

**TITLE SHEET**  
**APOLOGY STRATEGIES USED BY THE CHARACTERS OF**  
**BEAUTIFUL CREATURE FILM 2013**

**THESIS**

**Presented to:**

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**In partial fulfillment of the requirements for Degree of Sarjana Sastra (S.S)**

**By**

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**2015**

## APPROVAL SHEET

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## MOTTO

﴿قَوْلٌ مَّعْرُوفٌ وَمَغْفِرَةٌ خَيْرٌ مِّنْ صَدَقَةٍ يَتْبَعُهَا أَذًى وَاللَّهُ غَنِيٌّ

حَلِيمٌ﴾ ٢٦٣

“Kind speech and forgiveness are better than charity followed by injury, and Allah is free of need and forbearing”. (QS. Al-Baqarah : 263)



## DEDICATION

*This thesis is dedicated for my beloved parents Alm. H. Muhadjir, S. Pd. and Hj.*

*Suharni, my brother Syamsuddin, my sister Lutfiati, and Harisul Islam*

*who always accompanies, pray, advice, and supports me.*

I DO LOVE YOU

*And my big family*



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Alhamdulillah, all praises and gratitude always uttered to Allah SWT. Having mercies upon all His creatures, and He is The Lord of universe who has power and chance to finish my Thesis. Sholawat and Salam are also delivered to the Prophet Muhammad saw. who become the best model of the religion This Thesis is intended to fulfil the requirement for achieving the degree of *Sarjana Sastra (S.S)* in English Language and Letters Department at Maulana Malik Ibrahim State Islamic University of Malang. This research would not have been completed without contributions and supports from all. Thus, in completing this thesis I would express deepest gratitude to:

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2. My beloved brother and sister, Syamsuddin and Lutfiati, I thank them for praying me every time.
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Finally, I truly realize that this Thesis still needs constructive criticism and suggestions from the readers in order to make it perfect and hopefully it can be useful, especially for English Language and Letters students. The last, I pray to Allah SWT. May Allah bless to us.  
Amin.

Malang, 10 December 2014

The researcher,

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## ABSTRACT

**Sa'diyah, Halimatus.** 2014. *Apology strategies used by the characters of Beautiful Creature film 2013*. Thesis, Linguistics, English Language and Letters Department. Humanities Faculty. Maulana Malik Ibrahim State Islamic University of Malang.

Advisor : Drs. H. Basri Zain, M. A., Ph. D

Key Words : Apology Strategies, "Beautiful Creature" film 2013

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Apologize is a communicative event used by the people to repair their relationship. It could be done in our family or our social environments such as school, working place, and etc. Apology itself can be identified through out the language used by the people because they do apologize to admit their mistakes or misunderstanding. The purpose of this study is to know what kinds of apology strategies are used by the characters and how the functions of apology strategies used by the characters of Beautiful Creature film 2013.

This study applies descriptive qualitative method in finding apology strategies used. There are four steps in analyzing the data. The first is finding and explaining the utterances of apology used by the characters of Beautiful Creature film. The Second identifying and describing the utterance based on the category of apology strategies, Including rejection, minimizing the degree of offense, acknowledgement of responsibility, explanation of account, and expression of apology. The third discussing and analyzing the data using Anna Trosborg (1995) theory of apology strategies. The last, making conclusion based on the result of the data analysis to answer research problem.

The result of this study shows that the categories of apology strategies used by the characters of Beautiful Creature film 2013 are Rejection (Explicit denial of responsibility and Implicit denial of responsibility strategy), Acknowledgment of responsibility (implicit acknowledgment, expression of lack intent, expression of self-deficiency, and Expression of embarrassed) and Expression of apology (expression of regret, offer of apology, and request of forgiveness).

Finally, the researcher expects for the next researcher who is interested in apology strategy to examine using the other theory. The theories are proposed by Daniel Kramer Moore and Michael Moore and Aijmer.

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## ABSTRAK

Sa'diyah, Halimatus. 2015. *Strategi-strategi Permintaan Maaf yang Digunakan oleh Pemain-pemain di film Beautiful Creature 2013*. Skripsi, Linguistik, Jurusan Bahasa dan Sastra Inggris. Fakultas Humaniora. Universitas Islam Negeri Maulana Malik Ibrahim Malang.

Pembimbing : Drs. H. Basri Zain, M. A., Ph. D

Kata Kunci : Strategi-strategi Permintaan Maaf, film “Beautiful Creature” 2013

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Permintaan maaf adalah suatu peristiwa dalam berbicara yang digunakan oleh orang-orang untuk memperbaiki suatu hubungan. Kejadian seperti hal itu bisa terjadi didalam keluarga kita atau didalam lingkungan masyarakat seperti di sekolah, tempat kerja, dan lain-lain. Permintaan maaf itu sendiri bisa dilakukan melewati bahasa yang digunakan oleh orang-orang karena mereka menggunakan kata permintaan maaf untuk mengakui kesalahan dan kesalahpahaman. Tujuan dari penelitian ini adalah untuk mengetahui apa strategi-strategi permintaan maaf yang digunakan oleh pemain dan bagaimana fungsi dari strategi permintaan maaf yang digunakan oleh pemain didalam film *Beautiful Creature 2013*.

Penelitian ini menggunakan metoda kualitatif dalam menemukan strategi permintaan maaf yang digunakan. Ada 4 langkah didalam menganalisis data. Pertama, menemukan dan menjelaskan kata-kata permintaan maaf yang digunakan oleh pemain film *Beautiful Creature*. Kedua, mengidentifikasi dan mendiskripsikan kata-kata tergantung berdasarkan kategori strategi permintaan maaf, seperti penolakan, meminimalkan perasaan yang terluka, pengakuan dari bentuk tanggung jawab, pengakuan diri, dan ekspresi permintaan maaf. Ketiga, mendiskusikan dan menganalisis data menggunakan Anna Trosborg (1995) tentang teori strategi permintaan maaf. Terakhir, membuat kesimpulan dari hasil data yang dianalisis untuk menjawab permasalahan.

Hasil dari penelitian ini menunjukkan bahwa beberapa kategori strategi permintaan maaf yang digunakan oleh pemain di film *Beautiful Creature 2013* adalah penolakan (penolakan yang jelas untuk bertanggung jawab dan penolakan secara tidak jelas untuk bertanggung jawab), pengakuan dari bentuk tanggung jawab (pengakuan secara tidak jelas, ekspresi yang tidak sepenuhnya, ekspresi kekurangan diri, ekspresi malu), dan ekspresi permintaan maaf (ekspresi penyesalan, menawarkan permintaan maaf, dan meminta maaf)

Akhirnya, peneliti berharap kepada peneliti selanjutnya yang tertarik untuk meneliti strategi permintaan maaf untuk menggunakan teori yang lain. Seperti teori yang dikemukakan oleh Daniel Kramer Moore dan Michael Moore dan Aijmer

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# CHAPTER I

## INTRODUCTION

This chapter covers the elaboration on the background of the study, research problems, objectives of the study, the significance of the study, scope and limitation, and definition of the key terms.

### 1.1 Background of the study

Language is the important thing which is used by people to communicate. Language becomes the important thing because language use by people to several reasons. They are to communicate, to convey a message, and to show the identity of people. As Holland (1998) concludes that identity is one of the important things for us knowing who we are and what we said. It means the language will influence the value or the identity when we are speaking. Therefore, when we communicate by other people of course we have to choose the good word or utterance.

In the other hand, one of the reasons for people to use language is to ask apology (Parraningtyas, 2009:1). Especially, in Islam the concept of forgiving someone and to repair the relationship in the society has been mention in Holy Al-Qur'an (Al-Baqarah: 263).

*“Kind words and the covering of fault are better than charity followed by injury, and Allah is free of all wants and He is most forbearing”.* (Al-Baqarah: 263)

From the verse above, people can learn many things about apology. By doing apology or forgiveness we can get much reward from Allah swt because forgiveness is one action which is ordered by religion (Islam). It means, by giving forgiveness to other people, our religion will give much goodness in our life especially in our environment.

In addition, Apology becomes one of the good things to show our politeness to other people. Brown and Levinson (1987:66) regard apologies as “negative politeness strategies” in that, they are conveying respect, deference, and distance rather than friendliness and involvement. Apology becomes the negative politeness because apology is one of the things which admit our mistakes.

Furthermore, the language use can show the identity and politeness of the speaker (language use). Hence, politeness becomes one of the important points or symbol in our social and environment. As Brown and Levinson (1987) explain that politeness is one of the most important symbolic values to be socialized in our daily encounters as all cultures value politeness. Therefore, people have to know the situation or the value in every place because in every place has their own value.

This study will show us about apology strategies such as when we do some rejections to other people, of course, we have to ask apologize. Hence, Apology is also a good way to admit our mistake because apology is needed for our social life to be socialized. As Weeks (2003) explain that apology is needed to repair relationship.



Moreover, apology is not only actions which make us become a bad people but apology is some ways to show how good we are. Apology is done by people to admit their mistakes or misunderstanding to other people. Therefore, apology becomes the interesting topic to discuss for our daily life.

Apology can be identified through out the language used. The researcher use “Beautiful Creature” film as the subject. This film is selected because the utterance which is used by the characters. The utterance which is used has relationship with the language that the characters use. Trough the language, the characters can show the ways they ask apology. In other word the ways of the characters used to ask apology to other people close by the language they use. Furthermore, the subject of this study has several things to identify by using strategies of apology.

This study identifies some previous studies which work in various studies. For example Anam (2010), in his work, focuses on Daniel Kramer-Moore and Michael Moore’s theory and his subject is *The Edge of Reason Movie*. Other researcher such Riyani (2010) work in Cohen and Olshtain theory, her research discuss on *Joe Wright's Pride and Prejudice Movie*. Fitriani (2011) work in Trosborg and Aijmer theory and her subject is *Male and Female students*.

By those previous studies above, the apology on Anna Trosborg theory is needed to be explored more. The subject of this research is *Beautiful Creature film*. It will work because this subject is romantic fantasy film, of course this subject is more



unique than the several studies above. Therefore, almost teenager watches this film because they feel there is several knowledge that can be taken trough this film, such as the way they are to ask apologize to other people. Most, people will ask some apologies to other people when they do a mistake. Asking apology also shows our solidarity to other people.

### **1.2 Research Problems**

Based on the explanation of the theory and the subject above, there are two questions that have been formulated as follows:

1. What kinds of apology strategies are used by the characters of Beautiful creature film 2013?
2. What are the functions of apology strategies used by the characters of Beautiful creature film?

### **1.3 Objectives of the Study**

According to the research questions above, there are two objectives of the study, there are;

1. Identifying the strategy of apology which used in Beautiful creature film 2013.

2. Identifying the functions of apology strategies used in Beautiful creatures film 2013.

#### **1.4 Significances of the Study**

This film has two kinds of significance; theoretically and practically. Theoretically this research is expected to enlarge the knowledge about using apology. The readers will also learn more about apology strategies that they can use in their life to repair their mistakes or misunderstanding.

Practically of this study is expected to give message to the reader. This research expects the reader can be carefully to speak. This context does in order to avoid miscommunication. This research also can be useful for the reader who wants to add their knowledge about sociolinguistics, especially about apology. So, the reader will know more about apology itself.

#### **1.5 Scope and Limitation**

The subject of this study focused in the apology strategies on the Beautiful Creature Film. This research only focuses on analyzing apology used by the characters which used in the film 2013. In addition, this study analyzes the utterance which found in the Film. Considering the limited time, budget, and energy, and the researcher focuses on analyzing the apology strategies are used by the characters of Beautiful Creature film 2013.

## 1.6 Definition of Key Terms

In order to understand this research, the researcher provides the key terms in order to make the readers easier to understand this research as following:

1. Apology: is the statement saying that you are sorry for having done wrong, hurt feeling and etc.
2. Apology Strategies: method that used by individual person to avoid some misunderstanding in communication.
3. Beautiful Creatures: a movie tells the beautiful creature in this world which has power.

## **CHAPTER II**

### **REVIEW OF THE RELATED LITERATURE**

This chapter presents theories dealing with the focus of the study; speech act theory, speech act of apology, apology strategies by Trosborg (1995) and previous studies.

#### **2.1 Speech act theory**

The first author who discusses about speech act is Austin (1975). In this edition he did not use the term of speech act but performative sentence or utterance which is indicated that “the issuing of the utterance is the performing of an action” (p. 6). Therefore, speech act itself is the act which not only can do in explicit thing but also in implicit meaning by the people. Sometimes, people do not aware what they said. Hence, starting from Austin’s theory of performative utterance, Searle (1975) develop a hypothesis that is not only performative verb which contain act meaning but also all of utterances exactly have.

Speech act theory is used to help analyze the data in this study (Austin, 1983). Austin explained that utterance can perform three kind of act. First, locutionary act is the act of saying something or producing a series of sounds which mean something. Second, illocutionary act understood in term of its significance in communication. Such as betting, promising, denying, and ordering. Third, perlocutionary act understood by its practical effect on the audience.

In addition, Austin (1962) concluded that locutionary act is the performance of an utterance: the actual utterance and its ostensible meaning, comprising phonetic, phatic and rhetic acts corresponding to the verbal, syntactic and semantic aspects of any meaningful utterance.

“In uttering *e* [utterance act], *S* says something to *H* [locutionary act]; in saying something to *H*, *S* does something [illocutionary act]; and by doing something, *S* affects *H* [perlocutionary act]” (Bach & Harnish, 1979, p. 3)

An illocutionary act is also the pragmatic ‘illocutionary force’ of the utterance, thus its intended significance as a socially valid verbal action. And in certain cases a further perlocutionary act is its also actual effect, such as persuading, convincing, scaring, enlightening, inspiring, or otherwise, getting someone to do or realize something. Therefore, speech act is a unit of speaking and perform different function in communication (Riyani, 2010). For example, when we say, “*Could you please open the window?*”. This sentence shows that the speaker wish that the hearer open the window.

There are several characteristics that different in illocutionary act. It is often have features in common with each other. Consider utterances of the following sentences (Searle, 1965):

- 1) Will John leave the room?
- 2) John will leave the room.
- 3) John, leave the room!
- 4) Would that John left the room.
- 5) If John will leave the room, I will leave also.

The first would, characteristically, be a question, the second an assertion about the future, that is, a prediction, the third a request or order, the fourth an expression of a wish, and the fifth a hypothetical expression of intention (Searle, 1965). It means that there are several characteristics of illocutionary act which has their own features.

Searle in Leech (1983: 105) proposes five way classifications of illocutionary acts: declaratives, representatives, commissives, directive, and expressive.

First, declarative are speech acts in which the words and expression change the world by their utterances (e.g. *I declare, I resign*).

Second, representatives are speech acts in which the words state what the speaker believes to be the case (e.g. describing, claiming, hypothesizing, insisting, and predicting).

Third, commissives are speech act which the words, commit the speaker to future action (e.g. promising, offering, threatening, refusing, vowing, and volunteering).

Fourth, directives are speech act in which the words are aimed at making the hearer to do something (e.g. commanding, requesting, inviting, forbidding, and suggesting).

Fifth, expressive are speech acts in which the words state what the speaker feels (e.g. apologizing, praising, congratulating, deploring, and regretting).

## 2.2 Speech Act of Apology

Apology is one of expressive categories in illocutionary act. “Expressive is not only the name of illocutionary act but also the content which comprises so as to be called as “expressive” (Mukhlishoh, 2013). Hornby (2000:59) argue that the word apology is noun or word which has meaning a word or statement saying sorry for something that has been done wrong or some mistakes. Besides, it is not only uses when we do some mistakes and wrong words but also when we are going to do a polite activity. As Trosborg suggest that:

“The apologizer’s response has, therefore, a twofold aim: He or she must placate the complainer to restore social harmony and she or he must restore his or her own social status. A conflict between these two aims is likely to arise. Consequently, a complaint is not always followed by an apology. In turn, the recipient of an apology may or may not have been complaining” (1994:374-375)

Leech (1983: 104-105) argues that apologizing is an act which has convivial function. Convivial function can be interpreted as a function of the language prioritizes comfort of social relations between speakers and hearers. In the comfort of social relations, speakers show their respects to hearers. They will apologize if they feel, they had done an offense.

## 2.3 Apology Strategies by Trosborg (1995)

### 2.3.1 Rejection

This strategy uses for the speaker who do some rejections to other people.

It means this strategy uses for asking apology to other people when the speaker

does some mistakes by doing rejection. There are some categories of this strategy, they are:

a. Explicit denial of responsibility

In this category, the person may say she/he is not offender and feel not do some mistakes. The person also may emphasize she/he do not need to take responsible of some mistakes.

e.g.: “I know nothing about it”.

b. Implicit denial of responsibility

The person or people evade responsibility by ignoring the complaint. Usually, the person ignores the complaint, by talking something else. By talking something else the person can evade the responsibility about the mistakes.

e.g.: “I don’t thing that is my fault”.

c. Justification

In this strategy, the person can not be blame for the bad situation that happens. It means the person can give good argument or thing that she/he in the right situation.

e.g: “I have told you that I will try to come to your party but I didn’t promise anything, did I?”.

d. Attacking the complainer

In attacking the complainer, the person may attack the complainer. It’s done because she/he can not attack himself. It means, this situation



will do if the complainer doesn't have good defense. This situation can be a difficult situation for the apologizer but will be good situation for the complainer. The complainer will put all the mistakes to the person.

e.g: "Yesterday, you said that is okay if I use your money".

### 2.3.2 Minimizing the degree of offense

In this strategy, the speaker who did a mistake tries to minimize the degree of offense because he thinks only needs partly of responsible (Trosborg, 1995). It means that this strategy come because the speaker wants to show his partly of responsible. Besides, the speaker does not deny responsibility (Fitriani, 2011). Therefore, this strategy neither shows his partly of responsible nor denies responsibility. They are three strategies apply:

#### a. Minimizing

This strategy uses for something that show the responsibility. It means, the speaker want to show his/her responsibility when he/she do some mistakes.

e.g: "Oh, what does the matter, that's alright!".

#### b. Queering precondition

This strategy applies for complaining the response of some mistakes that he doesn't like.

e.g: "Who told to you that I would come to your house?".

#### c. Blaming

Usually, this strategy happens if the offence committed by offenders is part of the violations committed by third parties.

e.g: “I have tried to tell you, but you always busy with your job”.

### 2.3.3 Acknowledgement of responsibility

In this strategy the speakers can implicitly or explicitly claim to be responsible for their action (Trosborg, 1995). Therefore, if the speaker does some mistakes to other people he asks apology by using implicit and explicitly action. This strategy usually is used by the speaker to blame them. Therefore, there are six categories in this strategy, they are:

a. Implicit acknowledgement

Usually, the speaker tries to blame himself/herself implicitly. Although the speaker blame himself/herself but he/she doesn't say his fault directly. In this strategy the speaker tries to give explanation to the hearer about his/her regret.

e.g: “Perhaps I should not have done it”

b. Explicit explanation

The speaker admits his/her mistakes explicitly because he/she doesn't want to do the same mistakes. It's done because the speaker realizes his fault.

e.g: “I really forgot to do my homework”.

c. Expression of lack intent

In this strategy the speaker tries to explain that he/she doesn't mean to commit offense. It means he/she doesn't want to do the wrongness and to be a bad people.

e.g: “I didn't mean it”.

d. Expression of self-deficiency

The speaker directly expresses his/her deficiencies to the hearer because of the mistakes he has done. It means the speaker tries to show his/her own deficiencies and he/she feel regret.

e.g: "I was so confused".

e. Expression of embarrassed

In this strategy, the speaker feels embarrassed for the offense. It's done when the speaker admit his fault to the hearer.

e.g: "I feel so bad about it".

f. Explicit acceptance of the blame

This strategy shows that the hearer has the right to blame the speaker.

e.g: "You are right to blame me and I know that is my fault".

#### 2.3.4. Explanation of account

In this study, there are five strategies of Anna Trosborg (1995). In this strategy the speaker can reduce the impact of the offense by giving an explanation about the situation of violation (Trosborg, 1995). It means this strategy is used by the speaker to explain the violation he did. It also uses to reduce the impact of offense because this event is not something he wanted. Besides, they are two categories apply in this strategy:

a. Implicit explanation

In this strategy the speaker explains the situation implicitly. Although the speaker doesn't give clear explanation to the hearer but he/she wants to say that he/she feels guilty.

e.g: "Such things are bound to happen, you know".

b. Explicit explanation

This strategy is the opposite of implicit explanation. In this strategy the speaker explains the situation explicitly. It means the speaker tries to mitigate the blame which can be attached to him/her by referring circumstances that may excuse his or her behavior (Mukhlisoh, 2013).

e.g: "Sorry I am late, but my car broken down".

### **2.3.5. Expression of apology**

This strategy is used by the speaker to show their expression of something he feel or do such as expression of regret, committed error, offer apology, and request for forgiveness. This strategy becomes the interesting thing to do because the speaker can show their feeling. There are three categories in this strategies, they are:

a. Expression of regret

This strategy uses by the speaker to express his/her regret. The speaker directly says or the speaker uses the word to support their regret.

e.g: "I'm sorry"

b. Offer of apology

In this strategy, the speaker may offer an apology for the offense and the mistakes he/she has done. Usually, the apology will directly express his regret.

e.g: “I apologize”, or “I apologize to.. “.

c. Request of forgiveness

This strategy applies to say their regret to the hearer. Usually, the speaker will show their regret by saying apology to the hearer. It represents the regret of the speaker.

e.g: “Please, forgive me, I’m terrible...”, or “Excuse me, I’m sorry for interrupting you, but...”.

## 2.4 Previous Studies

The focus of this study is to describe and identify apology strategies used by the characters of Beautiful Creature film 2013. There are three previous studies which concerned discussion with the present study.

First, Anam (2010) *Apology used in Bridget Jones: The Edge of Reason Movie*. On his research he suggests that if we did or do some incidents of misunderstanding or miscommunication happen we have to ask some apologies. He also wants to find how people use an apology to show their regret for the damage or the mistakes they did. He thinks, people who did some mistakes sometime will be difficult to ask some apologies. Of course, every research has their positive and negative side. The positive side we can take from this research that the apology they use in the Movie. Therefore, we are identifying to use some

apologies when we did some mistakes and also show our polite side. The negative side from this research; sometime people don't use their polite action to ask some apologies. They do some apologies only want to be a good person in front of other people.

Rivani (2010) *Apology Strategies Used by the Characters of Joe Wright's Pride and Prejudice Movie*. On her research the characters of Joe Wright's *Pride* show the types of apology strategies. Joe Wright's *Pride* uses an expression of regret, gives an offer of apology, a request for forgiveness and responsibility. Therefore, the researcher found there are many kinds of apologies use in this research. It can be called the characters of Joe Wright's *Pride* are a good people because they show their good character by asking some apologies.

Fitriani (2011) *Apology Strategies: Are Women's Different from Men's?*. On her research, Fitriani find there are similarities and differences in apology strategy used by women and men respondents. In this research the researcher also finds two sides use by them (male and female). The positive side is both groups of respondent shows that socio cultural factors greatly influence the utterances spoken by respondent. It means, when they speak with other people, they use their culture (polite action). For example, ask apologize when they do some mistakes. Besides, this research applies two theories between Trosborg and Aijmer. The researcher thinks this research only needs one theory.

## **CHAPTER III**

### **RESEARCH METHODOLOGY**

This chapter provides a detailed description of research design, research instrument, data sources, data collection, and data analysis procedure as follows:

#### **3.1 Research Method**

This chapter presents the research method used in this study including research design, research instrument, data source, data collection and data analysis.

##### **3.1.1 Research Design**

This study employs the design of descriptive qualitative methods. Qualitative research begins with assumption, a worldview, the possible use of the theoretical lens, and the study of research problem inquiry into the meaning individual or groups ascribe to social or human problem (Creswell, 2007:37). In addition, qualitative research is used because this research concerns the characteristics of qualitative research, such as natural setting, human instrument, descriptive discussion and focus more process than the result (Moleong, 2000:4). It means, this study is said as qualitative because the research analyzes the text in natural setting that is obtaining the apology strategy is used by the characters.

This research employed descriptive because the purpose of this research describe the apology strategies which is used in the film. Besides, the aim of qualitative approach is to describe the empirical phenomenon. It means, a central component of both the purpose statement and the research questions in qualitative research is the central phenomenon (Creswell, 2012).

The purpose of this study is to know detail description and understanding of how apology strategies are used by the characters of Beautiful Creature film and how the functions of apology strategy, using Anna Trosborg theory. This study use qualitative research because of some characteristics. First, the data are in the form of utterances of the characters. Second, this study uses human instrument for data collection and data analysis. Third, the purpose of this study is to get understanding and deep information on how apology strategies are used by the characters of *Beautiful Creature* film. Therefore, this study will describe the apology strategies are used by the characters.

### **3.1.2 Research Instrument**

The main instrument of this study is the human as the main observer. It means, the main instrument is the researcher itself. The researcher becomes the main instrument because the researcher has big role in identifying the data. It is caused the qualitative data cannot be collected by measuring statistical process. Therefore, the researcher determined to give an argument on the analyzes by using Anna Trosborg (1995) theory in the apology strategies



### 3.1.3 Data Source

This study focuses on investigating the utterance is used by the characters in Beautiful Creature film 2013. The researcher finds Apology utterance which is used by the characters involved from the beginning up to the end of the dialog or film. The researcher chooses the film in order to get the thing to know the strategies of apology used by the characters in the Beautiful Creatures film. The data source of this study is the script that is taken from official website ([http://www.springfieldspringfield.co.uk/movie\\_script.php?movie=beautiful-creature](http://www.springfieldspringfield.co.uk/movie_script.php?movie=beautiful-creature)).

### 3.1.4 Data Collection

The researcher takes the data from utterance produced by the characters of Beautiful Creature film. In collecting the data, there are several steps that are conducted by the researcher. First, the researcher watched the film of Beautiful Creature in several time. Second, the researcher carefully read the script of conversation of Beautiful Creature film in several times to understand what the story was about. Third, the researcher made some notes about the utterance which is used by the characters that is included in apology strategies. In making note, the researcher wrote every single word uttered by the characters of the film. Fourth, classify the utterance that contain apology, coded the utterance, sentence, or words.

### 3.1.5 Data Analysis

This study analyzes the utterances of the conversation which is used by the characters of Beautiful Creature film. The utterance analyzes using the theory of apology strategies by Anna Trosborg (1995) that covering some aspect as follows:

(1) Rejection. (2) Minimizing the degree of offense. (3) Acknowledgement of responsibility. (4) Explanation of account. (5) Expression of apology. The main purpose of the data analyzes is to find out what apology strategies are used by the characters and how are the functions of apology strategies used by the characters in Beautiful Creature film. Several steps were employed to analyze the data:

- 1) Finding and explaining the utterances of apology used by the characters of Beautiful Creature film 2013.
- 2) Identifying and interpreting the utterance based on the category of apology strategies.
- 3) Discussing and analyzing the data using Anna Trosborg (1995) theory of apology strategies.
- 4) Making conclusion based on the result of the data analysis to answer research problem

## **CHAPTER IV**

### **FINDINGS AND DISCUSSION**

This chapter presents and discusses the data analysis which answers the research questions in Chapter I. That is what apology strategies are used and function of apology strategies which are applied by the characters of Beautiful Creatures film. Each the data is discussed in accordance with the relevant theories.

#### **4.1 Research Findings**

This part presents the data of the studying which is in the form of utterance or word of the characters uses in the film. This section is about the finding which will answer the research question in the previous chapter. The researcher analyzes the data from the utterance or word used by the characters in the film. The word they used will have the meaning of apologizing. It means, the word ‘apologize’ which is used by the characters will use when they have some mistakes or done wrong to other people.

After analyzing the utterances of apology strategies from the conversation, it was found 18 utterances consisting of apology strategies such the table 1 below:

**Table 1: The Apology Strategies Used in the conversation by the Characters**

Categories		Function as	Utterances / sentence	Total
Rejection	a. Explicit denial of responsibility	To take responsibility of some mistake	1	2
	b. Implicit denial of responsibility	To evade responsibility by ignoring the complaint	1	
	c. Justification	The speaker can not be blame for the bad situation that happen	-	
	d. Attacking the complainer	The speaker may attack the complainer	-	
Minimizing the degree of offense	a. Minimizing	To show his/her responsible when he/she do some mistakes.	-	-
	b. Queering precondition	To complain the response of some mistakes that he doesn't like	-	
	c. Blaming	This strategy happens if the offence committed by offenders is part of the violations committed by third parties	-	
Acknowledgment	a. Implicit	The speaker blame himself but	1	7

of responsibility	acknowledgment	he doesn't say his regret directly		
	b. Explicit explanation	To admits his/her mistakes explicitly	-	
	c. Expression of lack intent	To explain that he/she doesn't mean to commit offense	<b>3</b>	
	d. Expression of self-deficiency	To show his/her own deficiencies and he/she feel regret.	<b>1</b>	
	e. Expression of embarrassed	To say that he feels embarrassed for the offense	<b>2</b>	
	f. Explicit acceptance of the blame	To blame the speaker	-	
Explanation of apology	a. Implicit explanation	To say that he/she feel guilty	-	-
	b. Explicit explanation	To mitigate the blame which can be attached to him/her by referring circumstances that may excuse his or her behavior	-	
Expression of apology	a. Expression of regret	to express his/her regret	<b>4</b>	<b>9</b>
	b. Offer of apology	To offer an apology for the	<b>2</b>	

		offense and the mistakes he/she has done		
	c. Request of forgiveness	To say their regret to the hearer	<b>3</b>	



In this section, the researcher discusses the example above. Some of the categories of apology strategies are used by the characters are; rejection, acknowledgment of responsibility, and expression of apology.

#### 4.1.1 Rejection

##### 4.1.1.1 Explicit Denial of Responsibility

###### Datum 1

In the conversation below Emily asks to Ethan about his summer; what is the feeling he felt. He answers that he feels good. Actually, Emily loves to him it is shown by the utterance she uses “sugar”. Sugar is the name from Emily to Ethan. Although she never gets answer from Ethan about her love, she still cares to him. At the time, Emily also asks to Ethan about the Labor Day carnival because she didn’t see him. On the other hand, Emily also asks to Ethan about the thing happen in summer. It was a big question from Emily to Ethan because Ethan doesn’t give news to Emily.

Emily: How was your summer, sugar?

Ethan: Fine, Emily. And yours?

Emily: Wonderful.

Why didn’t you go to the Labor Day Carnival?

It was such a good time.

Ethan: I wasn’t up for it, heh.

Emily: I don’t understand what’s happened.

Ethan: **I know you don’t. I’m sorry.**

The sentence “*I know you don’t. I’m sorry*” used by Ethan. This sentence is classified into *Rejection* which include in *Explicit Denial of Responsibility*. Ethan uses this sentence to Emily when he says such a good thing Emily doesn’t need. It means, Ethan wants to say that he doesn’t like her. Of course, Emily feels

very sad because Ethan doesn't respect to his feeling. Although he has known that Emily loves him. At the time, he doesn't care what Emily say to him, he only replay her attention by using sentence "*I know you don't. I'm sorry*".

This sentence "*I know you don't, I'm sorry*" uses by Ethan only to express that he doesn't offender of the situation that happen. It means, he doesn't need to take some responsibility. Ethan only thinks that is not his responsibility because he doesn't do some mistake to Emily. He say it sentence only to show that he doesn't like Labor Day Carnival. Therefore, he uses sentence *I'm sorry* in the last of her sentence only want to say sorry of making Emily wait.

#### 4.1.1.2 Implicit Denial of Responsibility

##### Datum 2

This situation does in Lena's house. At the time, Ethan wants to go home from Lena's house, but he meets with Lena's uncle. Therefore, he goes inside to Lena's house. Although Lena worries to her uncle, she worries her uncle disturbs him. She wants to see what her uncle is planning. There, her uncle tries to make conversation with Ethan. Her uncle also gives nice attention to him. He feels comfortable with her uncle.

Macon: Mr. Wate.

Make yourself comfortable.

Ethan: Oh, I... I'm sorry about walking in uninvited before.

Macon: No problem at all.

It's so rarely that we get visitors from our beloved Gatlin.

Lena: don't be snob, uncle. It's not their fault

You never speak to any of them.

Macon: **And it's not my fault**

That I have a predilection for good breeding...

Reasonable intelligence and passable personal hygiene.



The sentences which include in apology strategies in this conversation is “*it’s not my fault*”. This sentence include in *Implicit Denial of Responsibility*. This sentence does when Ethan go home from Lena’s house he meets with Lena’s uncle. Her uncle order Lena to invite Ethan to come to the house. Ethan feels happy because her uncle invites him to come to the house. Although Lena doesn’t like to invite Ethan to come to the house, it not about her feeling to him but she doesn’t like if her uncle have a bad intention to him. She only wants to protect him from her uncle.

In this conversation, the researcher found the characters trying to evade his responsibility by ignoring the complaint. It shows by the sentence “*And it’s not my fault*”. Lena’s uncle or her uncle tries to hide or evade his fault or mistake from Lena. Lena says that her uncle has not blamed the people in the city because they don’t want to speak to him. At the time, Ethan is the person who hears their conversation. Therefore, Lena doesn’t want to look her uncle hopefully to Ethan in their situation of Lena’s fate.

#### **4.1.2 Acknowledgment of Responsibility**

##### **4.1.2.1 Implicit Acknowledgment**

##### **Datum 3**

This conversation does in Lena’s house. At the time, there is a little party in Lena’s house. Safarine comes to Lena’s house. Actually, Safarine doesn’t invite to the party but she uses Ethan to come to Lena’s house. She thinks that Ethan can be good asset in that party for disturbing Lena. On the other hand, Lena worry to his condition but his uncle tries to make Lena calm to her cousin. Therefore, Lena

asks to Safarine what she wants, but she only answers that Lena same as her.

Finally, Safarine wants that Lena turn to the dark.

Macon: You've been claimed by the dark.  
 You're no longer part of this family.  
 Safarine's Mom: Ridley, sweetheart,  
**There's nothing we can do for you now, I'm so sorry.**

The utterance uses in this conversation is "*there's nothing we can do for you now, I'm sorry*" which include in *Implicit Acknowledgment* in apology strategy. Actually, Safarine wants Lena aware that she will turn to the dark. It is her fate, so Safarine only want to remember her. Although his uncle doesn't believe her but Safarine insistent to judge Lena to the dark.

This sentence shows that Safarine's mom want to blame her-self because she can not do anything to help her daughter. She only keeps silent beside her. Therefore, she blames that she does a mistake to her. Although she doesn't say directly her regret to her daughter but she tries to explain her regret by using the last word she uses *I'm so sorry*.

#### 4.1.2.2 Expression of Lack Intent

##### Datum 4

Emily tries to explain who Lena is, but Ethan has different thing about Lena. He thinks Lena is a beautiful girl he meets in his city. This conversation began by coming disaster to the city. The people of the city think Lena is one of the people who can make this disaster began. Besides, Emily also asks to Ethan, is he knows Lena well?. Actually, Ethan doesn't know who Lena is but he is just

sick of people in that place because they are putting down someone they just don't know. Hence, Emily says to Ethan, she can not go to watch movie with him.

Emily can not thing anymore. Actually, she only wants to save Ethan but Ethan doesn't feel her meaning. Therefore, Emily can not do anything for Ethan. She only tries to go far away from Ethan and looks for the evidence.

Emily: and you know Lena Duchannes?

Is that what you're saying, Ethan?

Sorry, but I don't think I'm gonna be able to go to the movie with you this weekend.

I think we need time part.

**And I'm sorry to hurt you.**

Let's go.

In the conversation above, the utterance which include in apology strategies express by Emily. The sentence which shows the strategy of apology is "*And I'm sorry to hurt you*". This utterance include in *Expression of lack intent*. *Expression of lack intent* is one of the points in *Acknowledgement of responsibility* category.

Emily uses this utterance of apology *I'm sorry to hurt you* because she wants to ask apologize to Ethan. It means, she doesn't mean to hurt Ethan by the word she uses. She only wants to say that he makes Emily disappointed. While Ethan only thinks that he doesn't do a mistake. Besides, Emily also tries to explain that she doesn't mean to commit offense.

### Datum 5

Mrs. Lincoln makes some ceremonies in the church of the city. In the ceremony she has intention to show the evidence about Lena's family. She shows it evidence to make society believe that Lena's family has dark magic. On the other hand, the evidence she brings also for convincing, Lena is a person who makes disaster in the city. However, Macon knows her purpose so he stops the ceremony. On the other hand, Macon doesn't want the society accuse Lena.

Mrs. Lincoln: Oh, my god, Mama...

Macon: **Excuse me for my untimely intervention.**

Principal Herbert.

Mayor show, and the Reverend Stephens, I believe.

R.S: Yes, sir.

Apology strategy uses in this conversation is *Expression of lack intent*.

Expression of lack intent show from the sentence "*Excuse me for my untimely intervention*". This sentence come from Macon, he tries to stop the ceremony. He only wants clarify that Lena is not wrong in this situation. She is only sacrifice of this situation, so wants to say that Lena doesn't have mistake to them (society).

The sentence *Excuse me for my untimely intervention* shows that Macon doesn't mean to disturb the ceremony in the church. He only wants to explain the right thing that happens in the city. He also wants to say that his niece doesn't wrong. Therefore, the society doesn't need to judge her niece.

### Datum 6

Today is the day that Lena blames to her nature. Lena, grandmother, and her aunt go to the place where Lena blames to the nature. There, they open the

ceremony to accept the month. If the month comes, Lena will blame to the dark or no. after blaming by the ancestor, Lena also gets all the power. Therefore, she has to carefully with her nature especially for at time.

Safarine: you can't trust them, coz.

They'll turn on each other for no reason at all.

Link: Lena, I'm sorry, **I didn't mean it.**

The utterance "I didn't mean it" uses by Link. Its sentence includes in apology strategies. The sentence above is classified into *Acknowledgment of responsibility* which includes in *Expression of lack intent*. At the time, Lena is blamed by the ancestor. He blames the nature will she receive. Therefore, she has to keep her true nature. Besides, Safarine and her mother start their plan. Safarine uses Link to take the life of Ethan. Actually, it is only to deceive Lena, she also makes Lena get angry to Link. Safarine makes the wrong story to Lena; she says that the person in the city also tries to kill him. Lena believes with her story, she is really angry to him. Looking at Lena's condition, Safarine and her mother feel happy because they think Lena will turn to dark like their fate. Actually, Link is only Safarine's sacrifices.

Link uses the sentence "*I didn't mean it*" to ask to apologize to Lena. He really feels regret to shout Ethan. On the other hand, the sentence uses by Link also to explain that he doesn't mean to commit offence. Actually, he doesn't mean to kill Ethan, he only is Safarine's sacrifices. Besides, he doesn't aware that he kills his best friend, he only knows that he played the gun with Ethan. After that, Safarine thinks that he is successful with her plan to make Lena blame to turn to the dark.

#### 4.1.2.3 Expression of Self-deficiency

##### Datum 7

Ethan doesn't want his Amma barge in his business with Lena. He only wants his Amma pray for him and Lena. Actually, his Amma worries about his condition because he has the greenbrier. After that, Amma decides to ask to Ethan about the greenbrier. Ethan says he doesn't know where he gets it greenbrier. He tries to hide the place where he gets the greenbrier to Amma. Although Amma know that he lies to her about the greenbrier.

Ethan: **I'm sorry, I just.**

I don't think it's any of your business.

Amma: Where'd you get that?

Ethan: I don't know.

Amma: Don't lie to me.

The utterance uses in this sentence is "*I'm sorry, I just*" which include in one of apology strategies. It sentence include in *Expression of self-deficiency*. This conversation does after he wakes up from his sleeping.

Actually, this sentence begins because his Amma want to know about the greenbrier he had. Besides, he doesn't want to say to Amma about the greenbrier because he wants to protect it greenbrier. Therefore, he can shoot his Amma by using high intonation. By using sentence "*I'm sorry, I just*" shows that he feel regret to coarse Amma. This sentence directly expresses his deficiencies to his Amma. Actually, his Amma only wants Ethan throw it greenbrier, but Ethan doesn't know her meaning.

#### 4.1.2.4 Expression of Embarrassed

##### Datum 8

This situation has done the incident in the class. Then Ethan goes to Lena's house, he wants to check her condition. At her house there is no one shows her face. Therefore, Ethan goes to side her house. He looks Lena sits in the side of her house. Ethan tries to speak to her about her coming to her house, but Lena doesn't like his coming. Lena wants Ethan to go from her side but Ethan doesn't want to go far away. Therefore, Ethan asks to Lena, how she feels. Lena answers, I was fine. His attention shows her, his worry to her condition.

Ethan: **Sorry about Emily.**

She can be meaner than chickenshit.

Lena: Never understood that saying.

Ethan: Yeah, me neither.

Lena: And I should know better by now.

The researcher finds the sentence "*Sorry about Emily*" in the conversation above. This sentence include in *Expression of embarrassed*, it is one of the *Acknowledgement of Responsibility* categories. Actually, Ethan says it sentence to Lena because he is worry to her condition. He also wants to shows his attention to Lena. Therefore, he comes to her house.

This sentence uses by Ethan to speak with Lena because he feels embarrassed to Lena. He feels embarrassed to Lena not both his fault and Emily's fault. He thinks Lena doesn't need or fair to get bad behavior from Emily. Here, Ethan has reason to come to Lena's house. Besides, he also wants to take responsible of Emily, as senior of the class.

### Datum 9

This situation does when Ethan is alone in the house. Mrs. Lincoln comes to his house. She says she wants to give cakes to Ethan. However, he can not open the door because the key of the door was broken. Therefore, Ethan is difficult to open the door. Although the door was difficult but they still tell about the party that did in the city. Actually, the girl who comes to his house is not Mrs. Lincoln but Lena's mother.

Mrs. Lincoln: Well, on account of his friendship with you.

Ethan: Oh, **I'm sorry you had to go to that trouble**, ma'am.

The utterance "*I'm sorry you had to go that trouble*" shows that Ethan ask some apologize to Mrs. Lincoln. It sentence classified into *Acknowledgment of responsibility* which include in *Expression of embarrassed*. This sentence does when the door of his house can not open. It is done because he doesn't have time to repair it. So, he tries too hard to open the door but he still doesn't do well.

On the other hand, this sentence shows that he feels embarrassed to make Mrs. Lincoln for waiting in front of the door. He says that sentence also to show his responsible to his guest. He thinks it is very embarrassed because he can not show the good thing to the guest. Actually, Mrs. Lincoln comes to his house to convince him about his relationship with Lena. She wants to make Ethan comes to her plan. It means, she wants Lena has begun her curse with Ethan. It will be done if he has relationship with mortal/Ethan.



### 4.1.3 Expression of Apology

#### 4.1.3.1 Expression of Regret

##### Datum 10

In the middle of going home from the school, Lena gets disaster, her car break down. This moment was done in the middle of forest. She needs help from the people who will across there. The person who is across there is Ethan. Actually, Ethan doesn't feel if there is person in the border of street, he almost bumps her. She is lucky girl because Ethan awares the existence. Yet, it was happens a little dispute between them. Finally, Ethan helps Lena to go home.

Lena: are you nuts? You almost killed me!

Ethan: what are you doing, standing in the damn road?

Lena: I need help, genius!

Forget it!

Ethan: **wait, wait, wait!**

**I'm sorry! Look, get in!**

This is a shortcut, nobody comes down this road. You'll down...

In this situation, the utterances "*wait, wait, wait! I'm sorry! Look, get in!*" is used by Ethan to Lena. This utterance is classified into *Expression of apology* which includes *Expression of regret* strategy. This utterance uses by Ethan to stop Lena. Lena goes away from Ethan because Ethan doesn't care about her condition before. Therefore, she is angry to him.

Ethan uses the sentence "*wait, wait, wait! I'm sorry! Look, get in!*" because he wants to shows his regret to Lena. He feels regret because he says the bad words to Lena; actually, he doesn't mean to hurt Lena but he was shocked of Lena existence. He asks apology to acknowledge his mistake or fault. He

emphasize that he did mistake to Lena. Therefore, in the way he can do only asking apologize to Lena.

### **Datum 11**

Ethan tries to explain about the book he was reading. He wants to show to Lena, he knows about the situation did outside their knowledge. Actually, Ethan does it for making Lena happy with his knowledge. Besides, Lena knows if Ethan doesn't know about the book he was reading. Ethan only wants to get attention from Lena but Lena knows it.

Lena: You can't help it.

Ethan: Heh. What?

Lena: Fitting in anywhere, drooling charm.

Ethan: I never know whether you're insulting me or not

Lena: **I'm sorry**, heh.

Ethan: No. hey, I like it.

You know?

If it makes any difference, um....

I like you.

The sentence "*I'm sorry*" says by Lena to Ethan. This sentence include in the *expression of regret*. This is one of part in *Expression of apology*. Actually, this sentence says by her because she feels regret of the feeling she has. She thinks Ethan has bad meaning to her. Yet, Ethan says to Lena if he likes her. Therefore, they know what the matter of their feeling.

At the time, Lena asks apologize to Ethan because she thinks having to ask apologize for her mistake. Lena says it sentence because she says that Ethan is fitting and drooling charm. Therefore, she is afraid to get angry from Ethan.

Before, she tries to show her regret to Ethan that she has bad feeling to him. While she has known Ethan well, so she ask apologize.

### **Datum 12**

At the time Lena and Ethan go to the garden to do date. Ethan wishes that Lena can accede his desirability. Ethan wants to see show with Lena after his wishing Lena accedes. Before she goes far from Ethan, she wants to see Ethan happy. After that, Ethan gets up from her sleeping. He is confused because he can sleep well. Usually, he can not sleep every night. He also confused because he can come back to his house. He still remembers that together with Lena.

Ethan: Amma! How did I get here?

Amma: Why are you shouting?

Ethan: **I'm sorry, I'm sorry.**

The utterance "*I'm sorry, I'm sorry*" is one the utterance which include in apology strategies. This utterance is the form of "*Expression of regret*". This strategy is a part of *Expression is apology* which often use by all of people to ask apologize. This utterance uses by Ethan to ask the real condition about him. Why he can back to his house and sleep well? Usually, he can not feel like the day. He directly asks to his Amma about real thing.

The sentence "*I'm sorry, I'm sorry*" uses by Ethan to say his regret for shouting his Amma. He directly says to Amma because he aware that he does a mistake. Usually, he doesn't speak to Amma by using high intonation, but in this situation he is really confused. Therefore, he can not control his emotion when speak with Amma. Besides, this sentence not only shows his regret but also his responsibility.

### Datum 13

This conversation begins when Ethan awakes from his unconscious. He is unconscious because he is influenced by Safarine's power. Actually, Lena doesn't know that Safarine is back to the house. Therefore, Lena only can protect Ethan from Safarine using her power. This situation did in Lena's house.

Ethan: Hey, there.

Lena: How do you feel?

Ethan: Like I was in a tornado inside a dining room.

No big deal.

Lena: **I'm so sorry about Ridley.**

I didn't know she was back.

The sentence "*I'm so sorry about Ridley*" is used by Lena to Ethan. This sentence includes an *Expression of regret*. Actually, this condition occurs after driving out Safarine from Lena's house. It is done because she tries to hurt Ethan and Lena does not accept it. As we know that, Ridley is the other name of Safarine, so she has two names.

After protecting him from Safarine's power, she tries to cure him. She brings Ethan to his room because Ethan needs to take rest. Therefore, Ethan rests well as Lena wants. Therefore, the sentence *I'm so sorry about Ridley* is used by Lena because she feels regret that she cannot protect him before. Actually, Lena doesn't mean to make Ethan confused. Therefore, she only asks to apologize about his condition, it will not be if there is no Safarine there. She also promises to do not do the same wrongness to Ethan so she tries to pay attention to Ethan.

#### 4.1.3.2 Offer of Apology

##### Datum 14

Amma and Macon go to his ancestor's cemetery in the forest. There, they want to ask about Lena and Ethan to the ancestor. They worry about the fate which does to Lena. Therefore, they go to forest but they have a little problem in the forest. Macon can not be silent; he always speaks about Lena's condition. Amma is really angry to him because he can not respect to her ancestor (teacher).

Amma: This is the sacred place of my ancestors.

You hear?

You want some answers, you show me some respect.

Macon: Yeah, I.... **I apologize.**

The utterance which includes apology strategies in this conversation is "*I apologize*". Therefore, the utterance include in "*Offer of apology*" in apology strategies. This utterance come because of Amma is angry to Macon and so on. Macon gets angry to Amma because she not give to news about the event will be. However, Amma also gets angry to Macon because he is not respect to the place of Amma's ancestors. Actually, Amma only want to Macon can know where the place he stays at time.

Therefore, this utterance used by Macon to ask apologize to Amma because he doesn't polite in the place of Amma ancestors. He also aware that he does a mistake to Amma so he uses "*I apologize*" sentence to ask apologize. On the other hand, it shows his regret to Amma.

### Datum 15

Sarafine uses her fervency to borrow the Body of Mrs. Lincoln. She uses her body because she wants to make a bad news about Lena in the ceremony. She derides Macon because his power runs down from himself. His power runs down because he doesn't be himself. Actually, Macon blames to the dark but he promise to protect Lena and Ethan. All of it, he do just to protect Lena from the dark.

Macon: Lena will not turn dark.

She is too strong.

Sarafine: She has got no choice in the matter, my darling.

The curse has already begun.

Macon: No. That is a lie!

R.S : What's a lie, Mr.Ravenwood?

Macon: **My apologies.**

The utterance "*my apologies*" is a sentence which use to ask apologize to Mr.R.S. it sentence include in one of the last of apology strategies that is *Offer of apology*. This sentence uses by Macon. He uses this sentence because he doesn't receive that Sarafine tries to invite Lena to the dark. Macon doesn't want the curse begun, as Sarafine says.

In this conversation Macon tries to offer his apology to R.S because he can not control his emotion. He thinks the person who speaks with himself still Sarafine. Actually, Sarafine was out from her body when she has said that the curse has already begun. He also doesn't want Lena turn to the dark. Although he has know about the curse to Lena is begun.

#### 4.1.3.3 Request of Forgiveness

##### Datum 16

The conversation below happened between Lena and Ethan. This situation happens inside of Ethan's car. At the time, Ethan accompanies Lena goes home because her car breaks down. Therefore, Lena needs his help to accompany her. Ethan accompanies Lena until her house safely.

Ethan: Hey, **I'm sorry about those clichs in class**, but I'm not one of them.

Lena: "Clichs"?

In this context, the expression "*I'm sorry about those clichs*" is categorized as *Request for forgiveness*. Ethan uses this sentence because Ethan wants to say the real situation which happened in the class. Ethan says to Lena, he was not the grub of their naughty friend. He only did some of the ways that usually use to the new friend in their class. Lena receives his explanation by using easy going face. Although she knows the real thing that usually happen.

Ethan uses that sentence to Lena because he wants to ask apologize to Lena; although it is not truly his mistake or false. He only wants to take responsibility of his class because they make Lena angry. Actually, Ethan not only wants to take responsibility of the thing happen in the class but he also wants to know who Lena is. As other people say that Lena is a person which has black magic. Therefore, he wants to know the true story.

### Datum 17

At the beginning of the class, the teacher shows book which reads in summer. Actually, it book is forbidden from the church “Emily say”. Hence, Emily doesn’t want to read it book. Although the teacher has said she gets permission from the school. The teacher wants to try it book in this semester. Emily still holds on her speaking to do not read that book, as the conversation between Emily and her teacher below.

Emily: **Excuse me**? Um, my mama says I really shouldn’t be reading this book.

This is one of the banned books.

Mrs. Hester: Yes, well...

I got permission from the school board to try it for a semester.

Emily: Oh, I’m not reading anything banned from our church.

The sentence “*Excuse me*” in this conversation include the apologize strategy which includes in *request of forgiveness*. This conversation happens because of the abjuration Emily to her teacher in the class. Emily only says the prohibition from the church that she knows from her mother. Here, the teacher also wants to say to Emily that is not the time to say that thing. Emily only a student who studies in the school to know everything he doesn’t know, as the book which the teacher brings in the class.

Emily uses this sentence to request forgiveness to Mrs. Hester because she doesn’t agree with his plan to read banned book. Although she directly says her apology to the teacher but she tries to request her apologize. Yet, the teacher explains that she gets permission from the school to study that book in the class.



### Datum 18

This situation does when Ethan go to Lena's house. At the time, Lena feels Ethan is kind person, so she feels regret to have a bad feeling about him. Yet, she thinks that Ethan has a bad intention. Besides, Lena wants Ethan to go from her house because she doesn't want his uncle to know his coming. Hence, her uncle's knows her coming to her house. Actually, Ethan doesn't know who her uncle is. Ethan thinks her uncle is only shy person so he doesn't care about her uncle. Finally, Lena can not say anything about her uncle.

Lena: **Thank. I'm sorry I was...**

Ethan: Oh, it's okay. It's okay.

Lena: You should go. My uncle doesn't really like people being around the house.

Ethan: I know. I sort of, uh...  
Went inside.

The sentences "*Thank. I'm sorry I was...*" include in apology strategies. It sentence includes in *Request of forgiveness*. This sentence uses by Lena when she tries to order Ethan goes from her house. Ethan doesn't know what Lena wants is. He only be a positive thinking person to her uncle.

The sentence *thanks. I'm sorry I was* uses by Lena to show that she was regret by a bad feeling she has to Ethan. Therefore, he tries to ask apologize to Ethan by using that word. Before, she thinks that Ethan is a person who can do anything as her friends in the class. Therefore, she tries to be carefully to other people.

## 4.2 Discussion

This section discusses the finding of the data analysis. From the finding above, the researcher found some categories of apology strategies used by the character of the Beautiful Creature film 2013 and some other categories were not found.

Some categories of apology strategy used by the character of Beautiful Creature film 2013 are Rejection (Explicit denial of responsibility and Implicit denial of responsibility strategy), Acknowledgment of responsibility (implicit acknowledgment, expression of lack intent, expression of self-deficiency, and Expression of embarrassed) and Expression of apology (expression of regret, offer of apology, and request of forgiveness).

The characters of this film express their apology using their own style. Sometimes, they use some utterances which show he/she feels regret. Such as, *I know you don't I'm sorry, wait, wait, wait! I'm sorry! Look, get in!, I'm sorry about those clichs in class, And I'm sorry to hurt you, Excuse me, Sorry about Emily, I'm sorry, Thank. I'm sorry I was, it's not my fault, I'm sorry I just, I apologize, Excuse me for my untimely intervention, My apologies, There's nothing we can do for you now I'm so sorry, I'm so sorry about Ridley, I'm sorry you had to go to that trouble, And I didn't mean it.*

Moreover, there are also several categories of apology that could not be found in the data. In the part of rejection, there is no justification and attacking the complainer. Therefore, in the part of Minimizing the degree of offense was all the

point they are minimizing, queering precondition, and Blaming. In the part of acknowledgment of responsibility are explicit explanation and explicit acceptance of the blame. Also, in the part of explanation of account also was all the point they are implicit explanation and explicit explanation.

As stated in chapter II, rejection is used when the speaker who does some rejection to other people. It means the apologizer (hearer) may deny the responsibility because the speaker feels guilty. As shown in data analysis, explicit denial of responsibility which one of sub-categories of rejection, it is used by Ethan as the main character (datum 1). This categories used by Ethan because he only want to express that he doesn't offender of the situation happen. Besides, implicit denial of responsibility which used by Macon (datum 2) that Macon tries to evade his responsibility by ignoring the complaint.

Acknowledgements of responsibility especially in the expression of lack intent explain is or show that he/she doesn't mean to commit offense. It means, he/she doesn't mean to do some mistake, it found in data (4, 5, and 6). In this type the characters that used this strategy are Link, Macon, and Emily. Therefore, most of the characters in this film ever use expression of lack intent strategy. The character who uses implicit acknowledgement is Safarine's mom, it found in (datum19). This strategy uses by the Safarine's mom, she uses this strategies because she want to blame her-self. Besides, expression of self-deficiency use by Ethan, he uses this strategy, he wants to express his deficiencies to his Amma because of the mistake he has done. This strategy found in datum (17). Expression of embarrassed is the last category which include in this type. This strategy uses

by the character Ethan, he uses this strategy because he tries to admit his fault from the hearer, it found in datum (8 and 9).

Other kind of apology strategies is expression of apology, which is used by the characters in the Beautiful film. The category which used in this research is Expression of regret, Offer of apology, and Request of forgiveness. Expression of regret usually uses by the character to express his regret, it found in data (10, 11, 12, and 13). Most of the characters used this strategy because they want to show their regret. Offer of apology is the strategy which used by the Macon. He may offer for the offense he has done because it will directly express his regret, it found in data (14 and 15). Besides, Request of forgiveness is strategy of apology which used by the characters to request their regret of their mistakes. It is applied in some character's utterance such as used by Ethan (datum 16), Emily in (datum 17), and Lena in (datum 18).

On the other hand, most of apologies strategy used by the characters in Beautiful Creature film 2013; besides, the strategy which often used by the characters is expression of apology; the strategies apology which not found are minimizing the degree of offense and explanation of account.

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter, the researcher presents the conclusion and suggestion dealing with the finding of the analysis in Chapter IV. Those include the answer of the research problem presented in the Chapter I.

#### **5.1 Conclusion**

The conclusion of this study examines the use of apology strategies by the characters of Beautiful Creatures film 2013. This study also explains based on the analysis and discussion of the previous chapter. The aim of this study is to find the kinds and the functions of apology strategy used by the character of the Beautiful Creatures film 2013. Based on the result of the research, the researcher found that apology strategies mostly used by the characters in the data is Expression of apology (such as expression of regret, offer of apology, and request of forgiveness). Expression of apology is the strategy which is used by the characters to express their regret, offer an apology, and request for forgiveness. This study also find the other apology which is used by the characters, they are; Rejection (Explicit denial of responsibility and Implicit denial of responsibility strategy) and Acknowledgment of responsibility (implicit acknowledgment, expression of lack intent, expression of self-deficiency, and Expression of embarrassed).

The researcher also can conclude that there are some apology strategies which is not found by the researcher that are rejection (Justification and attacking the complainer), from minimizing the degree of offense was all the point they are (minimizing, queering precondition, and blaming), from Acknowledgment of responsibility are (explicit explanation and explicit acceptance of the blame), from Explanation of account also was all the point they are (implicit explanation and explicit explanation).

On the other hand, the function of apology strategy used by the characters in Beautiful Creature film 2013 are asking apologize to other people when the characters does some mistakes by doing rejection (rejection), blaming himself/herself when the characters do some mistakes (acknowledgement of responsibility), and showing their regret of their mistakes (expression of apology).

## **5.2 Suggestion**

After conducting this study, the researcher found that apology strategy can also use to offer apologize to the complainer. Hence, the apologizer has to know how to ask apologize when he does some mistakes. Therefore, the apologizer can use this exact apology strategy in their daily life.

The researcher expect for the next researcher who are interested in apology strategy to examine using the other theory. For examples, the theories are proposed by Daniel Kramer Moore and Michael Moore and Aijmer. The next researcher also can use two theories in order to make deeply analysis.

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## APPENDIX

### BEAUTIFUL CREATURE FILM 2013

#### Datum 1

Emily: How was your summer, sugar?  
Ethan: Fine, Emily. And yours?  
Emily: Wonderful.  
    Why didn't you go to the Labor Day Carnival?  
    It was such a good time.  
Ethan: I wasn't up for it, heh.  
Emily: I don't understand what's happened.  
Ethan: **I know you don't. I'm sorry.**

#### Datum 2

Macon: Mr. Wate.  
    Make yourself comfortable.  
Ethan: Oh, I... I'm sorry about walking in uninvited before.  
Macon: No problem at all.  
    It's so rarely that we get visitors from our beloved Gatlin.  
Lena: don't be snob, uncle. It's not their fault  
    You never speak to any of them.  
Macon: **And it's not my fault**  
    That I have a predilection for good breeding...  
    Reasonable intelligence and passable personal hygiene.

#### Datum 3

Macon: You've been claimed by the dark.  
    You're no longer part of this family.  
Safarine's Mom: Ridley, sweetheart,  
    **There's nothing we can do for you now, I'm so sorry.**

#### Datum 4

Emily: and you know Lena Duchannes?  
    Is that what you're saying, Ethan?  
    Sorry, but I don't think I'm gonna be able to go to the movie with you this weekend.  
    I think we need time part.  
    **And I'm sorry to hurt you.**

Let's go.

**Datum 5**

Mrs. Lincoln: Oh, my god, Mama...

Macon: **Excuse me for my untimely intervention.**

Principal Herbert.

Mayor show, and the Reverend Stephens, I believe.

R.S: Yes, sir.

**Datum 6**

Safarine: you can't trust them, coz.

They'll turn on each other for no reason at all.

Link: Lena, I'm sorry, **I didn't mean it.**

**Datum 7**

Ethan: **I'm sorry, I just.**

I don't think it's any of your business.

Amma: Where'd you get that?

Ethan: I don't know.

Amma: Don't lie to me.

**Datum 8**

Ethan: **Sorry about Emily.**

She can be meaner than chickenshit.

Lena: Never understood that saying.

Ethan: Yeah, me neither.

Lena: And I should know better by now.

**Datum 9**

Mrs. Lincoln: Well, on account of his friendship with you.

Ethan: Oh, **I'm sorry you had to go to that trouble**, ma'am.

#### Datum 10

Lena: are you nuts? You almost killed me!  
Ethan: what are you doing, standing in the damn road?  
Lena: I need help, genius!  
Forget it!  
Ethan: **wait, wait, wait!**  
**I'm sorry! Look, get in!**  
This is a shortcut, nobody comes down this road. You'll down...

#### Datum 11

Lena: You can't help it.  
Ethan: Heh. What?  
Lena: Fitting in anywhere, drooling charm.  
Ethan: I never know whether you're insulting me or not  
Lena: **I'm sorry**, heh.  
Ethan: No. hey, I like it.  
You know?  
If it makes any difference, um....  
I like you

#### Datum 12

Ethan: Amma! How did I get here?  
Amma: Why are you shouting?  
Ethan: **I'm sorry, I'm sorry.**

#### Datum 13

Ethan: Hey, there.  
Lena: How do you feel?  
Ethan: Like I was in a tornado inside a dining room.  
No big deal.  
Lena: **I'm so sorry about Ridley.**  
I didn't know she was back.

#### Datum 14

Amma: This is the sacred place of my ancestors.  
You hear?  
You want some answers, you show me some respect.

Macon: Yeah, I.... **I apologize.**

#### **Datum 15**

Macon: Lena will not turn dark.

She is too strong.

Safarine: She has got no choice in the matter, my darling.

The curse has already begun.

Macon: No. That is a lie!

R.S : What's a lie, Mr.Ravenwood?

Macon: **My apologies.**

#### **Datum 16**

Ethan: Hey, **I'm sorry about those clichs in class**, but I'm not one of them.

Lena: "Clichs"?

#### **Datum 17**

Emily: **Excuse me?** Um, my mama says I really shouldn't be reading this book.

This is one of the banned books.

Mrs. Hester: Yes, well...

I got permission from the school board to try it for a semester.

Emily: Oh, I'm not reading anything banned from our church.

#### **Datum 18**

Lena: **Thank. I'm sorry I was...**

Ethan: Oh, it's okay. It's okay.

Lena: You should go. My uncle doesn't really like people being around the house.

Ethan: I know. I sort of, uh...

Went inside.