CHAPTER 1

INTRODUCTION

1.1 Background of the study

Apology is an action of asking forgiveness. Apology also is a part of language used realization. Apology sometimes appears in our daily communication. Unfortunately, some people think that apology is a small thing. It is sometimes not taken for granted and unnoticeable even though it actually has big influence for us ourselves and others. There are also some people try to avoid saying apology due to their egos. In fact, apology is very important to keep the harmony and good relationship between the speaker and hearer.

Apology is needed in our communication and the use of apology reflects to the art of communication. The art of communication is something that allows or makes us to share anything emotionally, and interact socially, and give communication a wide range of creative uses an art form. The art of thanksgiving, communication refers apology, refusal and others. to Communication is used to build a relationship with other people. Vallence and McWilliam (in Dimmick, 1995:21) said that communication is the foundation of all interpersonal relationship. In communication, we can understand the result of our communication from the response of hearers that we get. When we do a communication sometimes there is misunderstanding and something that violate someone or the hearer. In this case, apology is used to avoid offense and to maintain the good relationship.

Apology is included in part of speech act, and it is also part of politeness strategy. Apology in speech act is called also as the act of apologizing. One of a linguist, Olshtain states that apology aims to restore and maintain the harmony of the speaker and the hearer because of some offended such as violation, misunderstanding, and break promising intentionally or unintentionally (Olshtain and Cohen, 1983:20). According to other linguist, Holmes stated that apology as a speech act directed to the addressee's face needs and it intended to remedy an offense for which the speaker takes responsibility, and thus to restore equilibrium between speaker and addressee. (Holmes, 1992: 296).

Apology is a part of politeness strategy. Politeness is a way to maintain a good relationship by doing right manner, showing respect and to keep the hearer face. Politeness has big role to show that the speaker cares about others' feeling. Politeness is the expression of the speakers' intention to mitigate face threats carried by certain face threatening acts toward another (Mills, 2003:6).

There are some types of politeness, the two of them are positive politeness and negative politeness. According to Yule (1996), a positive politeness is a strategy which leads the requester to require a common goal or friendship. Positive politeness is the act of considering the positive face or good respond of hearer by indicating some solidarity, friendliness, and respect to the hearer's need to be appreciated, approved of and liked which makes the hearer feel good about himself, interest, and possession. In positive politeness, the speaker tries to save the hearer respond by reducing the distance between them. While, negative politeness is a way to keep the distance when the speaker talking about serious or

3

sensitive topic which may offend the hearer's face as a symbol respect to the

hearer's authority and it try to satisfy the hearer's face. Negative politeness is a

face saving act. Face saving act means the action to avoid misunderstanding and

to keep the feeling of the hearer in the communication, because when we

communicate with others, both the hearer and speaker will show their expression

feeling, identity, which can be seen by the face.

Therefore, apology is included in politeness strategy as negative

politeness. Apology is related to negative politeness in the way of giving attention

to the hearer negative face. Negative face is a need of being autonomous and to be

independent, to have freedom of action, and not to be imposed on by others or it is

a freedom from imposition. (Brown Levinson, 1987: 61).

Apology is related to the act of apologizing and the act of forgiving.

Apology is the way to apologize or asking forgiveness, and forgiving is the way to

forgive or giving forgiveness. The acts of apologizing and forgiving also have

been explained in Islam religion as it is written in the Holy Qur'an. The

importance of apology and forgiving between human, god and society can be

found in the Holy Qur'an. They are such as:

In Al- Bagarah: 263

حَلِيمٌ غَنِيٌّ وَاللَّهُ أَذَى يَتْبَعُهَا صَدَقَةٍ مِّن خَيْرٌ وَمَغْفِرَةٌ مَّعْرُوفٌ قَوْلٌ

"Kind words and the covering of faults (forgiveness) are better than

charity followed by injury. Allah is free of all wants and He is most forbearing."

(Al-Bagarah: 263).

In Ali Imran: 134

"Those who control their anger and are forgiving towards people; Allah loves the good." (Qur'an, 3: 134).

In Asy-Syuura:40

"(The) recompense (of) an evil (is) an evil like it. But whoever pardons and makes reconciliation, then his reward (is) on Allah. Indeed, He (does) not like the wrongdoers".

Asy- Syuura: 43

"And whoever is patient and forgives - indeed, that is of the matters [requiring] determination".

There are some hadiths that explain about apology, such as:

The Prophet Muhammad (S) has said, O' 'Ali! My intercession shall not reach the person who does not accept the apology from another person - whether the apology is truthful or untruthful.

Therefore, asking forgiveness and also accepting the apology / giving forgiveness of a person who has come to us are both ethical and has Islamic values. In Islam religion, deliver apology is obligation and we should apologize

sincerely, it is important to maintain good relationship among human. There will be a reward also in delivering apology that will be given to us from our creator Allah SWT. It has explained from the verses of holy qur.an above that nothing so precious more than say apology and forgiving because Allah loves the goodness.

Analyzing the deeper meaning of apology as politeness in this life is needed because there are still some people especially teenager who do not really know about the importance and meaning of apology, whereas apology has great influence for our action and for anyone that get offences from us or other. Apology is the best way in asking forgiveness. Every country has different way to deliver apology. The way to express apology is also unique to be analyzed. Some people feel difficult to deliver and to tell the apology because of some offences. The kind of offences that force anyone to express apology is also important to be analyzed. Therefore, the writer is interested in analyzing and conducting a research of apology strategy.

Studies on Apology have been researched and done by some previous researchers. One of them is "The Apology Strategies Used by the Workers to the Old and Young Bosses" (Lili and Mardijono, 2011). Their study conducted the type of apology strategies used by the workers to the old and young bosses. The result of their study showed the most frequent apology strategy used by the workers to the old and young bosses was explanation or account. The other is "Apology strategies in Persian" (Mohammad Shariati & Fariba Chamani: 2011). The study examined the frequency, combination, and sequential position of apology strategies in Persian to see how the universality of apologies should be

treated in this language. The results revealed that explicit expression of apology with a request for forgiveness was the most common apology strategy in Persian. Then, Nani Fitriani (2011), her study is "Apology Strategies: Are women's different from men's?", she studied on the implementation of power and solidarity in apology strategy. The result of the survey shows that there are similarities and differences in apology strategy used by female and male respondents.

While, in this study, this research is conducted to investigate how the characters expressed and apply the apology strategies on "Stuart Little 2" movie. Moreover, it also aims to identify, what kind of offence that triggered the characters to express the apology strategy on "Stuart Little 2" movie is significant to be conducted by using Trosborg theory of Apology and Holmes kind of offence theory also Brown Levinson politeness theory.

Therefore, it is felt interesting to analyze the act of apology strategies and in this study I am interested to analyze apology strategies in movie. Sometimes, we see movie only focus on the plot or the contents of the movie without realize that there are some nice dialogue expressions inside the movie, for example is the act or expression of apology and its strategies that uttered by characters. There are various apology expressions in the movie which are conveyed in different forms by the characters, within different background, situation, topic, and setting. The apology expressions in the movie, then, can be analyzed in relation to politeness strategy.

In this study, I use a movie entitled "Stuart Little2" to be analyzed. I also use some theories of linguists such as Trosborg, Olstain Cohen theory of apology,

Holmes theory and also Brown Levinson theory which is related each others. According to Trosborg theory, the act of apology is uttered in order to maintain good relationship between participants. It may be performed directly by means of an explicit apology utilizing one of the verbs directly signaling apology (apologize, be sorry, excuse, etc.), or it can be done indirectly by taking on responsibility or giving explanations (Trosborg, 1994:376). Trosborg also finds some apology strategies. According to her, the restoration of a complainable may be performed directly by means of an explicit apology utilizing one of the verbs directly signaling apology (apologize, be sorry, excuse, etc.) (Trosborg, 1994:379-383). According to Holmes, apology strategies can be divided into four main basic strategies required when someone is asking for an apology such as Explicit expression of apology, Explanation or account, Acknowledgement of responsibility, and A promise of forbearance. (Holmes, 1990:160-161). Olstain and Cohen (1983) also say that the act of apologizing is called for when there is some behaviors, which have violated social norm, whether the offense is real or potential. Olshtain and Cohen (1983:206-207) distinguish five strategies for apologizing.

There are some reasons why I use this movie because such as this movie is familiar for children and also contains some moral values about apology. In this "Stuart Little 2" movie, there is a main character which is not human but it is a mouse as main character. The mouse can act like a human and even he can deliver apology to other characters. In the dialogue conversation among the characters in the "Stuart Little 2" movie involves some apology strategies.

"Stuart Little 2" movie is a 2002 American live action film directed by Rob Minkoff. It is loosely based on the novel of the same name by E. B. White. It combines live action and computer animation. The Mr. Little's family adopted and taking home a mouse named Stuart as George's younger brother in Stuart Little 1 movie and in the "Stuart Little 2" movie. It tells about the friendship between Stuart and a little bird namely Margalo. It is a journey to escape from Falcon. The story has some life event which consist some nice adventure of the characters, the journey of Stuart colored by the relationship among Stuart, George, Margalo, Snowbell, and others. In the conversation of the "Stuart Little 2" movie depicts politeness and apology strategies.

1.2 Statement of the Problem

- 1. How do the characters in the "Stuart Little 2" movie express their apology strategies?
- 2. What are the types of offence that triggered the characters in "Stuart Little 2" movie to express their apology strategies?

1.3 Objectives of the Study

- To explain how the characters express their apology strategies in context of politeness strategies in the "Stuart Little 2" movie.
- 2. To determine the kind of offenses that triggered the characters to deliver their apology strategies in the "Stuart Little 2" movie.

1.4 Significance of the Study

This research is expected to be a contribution in linguistics field especially to the studies of politeness itself. This research aims to increase the knowledge about politeness especially in asking apology and make the readers realize that politeness is important and we can apply politeness strategies in our daily conversation. This research also can be as reference to the English Department students who want to study and analyze about speech act related to apology. This research will try to help them to get further understanding in the study of expressive speech act, and politeness especially in context of apology. Overall, the main purpose of this study is to find out the apology strategies used by the characters included kind of offences in delivering the apology as a part of negative politeness.

1.5 Scope and Limitations

"Stuart Little 2" movie is as object of this study. This research emphasizes on apology as negative politeness strategy. Apology is divided into several types, such as apology as sympathy, apology as strategic disarmers, and apology as remedial act. This research also focuses on apology as remedial act related offence. The data is taken from the utterances by the characters, especially in the apology expressions following an offence used by the characters in the "Stuart Little 2" movie.

1.6 Definitions of Key Terms

Politeness strategy: The acts/ way to avoid misunderstanding in communication and to maintain good relationship between the speaker and the hearer. This strategy is used to minimize the face threatening act (FTA) that a speaker makes. (Brown and Levinson, 1987)

FTA (face threatening act): Some acts that threat someone feeling and another individual face wants or the act that can infringe on the hearer need. (Brown and Levinson, 1987)

Positive politeness: The act of considering the positive face or good respond of hearer by indicating some solidarity, respect and showing friendliness to minimizing the distance (Brown and levinson, 1987)

Negative Politeness: The act of satisfying hearer's negative face/ respond by recognizing the addressee's negative face wants. (Brown and Levinson, 1987)

Apology : A word or statement of saying sorry for something that has been done wrong or that causes a problem. Apology is a politeness strategy which has the effect of paying attention to the addressee's negative face (Coates and Cameron, 1998)

Apology strategy: The methods used by individuals to perform the act of apology in order to avoid misunderstanding and miscommunication which it can be hurt other people. (Olshtain and Cohen, 1983)

Offense

: The act of saying something wrong/ rude/ unexpected that causes problem and for someone, the act of insulting and making upset a person. (Holmes, 1992)

Stuart little 2 movie: A 2002 American live action film directed by Rob Minkoff.

It is loosely based on the novel of the same name by E. B.

White. It combines live action and computer animation. It tells about friendship between Margalo and Stuart and the warm atmosphere of Little's family.