillard on National Apology speech? In addition, this study uses descriptive qualitative method since the data are in the form of Julia's utterances gotten from her speech.

Moreover, the result of apology strategy analysis in Julia's speech shows that she has practiced the apology strategy in delivering her speech. Julia is then identified using Rejection, Acknowledgement of responsibility, promise and forbearance, expressing concern for the hearer, minimizing, as well as offer of repair as the type of apology strategy which are employed. Even, based on Trosborg's theory, the researcher can also know the dominant apology strategy that had been employed by Julia is that the expression of apology.

Hence, from the analysis done in Julia's speech, the researcher has provided empirical data that apology strategy may be applied in various areas, especially the speech. Thus, for further understanding on the apology strategy, the researcher suggests the further researcher to use another object such as newspaper or others by providing collaboration theories of apology strategy.

ABSTRAK

Mempertahankan hubungan tidak semudah seperti yang dilihat. Ini adalah suatu hal yang kompleks dalam menjaga hubungan yang kadang-kadang rusak oleh aksi buruk atau ucapan-ucapan yang baik sengaja ataupun tidak sengaja dilakukan. Ketika seseorang telah menciptakan hubungan yang rusak, maka seseorang akan menawarkan permintaan maaf melalui caranya sendiri dimana biasa disebut sebagai strategi permintaan maaf. Jelas, untuk menentukan jenis strategi permintaan maaf yang diterapkan di berbagai daerah perlu upaya yang kompleks karena ada beberapa argumen yang diajukan oleh beberapa ahli tentang hal itu. Oleh karena itu, penelitian mencoba untuk menemukan cara bagaimana strategi permintaan maaf itu digunakan dalam pidato sebagai objek yang dipilih.

Peneliti mencoba untuk mengetahui praktek-praktek strategi maaf melalui pidato Julia Gillard pada forum National Apology atas "Adopsi Paksa" yang disampaikan pada Maret 2013. Di antara teori-teori strategi maaf yang ada di daerah ini, peneliti melakukan penelitian ini dengan menggunakan "*Trosborg*" yang membahas tentang teori strategi permintaan maaf karena teori ini lebih menyeluruh dan jelas dalam mendefinisikan serta karakteristik ucapan-ucapan. Selanjutnya, untuk mendapatkan tujuan melakukan studi ini, peneliti merumuskan dua pertanyaan: (1) jenis strategi permintaan maaf apa yang digunakan oleh Julia Gillard di dalam Pidato "National Apology"? dan (2) Bagaimana strategi permintaan maaf digunakan oleh Julia Gillard di dalam Pidato "National Apology"? Selain itu, penelitian ini menggunakan metode deskriptif kualitatif karena data dalam bentuk ucapan Julia didapat dari pidatonya.

Selain itu, hasil analisis strategi permintaan maaf dalam pidato Julia menunjukkan bahwa ia telah berlatih strategi permintaan maaf dalam memberikan sambutannya. Julia kemudian diidentifikasi menggunakan Penolakan, Pengakuan tanggung jawab, janji dan kesabaran, mengungkapkan kepedulian pendengar, meminimalkan, serta menawarkan perbaikan sebagai jenis strategi permintaan maaf yang digunakan dalam pidatonya. Bahkan, berdasarkan teori "*Trosborg*" ini, peneliti juga dapat mengetahui strategi permintaan maaf mana yang dominan yang telah digunakan oleh Julia adalah bahwa "ekspresi permintaan maaf".

Oleh karena itu, dari analisis yang dilakukan dalam pidato Julia, peneliti telah memberikan data empiris bahwa strategi permintaan maaf dapat diterapkan dalam berbagai bidang, terutama pidato. Dengan demikian, untuk memahami lebih lanjut tentang strategi maaf, peneliti menyarankan peneliti lebih lanjut untuk menggunakan object lain seperti surat kabar atau orang lain dengan memberikan teori kolaborasi strategi permintaan maaf.

ملخص

الحفاظ على علاقة ليست سهلة كما ينظر إليه. انها شيء من هذا القبيل معقدة في الحفاظ على العلاقة التي مكسورة أحيانا بفعل سيئة أو التصريحات التي إما عن قصد أو غير قصد القيام به. عندما يكون الشخص قد خلق العلاقة المكسورة، وهذا الشخص قد تقدم الاعتذار من خلال طريقته الخاصة التي يوجد فيها الممارسات استراتيجية اعتذار. من الواضح، أن تحدد نوع من استراتيجية اعتذار التي يتم تطبيقها في مختلف المجالات انها تحتاج الى جهد معقد لأن هناك العديد من الحجج التي اقترحها بعض الخبراء حول هذا الموضوع. لذلك، يحاول هذا البحث لاكتشاف الطريق على كيفية استخدام استراتيجية اعتذار في خطاب ككائن المختار.

الباحث هنا يحاول معرفة الممارسات استراتيجية اعتذار من خلال خطاب جوليا جيلارد على الاعتذار الوطني "اعتماد القسري" التي تم تسليمها مارس ألفي وثلاثة عشر. ومن بين النظريات الاستراتيجية اعتذار الموجودة في هذا المجال، وتجري الباحث هذه الدراسة من خلال توظيف في "Trosborg" نظرية استراتيجية اعتذار منذ أن النظرية هي أكثر شمولاً واضحة في تحديد وكذلك تميز الكلام. وعلاوة على ذلك، للحصول على الهدف من إجراء هذه الدراسة، يصوغ الباحث سؤالين: (١) ما هي أنواع الاستراتيجيات اعتذار التي تستخدم من قبل جوليا جيلارد على خطاب الاعتذار الوطنية؟ و (٢) كيف استراتيجيات اعتذار يتم استخدامها من قبل جوليا جيلارد على خطاب الاعتذار الوطنية؟ وبالإضافة إلى ذلك، تستخدم هذه الدراسة المنهج الوصفي النوعي منذ البيانات في شكل الكلام جوليا حصلت من خطابها.

وعلاوة على ذلك، ونتيجة لتحليل استراتيجية اعتذار في خطاب جوليا تبين أنها مارست استراتيجية اعتذار في تلقي خطابها. ثم يتم تحديد جوليا باستخدام الرفض، شكر وتقدير المسؤولية، الوعد والصبر، معرباً عن قلقه للسميع، والتقليل، وكذلك عرض للإصلاح كنوع من استراتيجية اعتذار التي يعمل فيها. حتى، على أساس نظرية "Trosborg"، فإن الباحث أن نعرف أيضاً استراتيجية اعتذار المهمة التي استخدمت من قبل جوليا هو أن التعبير عن الاعتذار.

وبالتالي، من التحليل الذي قام في خطاب جوليا، وقد قدم الباحث البيانات التجريبية يمكن تطبيق هذه الاستراتيجية اعتذار في مختلف المجالات، وخاصة الخطاب. وهكذا، لمزيد من التفاهم حول استراتيجية اعتذار، يقترح الباحث الباحث أخرى لاستخدام كائن آخر مثل صحيفة أو غيرهم عن طريق تقديم نظريات تعاون استراتيجية اعتذار.

CHAPTER I

INTRODUCTION

This chapter discusses background of the study, research questions, objectives of the study, significances of the study, scope and limitation, research design, research instrument, data sources, data collection, data analysis, and definition of the key terms.

1.1 Background of the Study

The researcher investigates the apology strategies used by Julia Gillard in her speech on National Apology of “Forced Adoption”. It is conducted since apologies are common occurrence in everyday life, particularly in the maintenance of friendships or restore relationship which is broken because of misunderstanding in action or in communication. When we are communicating, we are sometimes producing either good lexical or bad lexical. Thus, there is a possibility for the existence of ambiguity, misunderstanding, miscommunication, and particularly the occurrence of slip up which may hurt others.

In communication, the important parts which are needed are speakers and hearers. Here, despite of treatments done for creating good communication by speakers and hearers, it is undeniable that apology becomes one of the most suitable way for repairing the mistakes which are occurred during communication. In addition, talking about apology, speakers and hearers in this condition become

apologizer and recipient. The apologizer tries to produce some statements in various ways which is formed in apology strategy. In this case, the apology strategy sometimes is consciously or unconsciously known and accepted by recipient.

In accordance with the apology phenomena, Blum- Kulka and Olshtain (1984: 206) define apology as recognition that ‘a violation of a social norm has been committed’. Besides that, Goffman (1981: 109) also explains that apology is an attempt by a speaker to ‘transform or reposition the act of wrong doing’ from an ‘act that at first seems offensive into a socially acceptable one’. Here, Goffman (1971, as cited in Hidayati, 2005) view apologies as remedial interchanges serving to re-established social harmony after a real or virtual offense or in Olshtain and Cohen terms whether the offense is real or potential (1983; 20).

Furthermore, apology can be meant as a ‘face- saving strategy’ which is called for when social norms have been violated and ‘when the hearer is offended as stated by Trosborg (1994: 173). Additionally, Trosborg (1995) mentions many ways to express an apology, namely apology strategies such as expressing regret, giving explanation, requesting for forgiveness, and offering to repair or replace someone’s property. However, among the concepts that have been presented, the researcher here prefers to employ Trosborg’s concept since it is more reliable, clearer and more systematic elaboration in detecting apology strategy.

Apart from that, it can be concluded that having deep understanding about apology strategy is the important thing since we cannot face the society by having less capability in creating good communication, without notifying that we exist either in good or bad situation. There, we are demanded to be able to create a situation for communication as good as possible although sometimes we have to deny something that we did. Hence, we must know and understand about apology strategy that can be applied later on in the communication.

Knowing the importance of the use of apology strategy, the phenomena as stated above is also found in this subject research; that is a speech of National apology for forced adoption held by Julia Gillard as the Australian Prime Minister. In her speech, Julia conveys some statements which can be determined as her apology strategy such as stating the apology, rejecting statement, as well as providing a repairing sentence. From taking a glance at this conference, it has linguistics features that are appropriate to be investigated with Apology Strategy. Hence, the researcher is very interested in doing analysis on Apology Strategies Used by Julia Gillard on National Apology of "Forced Adoption" Speech.

Based on that phenomenon, several studies related to apology strategies had been done by some researchers, for instance Riyani (2010) that researched about apology strategies used by the characters of Joe Wright's *Pride and Prejudice* movie which shows the types of apology strategies used by all characters in that movie, including expression of apology and an acknowledgement of responsibility. Then, BadrulAnam (2010) has investigated on apology used in

Bridget Jones: The age of reason movie. Badrul's research aims at answering the problem of "What and how those kinds of apology are used in Bridget Jones: The Edge of Reason movie. Next, Majeed&Janjua (2014) explored apology strategies and gender: A pragmatic study of apology speech acts in Urdu language. They have been tried to study apology speech acts in Urdu with the special reference to the gender. How different genders express apologies in different situations, is the main focus of their paper.

Another previous research is coming from Marzuki (2013) who studied about linguistic features in *SMS (Short message service)* apologies by Malay native speakers. Marzuki's study sheds some light on the pragma linguistic conventions reflected in apologies conducted via SMS or text messages. Twenty six Malay native speakers responded to Written Discourse Completion Tasks (WDCT) via SMS. The WDCTs were categorized into two levels of offence which required the participants to apologize by texting their apologies. After that, Todey (2011) also examined about apology strategies as used by native & non- native speakers of English that aims to compare how native speakers of English (referred to as NS) and non-native speakers of English (referred to as NNS) use eight apology strategies in eight different situations requiring apologies in a discourse completion task (DCT). This study will compare the number of strategies used between four different groups (male NS, female NS, male NNS, and female NNS) and the percentage of subjects using each of the eight strategies in relation to the perceived severity of the offense.

To find out the different side of this study compared with some previous studies, this study focuses on the analysis of apology strategies used by *Prime Minister* Julia Gillard on National Apology which is obviously known that she was standing for representing the Australian Government to apologize for forced adoption case toward the society. Here, it is undeniable that Julia will not use the utterances that clearly and directly indicate her sides as the offending side. Though she realizes the mistake done and says sorry toward the society, she never tries to blame her side. She definitely uses some practices to offer the apology which cover her regret but still handing the hidden purpose to be not blame totally for the mistake.

Therefore, through the way she conveys the apology, it is automatically different with the other actors when conveying the apology. Since every single has his own way for delivering the statement that is commonly influenced by his culture, his environment, his status, and another aspect which takes a part on his speech act. Moreover, due to the case which Julia experienced is in political area, we cannot doubt that speakers or apologizers commonly will make a big effort in covering the situation which does not appropriate with what they want. They convey the statement using apology strategy in 'soft way' that can make the audience can accept it unconsciously. In short, in accordance with those considerations, this research is worth doing.

1.2 Research Questions

Based on the background of study explained above, this research then conducted to examine the important things which are covered by the following questions:

1. What kinds of apology strategies which are used by Julia Gillard on National Apology speech?
2. How apology strategies were used by Julia Gillard on National Apology speech?

1.3 Objectives of the Study

In line with the research questions stated above, this research aims to find out the empirical data on:

1. The types of apology strategies used by Julia Gillard on National Apology speech.
2. The way on how Julia Gillard used apology strategy on National Apology speech.

1.4 Significances of the Study

The result of this study is expected to give some contributions in relation with the study of apology strategy. Since the study focuses on

apology strategies used by Julia Gillard on National Apology speech, the researcher believes that this research can be used for students' direction as well as the background knowledge for them in deepening the understanding of apology strategy, especially the one which is applied in conference.

Moreover, the researcher believes that it can also give contribution for lecturers, in which it can be an empirical proof that apology strategy can be applied in analyzing conference based on Speech Acts approach. Therefore, the findings will be useful to enlarge the readers' views on apology strategy as well as becomes an open gate for those who are interested in doing relevant research.

1.5 Scope and Limitation

This research is to investigate apology strategies used by Julia Gillard on National Apology speech. Here, the researcher knows that there will be redundant texts that can be analyzed. Yet, despite of the kinds of statements which exist in this text, the researcher makes a scope for this analyses by using Trosborg's theory. Moreover, the text used is in the form of transcript of Speech on National Apology for forced Adoption which was held on March 21, 2013 by Australian Prime Minister Julia Gillard in Canberra.

1.6 Definition of the Key Term

The researcher gives some key words in order to avoid misunderstanding about the meaning of the words used in this research, as the following:

1. Apology Strategy means the way to ask for forgiveness after we do something wrong. It may come in the form of rejection, minimizing the degree of offense, expression of apology, acknowledgment of responsibility, explanation or account, offer of repair, promise and forbearance, and expressing concern for hearer based on Trosborg's theory.
2. Speech Act is an utterance that has performative function in language and communication.
3. Julia Gillard, a woman who was born on 29 September 1961, is a former Australian politician who served as the 27th Prime Minister of Australia from 2010 to 2013. Julia Gillard is known as a leader of the Australian Labor Party as well as the first woman to hold either position in Australia.

1.7 Research Design

This research used descriptive qualitative method. This research used qualitative method because the data are in the form of words, sentences, utterances produced by Julia Gillard in National Apology speech. The data were not analyzed in statistical procedures. Moreover, the researcher tried to explain more about the function of each type of apology strategies used by Julia Gillard in delivering her speech speeches.

In addition, this research is called descriptive because the researcher describes apology strategies used by Julia Gillard when conveying her conference

speeches. To gain more detailed description and understanding about apology strategies used by her, the researcher used Trosborg's theory as the main knife to analyze this topic.

1.8 Research Instrument

In line with the research design, the instrument of this research is the researcher himself. As the main instrument in doing this research, the researcher observed the text, gathered the data, and analyzed the data by himself. He is investigated the apology strategies by having transcript of political conference which was done by Australian Prime Minister, Julia Gillard.

1.9 Data and Data Sources

In this research, the data sources are taken from the transcript of Julia Gillard in delivering a heartfelt and long overdue national apology conference for forced adoptions held on March 21st, 2013 when having meeting in Canberra.

Meanwhile, the data of this research are words, phrases, utterance, and also sentences contain of apology strategies produced by her. This transcript is gotten from <http://www.independentaustralia.net/> that provided full transcript of this speech.

1.10 Data Collection

To collect the data, the researcher did some steps. Firstly, as the main instrument of the research, the researcher looked for the transcripts of Julia

Gillard National apology Speech. Secondly, the researcher collected the data containing of apology strategies by reading the speech's transcript for several times to get deep understanding about that speech and the meaning each sentence. Then, the researcher identified the words, phrases, sentences and utterances categorizing into 8 kinds of apology strategies based on Trosborg's theory which are namely Rejection, Minimizing the Degree of Offense, Acknowledgment of Responsibility, Explanation or Account, Expression of Apology, Offer of Repair, Promise and Forbearance, as well as Expressing Concern for Hearer.

1.11 Data Analysis

After collecting the data, several steps were done. The first step was that the researcher highlighted the transcript containing of apology strategies. The second step was classifying the data into eight types of apology strategies based on Trosborg's theory and explaining them to answer the two questions in research focuses.

The sentence was classified into rejection when the apologizer tries to reject or argue that the apologizer does not want to be blamed but he or she also blames to avoid the responsibility. The sentence was classified into Minimizing the degree of offense when the apologizer tries to minimize the degree of offense. The other is acknowledgment of responsibility, the sentence that belongs to this category is determined when the apologizer chooses to take the

responsibility by using various degrees of self-blame from low to high intensively. Then, explanation or account is occurred when the sentence in which apologizers may try to lessen the guilty by giving an explanation of the situation.

The other is expression of apology in which an apologizer expresses his apology in a proper or in direct way. Offer of repair is chosen when the apologizer may offer to “repair” the damage that has been caused. Likewise, the statement which shows that the apologizer gives promises not to do the same mistake from the past is included in promise and forbearance, while the statement which shows sympathy done by apologizer belongs to expressing concern for hearer.

Afterward, the researcher analyzed and explained the statements based on that theory. After finding the classification and explaining the strategies, the researcher interpreted and discussed the findings critically to comprehend the existence of apology strategy through the chosen sentences. Finally, the researcher made a conclusion from the description of the data.

CHAPTER II

REVIEW OF RELATED LITERATURE

To support the analysis, this chapter which basically handles an important role will review several theories related to this research. Those are speech act theory and speech act apology as the supporting theories, while the preceding theory as the main theory is about Trosborg's theory of apology. In addition, there are some previous studies which are provided to make clear and better distinction between this research and other researches.

2.1 Speech Act

The theory of speech act was originally introduced by Austin in 1995. In the speech act, utterance could be divided into constative utterances and performative utterances. Constative utterances are connected in some ways with events in possible world in which such position can be said to be true or false. Likewise, Austin in his well-known work *How to Do Things with Words* gives rise to a new point of view on language especially the term of performative utterances. He argues that in using performative utterances, a speaker is not just saying something, but he is also doing something. Austin (1955:90) claimed "to say something is to do something, or in saying something we do something, and even by saying something we do something". From that statement, all what we utter actually has a power which can change words, diction, and intonation into a movement. The idea is able to create the

movement of speech organ, then, the speech organ which produce sound of utterances is able to make movement of both the speaker itself and the hearer.

Furthermore, stated from Austin's theory of performative utterances, Searle (1975) developed the speech act concept into three different names; locutionary act, illocutionary act, and perlocutionary act. a locutionary act is the performance of an utterance, and hence of a speech act (Wikipedia, 2014). This kind of speech act refers to surface meaning of an utterance. Justova (2006) also stated locutionary act as performing an act of saying something. Meanwhile, illocutionary often meant as performing an act in saying something (Justova, 2006).

According to Austin's original exposition in *How to Do Things With Words* (Austin 1975, 116f., 121, 139, as cited in Wikipedia (2014)), an illocutionary act is an act (1) for the performance of which I must make it clear to some other person that the act is performed (Austin speaks of the 'securing of uptake'), and (2) the performance of which involves the production of what Austin calls 'conventional consequences' as, e.g., rights, commitments, or obligations. The last, a perlocutionary act (or perlocutionary effect) is a speech act, as viewed at the level of its psychological consequences, such as persuading, convincing, scaring, enlightening, inspiring, or otherwise getting someone to do or realize something (Wikipedia, 2014). In simple way, perlocutionary act meant as performing an act by saying something while illocutionary act is performing an act in saying something (Justova, 2006). The examples of locutionary, illocutionary, and perlocutionary act below could be explained clearly:

Would you close the door, please?

The surface form, and also the locutionary act, of this utterance is a question with a clear content (Close the door.) The illocutionary act conveys a request from the part of the speaker and the perlocutionary act expresses the speaker's desire that the hearer should go and close the door. In the classification of speech acts, Searle (in Trosborg, 1994: 14-16) divides illocutionary acts into five kinds, namely representatives, directives, commissives, expressives, and declarations.

a. Representatives

The aim of speaker in performing representative illocutionary act is to commit him or herself to the belief that the propositional content of the utterance is true. The researcher shows some examples of representatives (blaming, admitting, informing, reporting, asserting, and telling). Example: How could you do such a thing ? (blamming)

b. Directives

In performing directives, the speaker tries to get the hearer to commit him or herself to some future course of action. Some illocutionary acts, such as suggesting, advising, warning, commanding, questioning, proposing, recommending, and etc. Example: If I were you, I would like to go to duntist. (advising)

c. Commissives

There are some various degrees to some future course of action as the speaker's commitment him or herself. It takes account of promising, threatening, swearing, accepting, committing, and etc. Example: I am on pain of something. (threatening)

d. Expressives

Here, the speaker wants to express the speaker's psychological state of mind about some attitude prior to action or state of affairs. Thanking, apologizing, complaining, and requesting are examples of expressive. Example: Sorry, I am afraid there is not much we can do about it. (apoloizing)

e. Declarations

Declarations need extra institutions of linguistic for their performance. It takes a priest to christen a baby, a judge to sentence a defendant, etc.

2.2 Speech Act of Apology

Based on the types of illocutionary act proposed by Searle, Apologizing is included in expressive category of illocutionary act. "Expressive" is not only the name of illocutionary act, but also the content or the sense which comprises so as to be called as "expressive". Yule said, "Expressives are those kinds of speech acts that state what the speaker feels (as cited in Mukhlisoh, 2013). They express psychological states and can be statements of pleasure, pain, likes, dislikes, joy, or

sorrow” (1996:53). It means that apologizing can be uttered in the response as the reaction of complaint. Trosborg pointed out that apologies are expressive illocutionary act which can be differentiated from complaint, which are also expressive acts, by being convivial in nature (1994: 373). Appropriately, we have to know what apology first before going to the apology strategies.

Another form of politeness strategy is apology. According to Hornby, the word apology is noun which has a meaning a word or statement saying sorry for something that has been done wrong or that causes a problem (2000: 59). In supporting the meaning of apology from Hornby, the researcher gives Trosborg’s statement, “If a person has been hurt, inconvenienced, or violated in some ways or other, his/ her face must be restore and apology is called for” (1994:374). These definitions lead the researcher to think that the only moment or event when we make a wrong thing we have to use apology. In other words, apology is needed whether someone makes mistake or not because someone deals with others who might have been offended by our attitudes. It is assumed that we have two kinds of apology; apology for solving the complaint and apology for politeness. Holmes (1990) explains that apologies are different from compliment. Compliment focuses on the addressee’s positive face wants, whereas apologies focus on face redress associated with face threatening acts (FTA) or offences which have damage the addressee’s face in some respect. For apology strategies, Brown and Levinson call it as negative politeness strategies.

Furthermore, we need some device or tools to know or to indicate the characteristics of that illocutionary acts. That device is called as Illocutionary Force Indicating Device (IFIDs). We can use performative verb, the order of words, stress, and intonation. Yule pointed out, “Most of the time, however, there is no performative verb mentioned. Other IFIDs can be identified are word order, stress, and intonation” (1996:49). It is different from phonology and phonetic which the sign of stress and intonation are written clearly; the researcher role in this case is very important because by reading and feeling those written and unwritten indication, the researcher has to know which of the sentences or utterances that include the data needed and has to be understand how to analyze them.

2.3 Apology Strategies

Apology strategies are the way how to get forgiveness. An apology is needed when someone realize that he or she done an action or has made something that offended another person (Goffman (1972) and Wolfson (1989)).

According to Trosborg (1987), an apology is an action or an utterance in which an apologizer can rehabilitate his or her own existence in society. There are eight types of apology strategies based on Trosborg. As follows:

2.3.1 Rejection

Rejection means that the apologizer tries to reject or argue that the apologizer does not want to be blamed but he or she also blames to avoid the responsibility.

There are five categories of rejection categories, namely **a) *explicit denial of responsibility***, is the apologizer explicitly denies that he should be responsible for something that has happened. For example, “You know that I never do a thing like that”. **b) *Implicit denial responsibility*** is the apologizer may try to evade the responsibility by ignoring the complaint or talking to other topic, for example, “I don’t think that’s my fault.” **c) *Justification*** means the apologizer argues in order to show that he cannot be blame for the inconvenient situation that happens. The example of this type is “I have told you that I will try to come to your home but I did not promise anything, did I?”

Then, the other type is **d) *blaming someone else*** which shows the condition of the apologizer trying to blame a third-party to avoid the responsibility. As the example of this strategy is that “It is your brother’s fault, he did not tell me about the message.” **e) *Attacking the complainer*** is the strategy can happen when the apologizer does not have a solid defense to word the complaint. It means the apologizer will attack the complainer if he feels that he cannot defend himself. For example, “Yesterday, you said that it is okay if I use your room.”

2.3.2 Minimizing the Degree of Offense

In this type, the apologizer does not deny the responsibility. The apologizer tries to minimize the degree of offense. There are three categories of this strategy,

they are *a) Minimizing* means the apologizer tries to minimize the degree of offense by saying that the offense is not big deals, for example, “Take it easy, it’s not the end of the world.” *b) Querying precondition* is the apologizer may cover the complaint by querying precondition, for example, “Who told you that I would marry you.” The last *c) Blaming someone else* is the condition in which the apologizer tries to convince regard that a third part is also partly responsibility for the offense, for example, “I have tried to tell you, but you were always busy with your job.”

2.3.3 Acknowledgment of Responsibility

This type of apology strategy is that the apologizer chooses to take the responsibility by using various degrees of self-blame from low to high intensively. This category consists of six sub categories; *a) Implicit acknowledgment* is the apologizer blames himself from something happened implicitly, for example, “Perhaps, I shouldn’t have done it.” *b) Explicit acknowledgment* is the apologizer admits his mistake explicitly, for example “I will admit I forgot it.” *c) Expression of lack of intent* can be meant as the shown expression of the apologizer that he does not have any intention to cause the problems, for example, “I didn’t mean it.”

Next, is *d) Expression of self-deficiency*, which means the apologizer expresses his own weakness or deficiency, for example, “I was so confused.” *e) Expression of embarrassment* is the apologizer feels embarrassment for the offense, for example, “I feel so bad about it.” Called *f) explicit acceptance of the blame*, when the apologizer feels that the complainer has the right to blame him, for example, “You are right to blame me.”

2.3.4 Explanation or Account

This type explains that the apologizers may try to lessen the guilty by giving an explanation of the situation. As the other types before, this strategy also has sub categories as follows; *a) implicit explanation* is the category that means if the apologizer explains the situation implicitly, for example, “Wait a minute, I’ll check the program.” *b) Explicit explanation*, as the next sub categories is The apologizer explains the situation explicitly, for example, “Sorry I can’t finish it on-time because the program broke down.”

2.3.5 Expression of Apology

It is used by an apologizer in expressing his apology in a proper or in direct way. The categories from this strategy are, *a) Expression of regret*. It means the apologizer uses the common from the express his regret by using some terms such as really terrible and so on, for example, “I am really sorry for everything, for the rude word I have said to you.” *b) Offer of apology* is used when saying sorry is not enough to show that a person is regretful. It also can be said that the apologizer offer an apology for the offense. The example of this category is “I apologize” *c) Request forgiveness*, as the last category shows that the apologizer shows that he expects forgiveness, for example, “Pardon me, and forgive me, please.”

2.3.6 Offer of Repair

In this type, the apologizer may offer to “repair” the damage that has been caused. Repair may be offered in its literal sense or as an offer to pay for the damage.

Repair coming as sub type of this category, can be meant as the situation of the apologizer intents to pay for the damage caused by infraction, for example, “I’ll pay for the damage glass.” The other is **Compensation** which happens when the repair is not possible, so the apologizer may offer the “compensation” action or tribute to the complainer, for example, “You can borrow my dress instead.”

2.3.7 Promise and Forbearance

The apologizer gives promises not to do the same mistake from the past. Meanwhile, he or she promises to be better in the future, for example, “I promise to do much better.”

2.3.8 Expressing Concern for Hearer

In this type, the apologizer gives sympathy. He or she feels poor to the complainers’ condition, for example, “actually, I do not want it happen to you.”

2.4 Previous Studies

There are many researches which analyzed apology strategy toward various subject as mentioned in the earlier explanation. For example is Anam (2010), as the one of the researchers who has interest in this apology strategy area. He took a part in this area by having Bridget Jones’ movie entitled “the age of reason”. As the result of his research, he found that the characters in this movie only use apology strategy type 1, type 2, type 4, and type 6 based on Daniela Kramer-Moore and Michael Moore’s

theory. However, this conducted research was aimed only for knowing the types and the way of apology strategy is used.

Riyani (2010) then had the same study on apology strategies which are used by the characters of Joe Wright's *Pride and Prejudice*. She tried to explore hidden expression of apology and an acknowledgement of responsibility from them. Finally, she found the phenomenon of internal intensification in apologizing used by the upper and the middle class. From this research, the existence of the upper and the middle class handle the existence of the different way in using apology strategy. The best thing that we can take from this research is that the hidden expression which came from the phenomenon of internal intensification can be revealed. It is such a great result since the phenomenon of apology strategy was not only investigated through common aspect, but also it can be analyzed from deeper aspect like that internal intensification.

The next is Marzuki who worked on *SENIOR HIGH SCHOOL* of Malay native speaker as the media in analyzing linguistics feature when using apology strategy. This study more concerns with pragma linguistics conventions which are reflected in apologies conducted via *SENIOR HIGH SCHOOL* or text messages. The result she got showing that there were 3 significant variations in the *SENIOR HIGH SCHOOL* linguistics features used by Malay native speakers while texting in order to apologize using their first language, Malay, and second language, English. Moreover, from the investigation we can understand that when the participant stated

their apologies they cannot be separated with the role of their first language which contributes the difference appears among the selection of textual.

In addition, a study about apology strategy and gender also conducted by Majeed and Janjua (2014) who analyzed a pragmatic study of apology speech acts in Urdu language. In conducting the research, they study apology speech acts in Urdu with the existence of different gender in various situation. By giving a questionnaire, Majeed and Janjua successfully revealed that girls seemed to be more conscious about their face wants and they used less dangerous strategies even with their friends and siblings more than the boys. In contrast, when they are in formal condition, both girls and boys adopted similar types of apology strategy.

Then, taking about the apology strategies as used by native & non-native speakers of English is another study in this area which had been conducted by Todey (2011). He compared the way native speaker and non-native speaker of English use apology strategies through a discourse completion task. In this research, although knowing that the further research in the area of speech act specially area of expressives and apologies are the important goal, the researcher finally also found the relationship between linguistics and language acquisition that can affect the use of apology strategy. Yet, the use of completion task for collecting the data is quite difficult to be applied when we are trying to analysis the utterances we used in communication since we have to be more selective about where the data comes from and how it occurs.

Lastly, in accordance with the previous discussion, there are many researchers who have conducted the research on the same field, yet they have different subjects and theories. Some of them conducted the research on speech act, movie, *SENIOR HIGH SCHOOL* and so on. However, in this research I took a press conference on National Apology held by Julia Gillard, an Australia Prime Minister. It is clearly has a big distinction of area and result among those research. Therefore, the researcher wants to comprehend it more detailed and it is hoped to be worth doing.



CHAPTER III

FINDINGS AND DISCUSSION

This chapter discusses the analysis of the data done in line with the formulated research questions. It consists of two parts; research findings and discussion.

3.1 Research Finding

This section presents the analysis of apology strategy that was taken from Julia's press conference. Julia delivered her press conference in front of Australian people in the National Apology for forced adoption forum. As the data, the utterances of her were analyzed descriptively based on apology strategy theory proposed in the previous chapter. Finally, the result showed there were 21 selected data which were determined as the utterances consisting of apology strategies found in Julia's press conference. Those utterances then were classified according to its type as the following table.

Table 1. The Classification of Apology Strategies

Category	Function as	Utterances
Rejection	Explicit denial of responsibility	1
	Implicit denial of responsibility	
	Justification	1
	Blaming someone else	1
	Attacking the complainer	
Acknowledgment of Responsibility	Implicit acknowledgment	2
	Explicit acknowledgment	1
	Expression of lack of intent	
	Expression of self-deficiency	
	Expression of embarrassment	1
	Explicit acceptance of the blame	
Expression of Apology	Expression of regret	5
	Offer of apology	2
	Request forgiveness	
	Promise and Forbearance	1
	Expressing concern for the Hearer	1
Minimizing the Degree of Offense	Minimizing	1
	Querying precondition	
	Blaming someone else	
Offer of Repair	Repair	2
	Compensation	2
Explanation or Account	Implicit explanation	
	Explicit explanation	

From the table above, it can be known at glance that the type of apology strategies which are used by Julia in her speech are in the category of Rejection, acknowledgement of responsibility, expression of apology, promise and forbearance, expressing concern for the hearer, minimizing the degree of offense,

offer of repair. To make the result of Apology Strategy analysis which was gotten in Julia's speech clear, here, the researcher provided some elaboration about it.

3.1.1 Rejection

Herewith rejection means that the apologizer tries to reject or argue that the apologizer does not want to be blamed but he or she also blames to avoid the responsibility. The following is the detail data.

a. Implicit Denial Responsibility

Implicit denial responsibility happens when the apologizer implicitly denies or may try to evade the responsibility by ignoring the complaint or talking to other topic for an action that has happened. There is a data which are found in this section, as follows:

Datum 1

"For a country, just as for a person, it takes a lot courage to say we are sorry. We don't like to admit we were mistaken or misguided."

From the sentence of Prime Minister Julia's speech transcript, Prime Minister Julia states that they are really sorry for the problem which they are facing. The apologizer (Prime Minister. Julia) who represents Australian Government tries to make an apology to the society, in this case the mother and families who are sacrificed for forced adoptions, but they don't like to admit to be mistaken or misguided too.

In a glance from the statement, the researcher can conclude that Julia tries to evade the responsibility about what has done. It is shown from the statement **"it takes a lot courage to say we are sorry. We don't like to admit we were mistaken or misguided"**. From those sentences, we are able to know that actually it was too

heavy for her to say sorry in front of them. It takes a great braveness for forcing herself to do it. Since she and the government think that it was not their fault.

Thus, based on that sentence, the researcher can classify that sentences belong to implicit denial responsibility. Based on the definition above, implicit denial responsibility has purpose that the apologizer tries to evade responsible from something that has been happened.

b. Justification

Justification is a strategy which is used by the apologizer to show that he cannot be blamed for the inconvenient situation that happens. There are some data which are explained by the researcher, as follow:

Datum 2

“And, by speaking truth to power, brought about the Apology we offer today. This story had its beginnings in a wrongful belief that women could be separated from their babies and it would all be for the best. Instead these churches and charities, families, medical staff and bureaucrats struck at the most primal and sacred bond there is — the bond between a mother and her baby.”

In this part of Prime Minister Julia’s speech transcript, Prime Minister Julia tries to offer an apology by saying the truth of forced adoption accident. Government also tries to give a justification about that action which occurs on one of the best countries in the world. Even, that accident actually should not happen in Australia which is known as a great nation.

From those sentences above, the researcher concluded that the government didn’t want to be blame for all these action. Because of that belief which followed by Australian, that action (forced adoption) started. In this case, government argues that

forced adoption did because of wrong belief. This is emphasized from sentences that stated **“this story beginning in wrong belief that woman could be separated from their babies and it would all be the for the best”**. From that statement above, the researcher concludes that the statement belongs to justification, since according to Tosborg justification is one of apology statements.

c. Blaming someone else

In this part of blaming someone else, it is used by the apologizer to blame a third-party to avoid the responsibility. There is a data which is deliberated by the Researcher, as the explanation below:

Datum 3

*“Sometimes consent was achieved by forgery or fraud. Sometimes women signed adoption papers while under the influence of medication. **Most common of all was the bullying arrogance of a society that presumed to know what was best.**”*

On this part of Prime Minister Julia transcript, Prime Minister Julia as a representative of government admits that what they do is not totally wrong. Accidents of sign adoption papers are not what government wanted. Because the governments offer a forced adoption is on under pressure of arrogance society bullying. In other word, the Government applies the rule in order to apply the tradition that has been existed. Therefore, Prime Minister Julia wants to blame third-party for the responsibility of what government did which is known as the arrogance of society bullying.

In short, from the sentence “**Most common of all was the bullying arrogance of a society that presumed to know what was best**”, the researcher can conclude that the government tries to avoid their responsibility of action that have already done into third-party’s responsibility (arrogance of society bullying). And based on Trosborg’s theory, that sentence is kind of apology strategies and included in “blaming someone else type”. Also, the reason why government states that utterance is to avoid responsibility from action which had already done by government.

3.1.2 Acknowledgment of Responsibility

Based on the Trosborg’s theory this type, This type of apology strategy is that the apologizer chooses to take the responsibility by using various degrees of self-blame from low to high intensively. The following is the detail data.

a. Explicit acknowledgement

This strategy is used by the apologizer to admit his mistake explicitly.

There are two data which are discussed in this section, they are:

Datum 4

“We acknowledge the profound effects of these policies and practices on fathers. And we recognize the hurt these actions caused to brothers and sisters, grandparents, partners and extended family members”

By starting her press conference using those utterances, it can be stated that Julia directly and clearly conveys what has done by government toward Australian people is wrong. Related to the policies and practices given, the government did something that caused the whole part of Australian got hurt. Here, Julia as the

representatives of Australian Government tries to admit the mistake of them which was seen through its effect.

Based on the first sentence above, **“We acknowledge the profound effects of these policies and practices on fathers,”** the researcher can classify it as explicit acknowledgment in which the apologizer admits that she already did mistake explicitly without using any sentence to hide it. Although in that sentences, Julia uses the word “father” to represent the name of government who handles a big responsibility for the mistake done.

Datum 5

“We say sorry to you, the mothers who were denied knowledge of your rights, which meant you could not provide informed consent. You were given false assurances. You were forced to endure the coercion and brutality of practices that were unethical, dishonest and in many cases illegal.”

As what stated above, Julia tries to convey that she is really sorry to the mothers whose right was taken away by force and their insurance was fake. Julia feels so sad knowing the impact of what she did, related to the false promise given, dishonesty and illegal things that had done in the government. Thus, Julia in that occasion states sorry to them.

For getting her purpose, she reveals it by the sentence **“We say sorry to you, the mothers who were denied knowledge of your rights, which meant you could not provide informed consent.”**From those utterances, the researcher argues that it is a form of admission. Here, Julia states explicitly that she says sorry. So that, from

what exists there, the researcher concludes that those sentences above belongs to explicit acknowledgement based on Trosborg's theory.

b. Implicit acknowledgement

Implicit acknowledgement is the condition in which the apologizer tries to impute or putting in the wrong position of him from something occurred implicitly.

Datum 6

"We recognize that the consequences of forced adoption practices continue to resonate through many, many lives. To you, the siblings, grandparents, partners and other family members who have shared in the pain and suffering of your loved ones or who were unable to share their lives, we say sorry."

The action to confess the fault directly and clearly is not as easy as what people think. People sometimes convey the admission implicitly as Julia did in the forum. By stating **"We recognize that the consequences of forced adoption practices continue to resonate through many, many lives"**, she actually knows the impact of forced adoption and that impact causes suffered for the victims. Therefore, from that statement, Julia has already admitted the responsibility but in implicit way.

c. Expression of Embarrassment

It is a kind of conditions in which the apologizer feels embarrassment for the offense.

Datum 7

"Holding the mirror to ourselves and our past, and not flinching from what we see. What we see in that mirror is deeply shameful and distressing."

Facing the situation in which many victims feel suffered for what have done, many protests that are conveyed, many sadness which appear in the society make the government cannot face them in bright smile anymore. Looking at the past and the present condition adds the regret value for the government. Hence, for what the government did, it makes them looks like holding a heavy responsibility which is clearly failed.

The illustration that the government cannot successfully protect and make the society happy, make the government feels guilty and failed. Therefore, those feeling are seen by the words “*What we see in that mirror is deeply shameful and distressing*”. In short, the sentence above uttered for representing the expression of embarrassment that is experienced by the government.

3.1.3 Expression of Apology

This type of apology strategy is that the apologizer chooses to take the responsibility by using various degrees of self-blame from low to high intensively. The following is the detail data.

a. Expression of Regret

Using the form of regret statement, it indicates that the apologizer has feeling remorse. Here, there are five data which are discussed in this part.

Datum 8

“We deplore the shameful practices that denied you, the mothers, your fundamental rights and responsibilities to love and care for your children. You were not legally or socially acknowledged as their mothers. And you were yourselves deprived of care and support. To you, the mothers who were betrayed by a system that gave you no choice and subjected you to manipulation, mistreatment and malpractice, we apologize.”

The next statement comes after some previous data, Julia continued her apologizes by showing that she is really embarrassed toward what she did. She knows that she was not supposed to do it since it has a big negative impact which makes someone's right was broken.

That analysis is supported by the words “**deplore the shameful practices**” which reveals that the apologizer regret for what she did. Moreover, she ends her utterances by stating “**we apologize**” to emphasize that she feels sorry and sad for the mistake. Hence, we can highlight that those sentences is considered as expression of regret.

Datum 9

*“We know you have suffered enduring effects from these practices forced upon you by others. **For the loss, the grief, the disempowerment, the stigmatization and the guilt, we say sorry.** To each of you who were adopted or removed, who were led to believe your mother had rejected you and who were denied the opportunity to grow up with your family and community of origin and to connect with your culture, we say sorry.”*

On the utterances of Prime Minister Julia (as a representative of Australian Government) above, Government wants to apologize to all of the victims of forced adoptions accidents. The intense of apologizing can be represented on sentence which

states **“For the loss, the grief, the disempowerment, the stigmatization and the guilt, we say sorry”**. From that explanation above government stated their regret clearly.

The researcher can categorize the utterance **“For the loss, the grief, the disempowerment, the stigmatization and the guilt, we say sorry”** as apology strategies, which is especially categorized on expression of regret. Since expression of regret applied when the apologizer uses the common from the express his regret by using some terms such as really terrible and so on.

In addition, the researcher categorized the words **“For the loss, the grief, the disempowerment, the stigmatization and the guilt, we say sorry”** as expression of regret is because the government has already known what have already happen to the victims, and consequently they say sorry. Thus, the government really wants the victim to accept the regrets and forgives all of the faults.

Datum 10

*“To you, the fathers, who were excluded from the lives of your children and deprived of the dignity of recognition on your children's birth records, we say sorry. **We acknowledge your loss and grief.**”*

The utterances of Prime Minister Julia above, explains that the government apologizes to the victims for forced adoptions through making statement that shows they regret about that accidents. Government shows their regret from **“we acknowledge your loss and grief”** which means that government knows what the victims feels, such as: loss and grief.

The researcher also categorizes the utterance **“We acknowledge your loss and grief.”** as expression of regret which particularly one of “expression of apology” based on Trosborg’s theory. It aims when the apologizer uses the common form to express his regret by using some terms such as really terrible and so on. This is the reason why this utterance is categorized as an expression of regret since the government acknowledges clearly of feeling loss and grief which is felt by the victims.

Furthermore, the government delivers the utterance **“We acknowledge your loss and grief.”** to the victims which is hurt by that accident. Prime Minister Julia before states that utterance also states **“we are sorry”**. It means that Prime Minister Julia (as a representative of Government) wants to show the deeply regret for forced adoption victims. And from that utterance government wants to show their empathy to the victims and makes them know that the government also feels the same. Therefore, the utterance which is stated by Prime Minister Julia belongs to the expression of regret.

Datum 11

*“Many are still grieving. Some families will be lost to one another forever. **To those of you who face the difficulties of reconnecting with family and establishing on-going relationships, we say sorry.**”*

Stating the impact that exists because of forced adoption firstly, Julia then specifies her utterances to the society who get bad treatment of that forced adoption. Julia then states the utterances above while giving a stress on the sentence **“To those of you who face the difficulties of reconnecting with family and establishing on-**

going relationships, we say sorry.” From that sentence and knowing that the impact which the victims get is so hard, she says truly sorry to the victims there.

Furthermore, from the sentence above the researcher categorizes the utterance as the expression of regret which particularly one of “expression of apology” based on Trosborg’s theory. Since Julia feels so regretful and she is very empathy toward the condition of the victims. The use of regret expression above is proved by the blocked sentence. Then the blocked sentence is supported by the preceding sentence which reveals the meaning of regret.

Hence, the constructed meaning which delivered by Julia is that she wants to show their regret to the victims especially to difficulties of reconnecting and reestablishing relationship. Government who is represented by Julia also says sorry about that difficulties and separating between families and their children. Therefore, from those aspects, the researcher makes a conclusion that this datum is considered as the expression of regret.

Datum 12

*“My fellow Australians, No collection of words alone can undo all this damage. Or make whole the lives and families fractured by forced adoption. Or give back childhoods that were robbed of joy and laughter. Or make amends for the Birthdays and Christmases and Mother's or Father's Days that only brought a fresh wave of grief and loss. **But by saying sorry we can correct the historical record**”*

Looking at the utterance above, it explains that government apologizes to the victims for forced adoptions which make they regret about that accident. Government shows their regret from the utterance **“But by saying sorry we can correct the**

historical record". That utterance reveals a meaning that government wants to show their regret and they want to change as well as correct what have already happened.

Furthermore, delivering to the one who is hurt, Julia conveys the utterance **"But by saying sorry we can correct the historical record"** preceding the utterance **"No collection of words alone can undo all this damage"** which means that Prime Minister Julia (as a representative of Government) knows that what she had done cannot heal the damage of the forced adoption itself. And from that utterance, Julia wants to show Governments' regret to the victims and though she knows that she can do nothing, she still tries to say sorry to heal that and shows the regret.

In short, through the sentence above and based on Trosborg's theory, the researcher is able to make a conclusion that it is a form of regret expression. It is chosen since Julia acknowledges clearly that she wants to show their regret for the accident. Also, the condition in which the apologizer may use the common form for expressing the regret through some terms such as really terrible as so on, which characterizes the expression of regret is found in that case.

b. Offer apology

Offer of apology is a strategy usually used when saying sorry is not enough to show that a person is regretful. There are two data which are explained in this part, as follow:

Datum 13

“We apologize to the sons and daughters who grew up not knowing how much you were wanted and loved.”

The special thing that exists in this utterance is on the target of speech.

Different with the previous data, this is specially conveyed to the main object of this forced adoption that is a son or daughter. Here, Julia states her speech with deeply apologize feeling to the victims. Those apology utterances are addressed by Julia to make an offer of apology about forced adoption.

Furthermore, by saying **“We apologize to the sons and daughters who grew up not knowing how much you were wanted and loved”** Prime Minister Julia wants to show her offer of apology with the explanation that shows if Julia is able to know what the victims feel for what had occurred. Here, Julia tries to make her in the position of the victims, where she also feels what actually the victims feel. So that, from the feeling that she found, she begs a sorry to represent the Government for the disappointed, sad as well as buried feeling the victims have.

In the last, from the sentence which is found by researcher **“We apologize to the sons and daughters who grew up not knowing how much you were wanted and loved”** categorizes this sentence into apology strategies. There are several kinds of Apology strategies, and this sentence **“We apologize to the sons and daughters who grew up not knowing how much you were wanted and loved”** is classified in the part of expression of apology particularly in the part of “offer of apology”. It used when saying sorry is not enough to show that person is regretful. In other word, it also can be said that apologizer offer an apology for an offense.

Datum 14

“We offer this apology in the hope that it will assist your healing and in order to shine a light on a dark period of our nation's history.”

The utterances above are spoken by Prime Minister Julia to the victims in a speech which is conducted on 21 March 2013. Julia state on her speech with deeply apologizing addressed to the victims. Those apology utterances are used by Julia to make offer of apology about forced adoption with purpose can heal the feeling of suffered and make revolutionary from dark period of Australia itself.

By delivering speech above, Julia wants that this apology speech can help to heal the feeling of loss of mothers and sons. Also, this speech can start the revolutionary on her country (Australia). From that action, we can know that Julia tends to show her offer of apology with an action which may be able to repair the condition as well as to heal the feeling.

Thus, laid on the reason above, the bold sentence found by researcher here, ***“We offer this apology in the hope that it will assist your healing and in order to shine a light on a dark period of our nation's history”***, can be categorized into apology strategies. This sentence is then classified in the part of expression of apology especially “offer of apology”.

3.1.4 Promise and Forbearance

In this category, the apologizer gives promises not to do the same mistake from the past. Meanwhile, he or she promises to be better in the future. For this section, there is only one datum which will be discussed.

Datum 15

*“We can declare that these mothers did nothing wrong. That you loved your children and you always will. And to the children of forced adoption, we can say that you deserved so much better. You deserved the chance to know, and love, your mother and father. **We can promise you all that no generation of Australians will suffer the same pain and trauma that you did.** The cruel, immoral practice of forced adoption will have no place in this land anymore.”*

Based on Julia’s speech transcript above, it can be concluded that she promises that no one of generation of Australians will suffer and trauma on the same pain. Julia also promises that the cruel and practices of dark period (forced adoption) will have no place in Australia anymore. Julia as a representative tries to make a promise of their policies and also change the policies about forced adoption. The form of promise itself can be known through the sentence which precedes the bold sentence above.

Besides, the bold utterances which stated by Julia here, **“We can promise you all that no generation of Australians will suffer the same pain and trauma that you did”** can be classified as apology strategies which is in the part of promise and forbearance. Promise and forbearance aims when the apologizer gives promise not to do the same mistake on past. Meanwhile, apologizer promise to not to do the same for the better in the future. It means that the sentences **“We can promise you all that no generation of Australians will suffer the same pain and trauma that you did”**

purposes that the apologizer promise not to do same mistakes in the future for the best future.

3.1.5 Expressing Concern for Hearer

In this type, the apologizer delivers sympathy. Meanwhile, he or she feels poor to the complainers' condition. The discussion below shows a use of expressing concern for hearer which is found in the data.

Datum 16

*“Margaret Nonas was told she was selfish. Linda Ngata was told she was too young and would be a bad mother. Some mothers returned home to be ostracised and judged. And despite all the coercion, many mothers were haunted by guilt for having given away' their child. Guilt because in the words of Louise Greenup, they did not “buck the system or fight”. **The hurt did not simply last for a few days or weeks. This was a wound that would not heal.**”*

Looking at the speech transcript above, Prime Minister Julia as a representative from government is feeling concern to their victims of forced adoptions. From the statement itself, we also know from that utterance which reveals the feeling of the mother whom being a victim of this forced adoption practice. As a woman as well, Prime Minister Julia is able to know the true feeling of the mother, in spite of the various background which becomes the reason in doing forced adoption.

Therefore, by delivering the utterances **“The hurt did not simply last for a few days or weeks. This was a wound that would not heal”**, government feels

empathy and sympathy to their victims. Government tries to feel what they feel, and government tries to understand that the feeling of lost cannot be healing on a few days.

From the sentence above, the researcher can classify it as apology strategy which belongs to the part of expressing concern for hearer. Since the use of expressing concern for hearer happens when the apologizer giving a sympathy for the hearer by the accident which is already happened. Meanwhile, the government knows that this speech couldn't heal for the accident, and this hurt is not simply loss on few days. This is the reasons why researcher categorized this utterance to expression concern for hearer which has a function that apologizer feels concern and sympathy to the hearer.

3.1.6 Minimizing the degree of offense

In this type, the apologizer does not deny the responsibility. The apologizer tries to minimize the degree of offense. The following is the detail data.

a. Minimizing

Minimizing here means the apologizer tries to minimize the degree of offense by saying that the offense is not big deals. There is one datum which is discussed in this part, and the discussion is below

Datum 17

“A story of suffering and unbearable loss, but ultimately a story of strength, as those affected by forced adoptions found their voice. Organized and shared their experiences.”

Through the sentence which stated in Prime Minister Julia’ speech transcript, it seems that Prime Minister Julia tries to resolve this problem, forced adoption, by saying speech in front of the victims. In this forum, Prime Minister Julia wants to convey that a forced adoption is not merely suffered story, yet it gives another good impact. Through the sadness that the victims have, in the contrary it indirectly forces them to encourage and make them convey their feeling in front of people.

As what exists in the blocked sentence above, ***“A story of suffering and unbearable loss, but ultimately a story of strength, as those affected by forced adoptions found their voice”***, it proves that the society can get positive side of the forced adoption practice. Here, Julia not only delivering sorry toward the victims, she also gives such a self-defense for what have done. It shows that the forced adoption is not totally bad since it succeed to make the mother and whoever who, get effect of forced adoption gather and share their experience. They also may find their braveness to reveal their opinion in public.

Hence, from those aspects, the researcher classifies that sentence as minimizing type of apology strategy, since apologizer tries to minimize the degree of offense by saying that the offense is not big deals. And that way is applied by Julia in delivering her speech.

3.1.7 Offer of repair

a. Repair

As one of type in “offer of repair” strategy, this type is done when the apologizer wants to pay for the damage occurred as the effect by violation which is done by the apologizer. In this type, there are 2 data which are found and discussed as follow.

Datum 18

*“We resolve, as a nation, to do all in our power to make sure these practices are never repeated. In facing future challenges, we will remember the lessons of family separation. **Our focus will be on protecting the fundamental rights of children and on the importance of the child's right to know and be cared for by his or her parents.**”*

Based on the sentences above, the government tries to keep in mind the problem that is caused by forced adoption. The government has got the lesson from that problem and later it will be a reminder to not do it anymore as well as to not repeat the same mistake. And after stating that sentences, Julia gives the emphasizing on the following sentence **“Our focus will be on protecting the fundamental rights of children and on the importance of the child's right to know and be cared for by his or her parents.”**

From that sentence, it shows the effort of repair done by the government. The government is eager to have a harmonic relation with the society, especially to the victims of this forced adoption. For realizing that hope, the government firstly will focus on protecting the right of children and tries to fulfill the children needs as the repair action of this problem. In short, through some features that are found in the

sentences provided above, the researcher considers it as apology strategy in the type of “repair”.

Datum 19

“We also pledge resources to match today’s words with actions.”

As like the previous datum, this datum is a continuation statement from the previous data. Therefore, since the previous datum conveys the desire of government who wants to repair the condition by the action which is able to pay the damage before, this sentence is clearly and simply showing that meaning as well.

That is supported by the word *“pledge resources to match today’s words with actions”* in which gives the understanding that government showing the emphasizing on what they will do. And it truly will be done by the real action from them. Thus, this sentence also may be considered as the apology strategy in the type of “repair”.

b. Compensation

Compensation here means as a tool used when the apologizer thinks that repair is impossible for being applied. Hence, the apologizer may offer the compensation action or such a respectful action to the complainer.

Datum 20

“To redress the shameful mistakes of the past, we are committed to ensuring that all those affected get the help they need, including access to specialist counseling services and support, the ability to find the truth in freely available records and assistance in reconnecting with lost family.”

Here, it is clearly seen that the government wants to make an agreement to the victims particularly and to the society generally, for what government did in the past. The government states clearly such a list of action that will be done for compensation given. This is shown as like these utterances, **“we are committed to ensuring that all those affected get the help they need, including access to specialist counseling services and support, the ability to find the truth in freely available records and assistance in reconnecting with lost family.”**

Therefore, from those sentences, it is obviously claimed that the government does an apology strategy in type of “compensation” since the features are similar to the compensation itself and also the government does such a respectful action to the complainer.

Datum 21

“We will provide \$5 million to improve access to specialist support and records tracing for those affected by forced adoptions. And we will work with the states and territories to improve these services. The Government will also deliver \$5 million so that mental health professionals can better assist in caring for those affected by forced adoption. We will also provide \$1.5 million for the National Archives to record the experiences of those affected by forced adoption through a special exhibition.”

From the whole sentences of datum 21, clearly indicates that it is a form of compensation which belongs to the apology strategy did by the government. It is simply stated that all those actions are the form of regret and desire to repair the condition caused by forced adoption. The government here thinks that repair is not

enough to do for the victims, since the effect is too big for make the society feel suffered. Hence, the government also gives this compensation toward the victims.

3.2 Discussion

This part will extend the analysis of the finding in the previous part. From the finding above, there are 21 data which are found by the researcher. Those data belongs to Prime Minister Julia Gillard statement which uses some type of apology strategy, and the rest of Julia's statements are not using apology strategy.

The types of apology strategy which are used by Julia in her speech includes Rejection (Implicit denial of responsibility, justification, and blaming someone else); Acknowledgement of responsibility (explicit acknowledgement, implicit acknowledgement, and expression of embarrassment); Expression of apology (expression of regret and offer of apology); promise and forbearance, expressing concern for the hearer, minimizing, as well as offer of repair (repair and compensation).

The presented data above explains that as long as delivering her speech in her press conference apology, Julia Gillard used some types of apology strategy in order to make the society believe that Julia regrets for what she did. Julia tried to portray herself that she had realized the mistakes she did causes the sufferings toward society. Also, she wanted to make sure the society that she would change either her bad treatment and behavior or her policies to be better than before.

For showing that intended meaning, Julia employed the acknowledgement of responsibility, expression of apology, expressing concern for hearer, promise and forbearance as well as offer of repair. The example of the use of the acknowledgement of responsibility by Julia is that “***We acknowledge the profound effects of these policies and practices on fathers***”. She used that sentence to reveal that she admits clearly her action which caused bad effect toward the society. Then, by arguing that confessing the responsibility is not enough to make the society believed in her, Julia also used the expression of apology, such as “***For the loss, the grief, the disempowerment, the stigmatization and the guilt, we say sorry***”.

She also emphasized her willingness to say sorry by applying the expression concern for hearer likes “***The hurt did not simply last for a few days or weeks. This was a wound that would not heal.***” Here, Julia started to grab the empathy from the society by showing her sympathy toward them. The use of promise and forbearance also existed to emphasize the effort of Julia in saying sorry. It is illustrated through the sentence “***We can promise you all that no generation of Australians will suffer the same pain and trauma that you did.***”

Furthermore, Julia also provided the offer of repair to make sure the society that Julia was really sorry for the fault. The examples of the sentence that is used by Julia for showing the offer of repair are that “***Our focus will be on protecting the fundamental rights of children and on the importance of the child's right to know and be cared for by his or her parents.***” And “***we are committed to ensuring that all those affected get the help they need, including access to specialist counseling***”

services and support, the ability to find the truth in freely available records and assistance in reconnecting with lost family.”

Those two examples above illustrating the use of apology strategy in the type of repair offer. The first example is represented the repair type which is done by Julia to pay for the damage occurred as the effect by violation. Besides, the second example is coming from the compensation type which is meant to give such a respectful action to the victim when the repair is argued to be not enough for paying the damage.

In contrast with the previous types which indicate the effort for admitting the fault and saying sorry, there is another type that is used for giving a short clarification for the action. Those types are sometimes used to protect and give self-defense in which implies that the position of the government is not to be underestimated as well as still in high position among the level of society. The use of those types are represented through these following sentences, *“And, by speaking truth to power, brought about the Apology we offer today. This story had its beginnings in a wrongful belief that women could be separated from their babies and it would all be for the best.”* That belongs to justification type in which Julia showed that she cannot be blamed for the whole action done.

Another example is blaming someone else, which is shown by the sentence *“Most common of all was the bullying arrogance of a society that presumed to know what was best.”* Then, as the last type is minimizing which is done to decrease the degree of offense. This type is represented by the words *“A story of suffering and*

unbearable loss, but ultimately a story of strength, as those affected by forced adoptions found their voice.”

Additionally, from those various types of apology strategy used by Julia Gillard in her press conference, the dominant apology strategy that had employed is that the expression of apology. The data which are found and considered as the dominant strategy are the expression of apology with the number of data is 7 data. Hence, through the dominant strategy used by Julia, the researcher can conclude that Julia tried to show her remorse to the society and portray herself that she had realized the fault. Therefore, she said sorry humbly and truly from her deep heart.

CHAPTER IV

CONCLUSION AND SUGGESTION

This chapter provides the conclusion of findings and discussion as well as suggestion for further research in this area.

4.1 Conclusion

Based on the research findings and discussion provided above, the researcher may propose some conclusion. Firstly, in delivering the utterance for apologizing, Prime Minister Julia Gillard adopted the apology strategies (to show the effort in rehabilitating the relation by apologizing), which consists of confession and rejection. The confession category includes Acknowledgement of responsibility (explicit acknowledgement, implicit acknowledgement, and expression of embarrassment); Expression of apology (expression of regret and offer of apology); promise and forbearance, expressing concern for the hearer, also offer of repair (repair and compensation). On the other hand, the utterances that represent rejection categories include Rejection (Implicit denial of responsibility, justification, and blaming someone else minimizing).

Furthermore, looking at the way of delivering an apologize, Prime Minister Julia Gillard here often employed the expression of apology in order to attract the audience the sympathy of them, thus the audience can forgive Julia Gillard. Moreover, in choosing the expression of apology among the other apology strategies,

Julia might be able to get an influence from her culture, which focuses on honesty, kindness, and openness toward the mistake done.

The result of this study is expected to give some contributions in relation with the study of apology strategy. Since the study focuses on apology strategies used by Julia Gillard on National Apology speech, the researcher believes that this research can be used for students' direction as well as the background knowledge for them in deepening the understanding of apology strategy, especially the one which is applied in conference.

Moreover, the researcher believes that it can also give contribution for lecturers, in which it can be an empirical proof that apology strategy can be applied in analyzing conference based on Speech Acts approach. Therefore, the findings will be useful to enlarge the readers' views on apology strategy as well as becomes an open gate for those who are interested in doing relevant research.

Finally, based in the research findings although the whole utterances seem to support and illustrate an apology toward the society, the researcher believes that in adopting the apology strategies in her press conference, Julia is not completely neutral in her position. She might incline to the government group for getting the forgiveness from the society. Therefore, it can be concluded that she mostly uses statements and explanations for this purpose.

4.2 Suggestion

This study shows the need for further research in the area of speech acts and particularly in the area of expressive and apologies. Therefore, for the next researchers or the students who want to conduct a research in Apology strategies are suggested to use the other object, in order to explore more the material about Apology strategies.

Besides, the researcher suggests to use the collaboration between two different theories in analyzing a discourse, for instance Goffman's theory (1971) and Trosborg's (1995) in order to get comprehensive discussion, because it is not only discuss about the content of the text but also its texture, so it will give different results and enlarge the discussion about the topic as well.

Lastly, for the reader of the press conference of apology or others which implied the apologize purpose, are suggested to be more careful in taking the conclusion, since the differences of conveying apology strategies that exist determine the intended purpose that the apologizer has.

BIBLIOGRAPHY

- Abadi, Adina. (1990). The speech act of apology in political life. *Journal of Pragmatics* 14:467-487.
- Aijmer, Karin. (1996). *Conversational Routines in English: Convention and Creativity*. London: Longman.
- Austin, John L. (1970). "A Plea for Excuses." In *Philosophical Papers*, J. O. Urmson and G. J. Warnock (eds), 175-204. Oxford: Oxford University Press (first edited 1961).
- Bataineh Ruba Fahmi and Rula Fahmi Bataineh. (2005). Apology strategies of Jordanian EFL university students. *Journal of Pragmatics* 38 (11): 1901-1927.
- Benoit, William L. (1995). *Accounts, Excuses and Apologies. A Theory of Image Restoration Strategies*. NY: State University of New York Press.
- Bergman, Marc L. and Gabriele Kasper. (1993). "Perception and performance in native and nonnative apology." In *Interlanguage Pragmatics*, G. Kasper and Sh. Blum-Kulka (eds), 82-107. Oxford: Oxford University Press.
- Blum-Kulka, Shoshana and Elite Olshtain. (1984). Requests and apologies: A cross-cultural study of speech act realization patterns. *Applied Linguistics* 5: 176-213.
- Borkin, Ann and Susan M. Reinhart. (1978). "Excuse me" and "I'm sorry". *TESOL Quarterly* 12: 57-70.
- Cohen, Andrew D. (1996). "Speech acts." In *Sociolinguistics and Language Teaching*, S. Lee McKay and N.H. Hornberger (eds), 383-420. Cambridge: Cambridge University Press.
- Cohen, Andrew D. and Elite Olshtain. (1981). Developing a measure of sociocultural competence: The case of apology. *Language Learning* 31: 113-134. 2
- Cohen, Andrew D. and Elite Olshtain. (1994). "Researching the production of second-language speech acts." In *Research Methodology in Second-Language Acquisition*, E. Tarone, S.M. Gass and A.D. Cohen (eds), 143-156. Hillsdale, New Jersey: Lawrence Erlbaum Associates.

- Cordella, Marisa. (1990). Apologizing in Chilean Spanish and Australian English: A crosscultural perspective. *Australian Review of Applied Linguistics* 7: 66-92.
- Coulmas, Florian. (1981). "Poison to your soul". Thanks and apologies contrastively viewed" In *Conversational Routine: Explorations in Standardized Communication Situations and Prepatterned Speech*, F. Coulmas (ed.), 69-91. The Hague: Mouton.
- Cunningham, Michael. (1999). Saying sorry: The politics of apology. *Political Quarterly* 70: 285-293.
- Deutschmann, Mats. (2003). *Apologising in British English*. Umeå: Umeå Universitet.
- Fraser, Bruce. (1981). "On apologising." In *Conversational Routine: Explorations in Standardized Communication Situations and Prepatterned Speech*, Florian Coulmas (ed.), 259-271. The Hague: Mouton.
- García, Carmen. (1989). Apologizing in English: Politeness strategies used by native and nonnativespeakers. *Multilingua* 8: 3-20.
- Goffman, Erving. (1971). *Relations in Public: Microstudies of the Public Order*. Harmondsworth: Penguin.
- Hussein, Riyad F. and Mamoun T. Hammouri. (1998). Strategies of apology in Jordanian Arabic and American English. *Grazer Linguistische Studien* 49: 37–51.
- Jaworski, Adam. (1994). Apologies and non-apologies: Negotiation in speech act realization. *Text* 14: 185-206.
- Julia Gillard. Retrieved from https://en.wikipedia.org/wiki/Julia_Gillard. June 20, 2015 10:10 pm
- Majeed & Janjua. (2014). *Apology Strategies and Gender: A Pragmatic Study of Apology Speech Acts in Urdu Language*. Jurnal of Education and Review 2(3), 054-061
- Marzuki, Ernisa. (2013). *Linguistic Feature in SMA Apologies by Malay Native Speakers*. Journal of Language studies 13(3), 179-192
- Meier, Ardith J. (1998). Apologies: What do We Know? *International Journal of Applied Linguistics* 8: 216- 231

- National Apology for Forced Adoptions Transcript*. Retrieved from <https://independentaustralia.net/politics/politics-display/national-apology-for-forced-adoption,5137> June 20, 2015 10:10 pm
- Olshtain, Elite. (1983). "Sociocultural competence and language transfer: The case of apology." In *Language Transfer in Language Learning*, S.M. Gass and L. Selinker (eds), 232-249. Rowley, MA: Newbury House Publishers.
- Olshtain, Elite. (1989). "Apologies across languages." In *Cross-cultural Pragmatics: Requests and Apologies*, Sh. Blum-Kulka, J. House and G. Kasper (eds), 155-173. Norwood, N. J.: Ablex.
- Olshtain, Elite and Andrew D. Cohen. (1983). "Apology: A speech act set." In *Sociolinguistics and Language Acquisition*. N. Wolfson and E. Judd (eds), 18-35. Rowley, MA: Newbury House Publishers, Inc.
- Olshtain Elite and Shoshana Blum-Kulka. (1985). "Degree of approximation: Nonnative reactions to native speech act behaviour." In *Input in Second Language Acquisition*, S.M. Gass and C.G. Madden (eds), 303-323. Rowley, MA: Newbury House.
- Rintell, Ellen M. and Candace J. Mitchell. (1989). "Studying requests and apologies: An inquiry into method." In *Cross-cultural Pragmatics: Requests and Apologies*, Sh. Blum-Kulka, J. House and G. Kasper (eds), 248-272. Norwood, N. J.: Ablex.
- Riyani, Ika Dewi. (2010). *Apology Strategies Used by The Characters of Joe Wright's Pride and Prejudice Movie*. Malang, retrieved from lib.uin-malang.ac.id.
- Robbennolt, Jennifer K. (2006). Apologies and settlement levers. *Journal of Empirical Legal Studies* 3 (2): 333-373.
- Robinson, Jeffrey D. (2004). The sequential organization of "explicit" apologies in naturally occurred English. *Research on Language and Social Interaction* 37: 291-330.
- Speech Act*. Retrieved from https://en.wikipedia.org/wiki/Speech_acts. June 20, 2015 10:05 pm
- Suszczyńska, Małgorzata. (1999). Apologizing in English, Polish and Hungarian: Different languages, different strategies. *Journal of Pragmatics* 31: 1053-1065.

- Suszczyńska, Małgorzata. (2005). Apology routine formulae in Hungarian. *Acta Linguistica Hungarica* 52: 77-116.
- Trosborg, Anna. (1987). Apology strategies in natives/ non-natives. *Journal of Pragmatics* 11:147-167.
- Trosborg, Anna. (1995). *Interlanguage Pragmatics. Requests, Complaints and Apologies*. Berlin: Mouton de Gruyter.
- Vollmer, Helmut J. and Elite Olshtain. (1989). "The language of apologies in German." In *Cross-Cultural Pragmatics: Requests and Apologies*, Sh. Blum-Kulka, J. House and G. Kasper (eds), 197-218. Norwood, N. J.: Ablex.
- Wolfson, Nessa, Thomas Marmor and Steve Jones. (1989). "Problems in the comparison of speech acts across cultures." In *Cross-cultural Pragmatics: Requests and Apologies*, Sh. Blum-Kulka, J. House, and G. Kasper (eds), 174-196. Norwood, N. J.: Ablex.
- Yule, George. (1996). *Pragmatics*. New York: Oxford University Press.

National Apology for Forced Adoptions

(Delivered by Prime Minister Julia Gillard, Canberra, 21 March 2013, full text.)

Today, this Parliament, on behalf of the Australian people, takes responsibility and apologises for the policies and practices that forced the separation of mothers from their babies, which created a lifelong legacy of pain and suffering.

We acknowledge the profound effects of these policies and practices on fathers.

And we recognise the hurt these actions caused to brothers and sisters, grandparents, partners and extended family members.

We deplore the shameful practices that denied you, the mothers, your fundamental rights and responsibilities to love and care for your children. You were not legally or socially acknowledged as their mothers. And you were yourselves deprived of care and support.

To you, the mothers who were betrayed by a system that gave you no choice and subjected you to manipulation, mistreatment and malpractice, we apologise.

We say sorry to you, the mothers who were denied knowledge of your rights, which meant you could not provide informed consent. You were given false assurances. You were forced to endure the coercion and brutality of practices that were unethical, dishonest and in many cases illegal.

We know you have suffered enduring effects from these practices forced upon you by others. For the loss, the grief, the disempowerment, the stigmatisation and the guilt, we say sorry.

To each of you who were adopted or removed, who were led to believe your mother had rejected you and who were denied the opportunity to grow up with your family and community of origin and to connect with your culture, we say sorry.

We apologise to the sons and daughters who grew up not knowing how much you were wanted and loved.

We acknowledge that many of you still experience a constant struggle with identity, uncertainty and loss, and feel a persistent tension between loyalty to one family and yearning for another.

To you, the fathers, who were excluded from the lives of your children and deprived of the dignity of recognition on your children's birth records, we say sorry. We acknowledge your loss and grief.

We recognise that the consequences of forced adoption practices continue to resonate through many, many lives. To you, the siblings, grandparents, partners and other family members who have shared in the pain and suffering of your loved ones or who were unable to share their lives, we say sorry.

Many are still grieving. Some families will be lost to one another forever. To those of you who face the difficulties of reconnecting with family and establishing on-going relationships, we say sorry.

We offer this apology in the hope that it will assist your healing and in order to shine a light on a dark period of our nation's history.

To those who have fought for the truth to be heard, we hear you now. We acknowledge that many of you have suffered in silence for far too long.

We are saddened that many others are no longer here to share this moment. In particular, we remember those affected by these practices who took their own lives. Our profound sympathies go to their families.

To redress the shameful mistakes of the past, we are committed to ensuring that all those affected get the help they need, including access to specialist counselling services and support, the ability to find the truth in freely available records and assistance in reconnecting with lost family.

We resolve, as a nation, to do all in our power to make sure these practices are never repeated. In facing future challenges, we will remember the lessons of family separation. Our focus will be on protecting the fundamental rights of children and on the importance of the child's right to know and be cared for by his or her parents.

With profound sadness and remorse, we offer you all our unreserved apology.

This Apology is extended in good faith and deep humility.

It will be a profound act of moral insight by a nation searching its conscience.

It will stand in the name of all Australians as a sign of our willingness to right an old wrong and face a hard truth.

As Australians, we are used to celebrating past glories and triumphs, and so we should.

We are a great nation.

But we must also be a good nation.

Therefore we must face the negative features of our past without hesitation or reserve.

That is why the period since 2008 has been so distinctive because it has been a moment of healing and accountability in the life of our nation.

For a country, just as for a person, it takes a lot of courage to say we are sorry.

We don't like to admit we were mistaken or misguided.

Yet this is part of the process of a nation growing up:

Holding the mirror to ourselves and our past, and not flinching from what we see.

What we see in that mirror is deeply shameful and distressing.

A story of suffering and unbearable loss.

But ultimately a story of strength, as those affected by forced adoptions found their voice.

Organised and shared their experiences.

And, by speaking truth to power, brought about the Apology we offer today.

This story had its beginnings in a wrongful belief that women could be separated from their babies and it would all be for the best.

Instead these churches and charities, families, medical staff and bureaucrats struck at the most primal and sacred bond there is — the bond between a mother and her baby.

Those affected by forced adoption came from all walks of life.

From the city or the country.

People who were born here or migrated here and people who are Indigenous Australians.

From different faiths and social classes.

For the most part, the women who lost their babies were young and vulnerable.

They were often pressurised and sometimes even drugged.

They faced so many voices telling them to surrender, even though their own lonely voice shouted from the depths of their being to hold on to the new life they had

created.

Too often they did not see their baby's face.

They couldn't sooth his first cries.

Never felt her warmth or smelt her skin.

They could not give their own baby a name.

Those babies grew up with other names and in other homes.

Creating a sense of abandonment and loss that sometimes could never be made whole.

Today we will hear the motion moved in the Parliament and many other words spoken by those of us who lead.

But today we also listen to the words and stories of those who have waited so long to be heard.

Like the members of the Reference Group personally affected by forced adoption who I met earlier today.

Lizzy Brew, Katherine Rendell and Christine Cole told me how their children were wrenched away so soon after birth.

How they were denied basic support and advice.

How the removal of their children led to a lifetime of anguish and pain.

Their experiences echo the stories told in the Senate report.

Stories that speak to us with startling power and moral force.

Like Linda Bryant who testified of the devastating moment her baby was taken away: When I had my child she was removed. All I saw was the top of her head I knew she had black hair.

So often that brief glimpse was the final time those mothers would ever see their child.

In institutions around Australia, women were made to perform menial labour in kitchens and laundries until their baby arrived.

As Margaret Bishop said:
It felt like a kind of penance.

In recent years, I have occasionally passed what then was the Medindi Maternity Hospital and it generates a deep sadness in me and an odd feeling that it was a Dickensian tale about somebody else.

Margaret McGrath described being confined within the Holy Cross home where life was 'harsh, punitive and impersonal'.

Yet this was sunny postwar Australia when we were going to the beach and driving our new Holdens and listening to Johnny O'Keefe.

As the time for birth came, their babies would be snatched away before they had even held them in their arms.

Sometimes consent was achieved by forgery or fraud.

Sometimes women signed adoption papers while under the influence of medication.

Most common of all was the bullying arrogance of a society that presumed to know what was best.

Margaret Nonas was told she was selfish.

Linda Ngata was told she was too young and would be a bad mother.

Some mothers returned home to be ostracised and judged.

And despite all the coercion, many mothers were haunted by guilt for having given away their child.

Guilt because, in the words of Louise Greenup, they did not 'buck the system or fight'.

The hurt did not simply last for a few days or weeks.

This was a wound that would not heal.

Kim Lawrence told the Senate Committee:

The pain never goes away, that we all gave away our babies. We were told to forget what had happened, but we cannot. It will be with us all our lives.

Carolyn Brown never forgot her son:

I was always looking and wondering if he was alive or dead.

From then on every time I saw a baby, a little boy and even a grown up in the street, I would look to see if I could recognise him.

For decades, young mothers grew old haunted by loss.

Silently grieving in our suburbs and towns.

And somewhere, perhaps even close by, their children grew up denied the bond that was their birth-right.

Instead they lived with self-doubt and an uncertain identity.

The feeling, as one child of forced adoption put it, 'that part of me is missing'.

Some suffered sexual abuse at the hands of their adoptive parents or in state institutions.

Many more endured the cruelty that only children can inflict on their peers:
Your mum's not your real mum, your real mum didn't want you.

Your parents aren't your real parents, they don't love you.

Taunts vividly remembered decades later.

For so many children of forced adoption, the scars remain in adult life.

Phil Evans described his life as a:
rollercoaster ride of emotional trauma; indescribable fear; uncertainty; anxiety and self-sabotage in so many ways.

Many others identified the paralysing effect of self-doubt and a fear of abandonment:
It has held me back, stopped me growing and ensured that I have lived a life frozen.

I heard similar stories of disconnection and loss from Leigh Hubbard and Paul Howes today.

The challenges of reconnecting with family.

The struggles with self-identity and self-esteem.

The difficulties with accessing records.

Challenges that even the highest levels of professional success have not been able to assuage or heal.

Neither should we forget the fathers, brothers and sisters, grandparents and other relatives who were also affected as the impact of forced adoption cascaded through each family.

Gary Coles, a father, told me today of the lack of acknowledgment that many fathers have experienced.

How often fathers were ignored at the time of the birth.

How their names were not included on birth certificates.

How the veil of shame and forgetting was cast over their lives too.

My fellow Australians,

No collection of words alone can undo all this damage.

Or make whole the lives and families fractured by forced adoption.

Or give back childhoods that were robbed of joy and laughter.

Or make amends for the Birthdays and Christmases and Mother's or Father's Days that only brought a fresh wave of grief and loss.

But by saying sorry we can correct the historical record.

We can declare that these mothers did nothing wrong.

That you loved your children and you always will.

And to the children of forced adoption, we can say that you deserved so much better.

You deserved the chance to know, and love, your mother and father.

We can promise you all that no generation of Australians will suffer the same pain and trauma that you did.

The cruel, immoral practice of forced adoption will have no place in this land any more.

We also pledge resources to match today's words with actions.

We will provide \$5 million to improve access to specialist support and records tracing for those affected by forced adoptions.

And we will work with the states and territories to improve these services.

The Government will also deliver \$5 million so that mental health professionals can better assist in caring for those affected by forced adoption.

We will also provide \$1.5 million for the National Archives to record the experiences of those affected by forced adoption through a special exhibition.

That way, this chapter in our nation's history will never again be marginalised or forgotten again.

Today's historic moment has only been made possible by the bravery of those who came forward to make submissions to the Senate Committee and also of those who couldn't come forward but who nurtured hope silently in their hearts.

Because of your courage, Australia now knows the truth.

The report prepared so brilliantly by Senator Siewert and the Senate Committee records that truth for all to see.

This was further reinforced by the national consultations that Professor Nahum Mushin and his reference group undertook to draft the national apology.

Their guidance and advice to government on the drafting of the apology have been invaluable.

Any Australian who reads the Senate report or listens to your stories as I have today will be appalled by what was done to you.

They will be shocked by your suffering.

They will be saddened by your loss.

But most of all, they will marvel at your determination to fight for the respect of history.

They will draw strength from your example.

And they will be inspired by the generous spirit in which you receive this Apology.

Because saying 'Sorry' is only ever complete when those who are wronged accept it.

Through your courage and grace, the time of neglect is over, and the work of healing can begin.



KEMENTERIAN AGAMA
UNIVERSITAS ISLAM NEGERI MAULANA MALIK IBRAHIM, MALANG
FAKULTAS HUMANIORA

Jalan Gajayana 50, Malang 65144 Telepon (0341) 570872

Website: <http://humaniora.uin-malang.ac.id>

Name : M. Yunal Sholahudh Dzihni

Reg. Number : 11320025

Department : English Language and Letters Department

Title : *Apology Strategy Used by PM Julia Gillard on National
Apology of "Forced Adoption"*

Advisor : Dr. H. Langgeng Budianto, M.Pd

No	Date	Description	Signature
1	March 12, 2015	Revising the Title	
2	April 16, 2015	Revising Chapter I	
3	May 14, 2015	Revising Chapter I (Part 2)	
4	June 4, 2015	Revising Chapter I, II (Proposal Thesis Revising)	
5	August 20, 2015	Revising Chapter I & II	
6	September 17, 2015	Rivising Chapter I & II (Final)	
7	October 9, 2015	Revising Chapter III	
8	October 23, 2015	Final Revise of Chapter I-IV	

Approved by the Head of
English Language and Letters Department,

Dr. Syamsudin, M. Hum
NIP 19691122 200604 1 001

CURRICULUM VITAE**IDENTITAS DIRI**

Nama Lengkap : M. Yunal Sholahudh Dzhini
 Jenis Kelamin : Laki-laki
 Tempat dan Tanggal Lahir : Pasuruan, 04 Juni 1993
 Status : Belum menikah
 Agama : Islam
 Kewarganegaraan : Indonesia
 Perguruan Tinggi : Universitas Islam Negeri Maulana Malik Ibrahim
 - Malang
 Fakultas/Jurusan : Humaniora/Bahasa dan Sastra Inggris
 Nama Ayah : Dr. H. Ubaidillah M.Ag
 Nama Ibu : Dra. Hj. Himmayatin Ni'mah
 Alamat Sementara : Perum Graha Dewata W 9 Malang
 Alamat Rumah : Jl. Raya Sukorejo No. 454 Sukorejo Pasuruan
 Hp. : 081331499995
 E-mail : yunaldzhini@rocketmail.com /
yunaldzhini@gmail.com

RIWAYAT PENDIDIKAN FORMAL

No.	Tahun Lulus	Jenjang	Pendidikan	Jurusan
1	2000	TK	TK Al Ma'arif Sukorejo	-
2	2005	SD	SDN Glagahsari 1	-
3	2008	SMP	SMPN 1 Pandaan	-
4	2011	SMA	SMAN 1 Pandaan	IPA

5	2015	S-1	Fakultas Humaniora UIN Maulana Malik Ibrahim Malang	Bahasa dan Sastra Inggris
---	------	-----	--	------------------------------

PENGHARGAAN, PERLOMBAAN & PENGEMBANGAN DIRI

No.	Tahun	Event	Penyelenggara	Keterangan
1	8 Mei 2014	Mahasiswa Berprestasi Non Akademik Semester Genap Tahun Akademik 2013/2014	Fakultas Humaniora, UIN Maulana Malik Ibrahim Malang	Mahasiswa Berprestasi Fakultas Humaniora

PENGALAMAN ORGANISASI

No.	Tahun	Organisasi	Jabatan
1	2005-2006	DKP PRAMUKA SMPN 1 PANDAAN	Anggota
2	2006-2007	DKP PRAMUKA SMPN 1 PANDAAN	Wakil Ketua
3	2008-2009	OSIS SMAN 1 PANDAAN	Anggota
4	2009-2010	OSIS SMAN 1 PANDAAN	Anggota
5	2011-2012	Himpunan Mahasiswa Jurusan BSI	Devisi Penalaran dan Intelektual
6	2012-2013	Himpunan Mahasiswa Jurusan BSI	Divisi Kesenian dan Keolahragaan
7	2013-2014	Dewan Eksekutif Mahasiswa Fakultas Humaniora	Departemen Seni dan Budaya
8	2011-2012	Pergerakan Mahasiswa Islam Indonesia (PMII)	Divisi Gerakan
9	2012-2013	Pergerakan Mahasiswa Islam Indonesia (PMII)	Divisi Gerakan
10	2014-2015	ARTYZES	Divisi Travel
11	2015-sekarang	ARTYZES	Supervisor (Ketua)

PENGALAMAN PELATIHAN/ TRAINING & WORKSHOP

No.	Tahun	Pelatihan/Training	Penyelenggara	Status
1	2011	Sekolah Pergerakan	PMII RAYON PERJUANGAN	Peserta
2	2012	Sekolah Parlemen	PMII KOMISARIAT SUNAN AMPEL	Peserta
3	2014	Workshop CINEMATOGRAPHY	FAKULTAS HUMANIORA	Peserta

KARYA TULIS & SASTRA

No.	Tahun	Judul	Jenis	Ket
1	2014	Representative of Anime on Indonesian Teenagers	Mini Research / Journal	PKM (Lolos)

Malang, 28 Januari 2016

M. Yunal Sholahudz Dzihni