CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents the findings and discussion in which are divided into two section. First, the writer shows the findings of this research by presenting the table of apology strategies used by the characters based on Trosborg theory of apology. Afterwards, she discusses the findings in detail.

4.1 Findings

After analyzing the characters' utterances in the "Stuart Little 2" movie, then the writer divides all utterances of the characters which consist and belong to utterance of apology strategy and its function of each sub-strategy. Through the table, we can find a total of the characters' utterances as the result of apology strategy classification and its function. The writer found that there are five apology strategies used in the "Stuart Little 2" movie. The total of the data found are 18 based on the classification of apology strategy and its function. We can see in the table 4.1.1 below.

4.1.1 Apology strategy used by the characters in the "Stuart Little 2" movie

The following table below presents number apology utterances and total the use of apology strategy based on the category of apology strategy and its function of substrategy.

Table 4.1 The total of Apology strategy used by the characters in the "Stuart Little 2 movie".

No.	Category of Apology Strategy	Sub-strategy / function	Utterances	Total	
1		Explicit acceptance of the blame	1		
	Acknowledgment of	Explicit acknowledgment	1	5	
	Responsibility	Expression of lack of intent	2		
		Expression of self deficiency	1		
2	Explanation or Account	Explicit explanation	2	2	
3	Offer or Repair	Offer repair	1	1	
4	Direct apology / Expression of Apology	Offer of apology Expression of regret	3	7	
5	Expression concern for hearer	Expression concern for hearer	1	1	
6	Evasive strategy/ minimizingoffenses	Minimizing Querying preconditions	1	2	
Total					

From the table of apology strategies above, one of apology strategies which mostly occurred of the characters' utterances is direct apology/ expression of apology strategy with its function as the offer of apology. The characters tend to use strategy of expression of apology in delivering their apology after making and causing some offenses. The other strategies of apology are used by the characters but in lower numbers of occurrence and each strategy do not involve all the function as sub-strategy, there are only some functions that are used in each of apology strategy. On the other hand, the researcher found there are two apology strategies that are not used at all by the characters in the "Stuart Little 2" movie, they are rejection strategy and promise of forbearance.

In the section below, each of the above apology strategies is discussed in further and detail explanation.

4.1.1.1 Acknowledgment of responsibility

There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

a.Explicit acceptance of the blame

The following quoted conversation below is the example of explicit acceptance of the blame found in the data.

Data 1 (00:08:31-00:08:40)

Stuart : Maybe Mom was right. Maybe I shouldn't be playing soccer

anymore.

George : What does she want you to go out for?

Stuart : Painting or dancing.

George : <u>I guess it's my fault. I'm sorry I kicked you into the goal.</u>

Stuart : That's okay. You won the game. That's the main thing.

George : No. The main thing is I hit Wallace in the face. Bogeys, 12:00! I

got him, Brooklyn! Wouldn't it be cool if I actually flew this

thing?

Yeah. There's only one problem. Mom.

In this conversation, George uses utterances "I guess it's my fault. I'm sorry I kicked you into the goal" to deliver his apology to Stuart. "It's my fault" belongs to explicit acceptance of blame expression in apology strategy. The utterances that is used is by George in "I guess it's my fault" shows that George had been realized his mistake and he feels that he is the guilty one so that he will accept any blame that addressed to him. He doesn't mind if Stuart blames him for the offence he had made because it is Stuart's right in blaming him.

George and Stuart are in close relationship because they are family, in this scene George used negative politeness in apologizing to indicate his awareness of having impinged on the Stuart's face and it redress his fault toward Stuart. George had made an offense by kicking Stuart into the goal, this offence made Mrs. Little got too much worry of Stuart, and so she did not allow Stuart play soccer anymore. This case made Stuart felt so sad.

b. Expression of Lack of Intent)

The following quoted conversation below is the example of expression of lack of intent found in the data.

Data 2 (00:19:04 – 00:19:44)

Snowbell : Those flies really come back on you. I try to eat right and yet I

still feel bloated. Maybe more food will help.

Margalo : Hi there. Snowbell : Aaaaaaaaaa

Margalo : <u>Sorry. Didn't mean to scare you!</u>

Snowbell : Scare me? That's a laugh. Hear that? That was a laugh. Hairball.

Major hairball. And yet we continue to lick ourselves.

Unbelievable.

In this conversation, Margalo used acknowledgment of responsibility with a sub strategy of expression of lack intent as the apology strategy for delivering her apology to Snowbell. It can be seen by margalo utterance: "Sorry. <u>Didn't mean</u> to scare you". The word expression of "didn't mean" is belonged to Expression of lack intent".

The utterance of "didn't mean" indicates that she did not mean or even did not want to do the offence of making Snowbell scared and shocked. This strategy is used to clarify and being responsible of misunderstanding caused by offence that is actually unintentionally done by the complainee/ apologizer as in the conversation above. Margalo suddenly greeted Snowbell made Snowbell shocked of Margalo's presence that he did not ever meet and know before. Therefore,

Margalo delivered her apology to Snowbell and tried to clarify that she did not mean to scare him. Margalo did not realize before that her sudden greeting and her presence can scare and shocking Snowbell.

Margalo and Snowbell is in distant relationship, and in this case Margalo used negative politeness in apologizing to indicate her awareness of having impinged on the hearer's negative face. Margalo had made offence of making Snowbell shock and shy.

Data 3 (00:50:07-00:50:57)

Falcon :This kid's priceless. Tell me, Cheese-face, does this sound

familiar? "Oh, my wing. I don't think I can fly."

Stuart : What are you talking about?

Falcon :I can't drill through the wood. She scammed you. She played you

like a harp.

Stuart : Margalo, what does he mean?

Falcon :Okay, now it's getting sad. Maybe this will clear things up.

Stuart : My mom's ring.

Margalo : *I'm so sorry. I never wanted to hurt you.* 00:50:34

Stuart : But, Margalo, why?

Falcon :Don't be upset, Mouse-boy. She has conned smarter than you. Or

did you think you were special? A real friend?

Margalo :I didn't lie about that, Stuart. You are my friend.

Stuart :Then come with me.

In this conversation, Margalo delivered her apology to Stuart by using Acknowledgement of responsibility strategy. The sub-strategy of acknowledgement of responsibility that is used exactly is the expression of lack intent and it can be seen in Margalo utterance of "I never wanted to hurt you". It is because Margalo said that she never wanted to hurt Stuart after delivered her apology. She did not expect to cause an offense intentionally but she did it because a force from Felcon. In this case Margalo used negative politeness in apologizing to show her awareness of having impinged on the hearer's negative

48

face. Margalo and Stuart is in close relationship although they are not in one family.

c. Expression of self deficiency

The following conversation is the example of expression of self deficiency as apology strategy.

Data 4 (00:02:49-00:03:15)

Stuart : George, wake up. - George!

George :It's Saturday.

Stuart : I know, but it's the first day of soccer. It's our first game. : Soccer? I can't today. I caught a cold while sleeping. George Stuart

: You'll be fine. Come on, come on, it'll be great.

We're going to play like Brazilians.

In this conversation, George was feeling sorry for refusing Stuart of joining the soccer games. He refused it implicitly by giving the reason and showing his weaknesses or self-deficiencies directly. The weakness of the speaker was showed in George's first sentence, that is, "I can't today", then it is followed by the sentence "I caught a cold while sleeping". It meant that George was not in a good condition and it caused him to do something wrong.

George used negative politeness in apologizing to showe his awareness of having impinged on the Stuart's face.

d. Explicit acknowledgement

The following conversation is the example of explicit acknowledgment.

Data 5 (01:06:37 – 01:06:56)

Mrs. Little :Then why am I so proud of you? Margalo :Mrs. Little, this belongs to you.

Mrs.Little :My ring.

Margalo :Yeah, I took it.

: And now she's giving it back. Stuart

49

Mrs. Little :I'm just happy to have all of you back.

In this conversation, Margalo used explicit acknowledgment strategy in delivering her apology. Even though she did not express her apology in explicit utterance of apology by saying sorry or forgive me but her action of returning Mrs. Little's ring indicates her implicit apology. While, her sentence of "Yeah, I took it" indicates that she had admitted her mistake explicitly. She admitted that she had making offense by stealing Mrs. Little's ring.

Margalo and Mrs. Little is in distant relationship. Margalo used positive politeness because she shows her concern for the addressee's interest and feeling. It can be seen by her intension to giving back Mrs. Little's ring and admit that she had stolen it.

4.1.1.2 Explanation or account

There are two data that belong to this strategy and the data belongs to the sub-strategy of explicit explanation.

Data 6 (00:14:14- 00:14:19)

Stuart: Tony, would you like to come over to my house this afternoon?

Tony : Sorry, pal. I've got karate.

Stuart: Hey, Mark. Mark: Guitar lessons.

In this scene, Tony delivered his apology to Stuart by using Explanation or account as his apology strategy. The apology utterance which is used by Tony to Stuart exactly is included in explicit explanation as sub strategy of Explanation or account. Explicit explanation here can be seen by the utterance of Tony as in "Sorry, pal. I've got karate" that he refused Stuart's invitation by

saying sorry and giving explicit explanation that he had to attend Karate exercise. The utterance of Tony that is included in explicit explanation can keep him from offense that can hurt Stuart because in this utterance there has been appear circumstance which can be an excuse of offense. "I've got karate" is explicit utterance that refers to circumstance as an excuse.

Tony and Stuart is in distant relationship. In this case, Tony used negative politeness in delivering his apology because it is indicate his awareness of having impinged on the hearer's negative face.

Data 7 (00:33:14- 00:33:44)

Mrs. Little :If Martha wanted to go up the chimney... ...or George wanted to

go into the toilet, would you let them?

Mr. Little :I love Stuart as much as you do. I just don't happen to be quite

as....

Mrs. Little :Emotional? Irrational? What were you going to say?

Mr. Little :I forget.

Mrs. Little :I know I'm overprotective, it's just... ... I can't stand the idea of

Stuart getting hurt.

I'm sorry

In this conversation, Mrs.Little delivered her apology by using the strategy of explanation or account with the sub strategy of explicit explanation. The apology utterance that is used by Mrs. Little shows explicit explanation by saying "I know I'm overprotective, it's just..... I can't stand the idea of Stuart getting hurt... I'm sorry. Mrs. Little had admitted her mistake that she is too much worry about Stuart. Her worry made her angry at Mr. Little. Before she delivered his apology, she said some utterances that refer to an explicit explanation of making unintentionally offense.

Mr. Little and Mrs.Little is in close relationship as they are spouses. In this scene, Mrs. Little used positive politeness in apologizing because she shows her concern toward Stuart needs and feeling as described in her action of getting to much worry of Stuart's condition.

4.1.1.3 Offer of repair

The following quoted conversation below is the example of apology strategy offer of repair.

Data 8 (00:12:03 – 00:12:33)

Mrs. Little : Stuart, are you all right?

Mr. Little : Are you okay?

Stuart : I'm okay. Everything's fine.
George : Fine? Stuart, you destroyed it.
Stuart : I'm sorry I wracked it, George!

Mr. Little : I'm sure we can fix it with some glue.

Mrs. Little : No, we can't. That's going in the trash. It's much too dangerous.

George : Thanks, Stuart.

In this conversation, Stuart apologized to George for using his plane uncontrolled and without understanding the right way to drive it well, so the plane fly away and Stuart could not handle the plane. Then, the plane fell down and wracked. Stuart delivered his apology by using offer of repair as his apology strategy. Stuart had admit his mistake of having wrack George plane and his utterance of apology is supported by Mr. Little's statement that he offered to repair George wracked plane by fixing it with some glue together with Stuart.

In this case, Stuart and Mr. Little used compensation as offer of repair by utterance: "I'm sure we can fix it with some glue.". They will repair the damage of George's plane by fixing it with some glue. It indicates that Stuart and Mr.

Little is responsible to compensate the offense. The characters in this conversation are close relationship. Stuart used negative politeness in apologizing to indicate his awareness of having impinged on the George's face and it redress his fault toward George.

4.1.1.4 Expression of apology

There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

a. Offer of Apology

The following quoted conversations below are the example of offer of apology.

Data 9 (00:16:40-00:16:53)

Stuart : Oh, boy, we've got a problem. No, you can make it. Don't slow

down.

Margalo : You did it. Stuart : Yeah. I did.

Margalo: So, who do I have to thank?

Stuart : Forgive me. My name is Stuart. Stuart Little.

Margalo : I'm Margalo. Just Margalo.

Stuart :Margalo.

In the quoted conversation above, "the offer of apology strategy can be seen by the utterance of Stuart, "Forgive me. My name is Stuart". The Stuart's utterance indicates that he wanted to offer apology before he introduced himself to Margalo. He did not want to make offense of his introduction that may become unpleasure thing for Margalo. Offer of apology aims to avoid the offence caused by the speaker's act or talk. Stuart used positive politeness since it is an expression which shows a concern for hearer / addressee's well-being.

Data 10 (00:20:05 – 00:20:15)

Mrs. Little : We're home. Sorry we're late. Little hi, Little low.

Stuart : Little hey, Little low.
Margalo : What the heck was that?

Stuart : That's just how we greet each other.

Margalo :Interesting.

In this conversation, Mrs. Little delivered her apology by using expression of apology with a sub- strategy of offers of apology as apology strategy. The word "sorry" is belonged to expression of apology. The utterances of apology that is used by Mrs. Little in "Sorry, we're late" indicates that she expressed her apology of being late coming home with Mr. Little to Stuart. Mrs. Little as a complainee in this case has an initiative to express an offer of apology to Stuart after making an offence. The offense is their late arrival to home. Mrs. Little used negative politeness in apologizing to indicate her awareness of having impinged on the hearer's negative face.

Data 11 (00:27:23- 00:27:46)

Margalo : Something's always stopping me.

Stuart : Something's always stopping me, too. Everybody around here

thinks I'm too small to accomplish anything.

Margalo : Hey, the way I see it, you're as big as you feel.

Stuart : Yeah. Boy, I'm really glad you fell into my car. I mean, you

know... I mean I'm not glad you fell. I just... Want some more

<u>popcorn?</u>

Margalo : Okay. What? My pin. It's fixed. How—

The conversation above consists of offer of apology strategy which is used by Stuart. Stuart had made an offence by talking wrong thing that can make Margalo misunderstanding with him. We can see by Stuart's utterance in "I mean," you know... I mean I'm not glad you fell. I just...". It indicates that Stuart wanted

54

to clarify his previous statement as a slip tongue. Stuart used negative politeness in apologizing to indicate his awareness of having impinged on Margalo's negative face.

Data 12 (01:01:07-01:01:14)

Margalo : Stuart! You're alive!

Stuart : So far!

Margalo : Where'd you get the plane?

Stuart :A garbage dump.

Margalo : <u>Sorry I asked.</u> 01:01:13

In this scene, Margalo delivered her apology by using expression of apology. The sub strategy that is used here is an offer of apology. The expression of "sorry" is belonged to expression of apology. Margalo realized that it is not right time to ask about where Stuart got the plane because at that time Stuart was focus on driving the plane. In order to avoid offense Margalo utters an offer of apology as described in her utterance "Sorry, I asked". Margalo used negative politeness in apologizing to indicate her awareness of having impinged on the Stuart's negative face.

b. Expression of Regret

The following quoted conversations below are the examples of expression of regret.

Data 13 (01:06:20-01:06:35)

Mr. Little :Stuart! Are you okay?

Stuart :I am now. Margalo saved me.

Margalo :We saved each other.

Mr. Little : What did you think you were doing? Mrs. Little : You almost gave me a heart attack.

Stuart : <u>I'm sorry, Mom.</u> 01:06:30 Mrs. Little : You ran away from home.

Stuart :I know.

Mrs. Little :And you had George lie to us.

Stuart :Yeah.

In the conversation above, expression of regret can be seen by Stuart's statement in "I'm sorry Mom". It indicates that Stuart felt so regret after causing offense. He had made his mother worry and almost get heart attacked and he had forced George lied. Stuart used negative politeness in apologizing to indicate his awareness of having impinged on the hearer's negative face.

Data 14 (00:51:56-00:52:55)

Snowbell :I'll bet something terrible has happened. The Littles will kill me. I

know, I'll bring home another mouse in a snazzy outfit... ... teach him to drive a sports car and pass him off as Stuart. Who am I kidding? I have to get up there. But how? *I hope I live to regret this.* Ooo! Stuart? Yoo-hoo? Stuart? Come out, come out wherever you are. Please don't jump out from behind anything. *Remember, I have a strong stomach but a very weak*

heart. Here, Mousie-Mousie.

Margalo :Snowbell? Is that you? Is that really you?

Snowbell : Margalo? Where are you?

Margalo :- In the can.

In the conversation above, Snowbell showed his regret in delivering his apology himself by saying "I hope I live to regret this". It indicates that Snowbell felt into his regret after making an offence that could not help and save Stuart. Snowbell strengthen his regret by giving further statement as in "Remember, I have a strong stomach but a very weak heart.". Snowbell has close relationship with Stuart as they are family. Snowbell used positive politeness in apologizing since the snowbell's utterance included in expression which shows a concern for the addressee's feeling, need, and interest. It is described in Snowbell's utterance that he felt deeply regret and sad to losing Stuart.

Data 15 00:53:09-00:53:35

Snowbell : Is Stuart in there, too?

Margalo : No, Snowbell, he's dead.

Snowbell :What? Stuart is dead?

Margalo :Falcon killed him.

Snowbell :No. He can't be, he's... I was supposed to protect him. I wish it

was me who had been killed.

Margalo :Really?

Snowbell :No. But I am very unhappy!

From the conversation above, Snowbell used expression of regret as his apology strategy. Even though, in his utterances there is no word as "Sorry" but he was actually feeling so guilty it can be seen in his utterance "I was supposed to protect him. I wish it was me who had been killed". He was guilty after making an offense of being not protecting Stuart. Expression of regret tends to showing regret toward offense. Snowbell used positive politeness in apologizing since the snowbell's utterance included in expression which shows a concern for the addressee's feeling, need, and interest. It is described in Snowbell's utterance that he felt deeply regret and sad to predict that Stuart died.

4.1.1.5 Expression concern for hearer

The following is the example of apology strategy as expression concern for hearer.

Data 16 (00:57:00-00:58:59)

George : He's at the Pishkin Building. - Dad.

Mr. Little : What?

George : Am I in trouble?

Mr. Little : No, son. You're in big trouble.

GEORGE : Mom, Dad, I'm really sorry. 00:58:46

Mr. Little : You should be. For all we know, Stuart could be out there now,

lying face down with his... Or, he could be fine. We don't have to

assume the worst. After all, it's not the Little way.

In this scene, George delivered his apology by using the expression concern to hearer strategy. George finally uttered apology expression of :"mom, dad, I'm really sorry". After knowing that his parents were in worrying and also he got in big trouble because of the offense he had made. The question utterance that George asked to his father :"Am I in trouble?" can show his concern toward the offense he had made. George used positive politeness in apologizing since he shows a concern for the addressee's feeling, need, and interest. It is described in George's utterance that he begins to worry about Stuart's condition.

4.1.1.6 Evasive strategy

There are some data that belong to this strategy and it will be classified based on its sub-strategy as described below:

a. Minimizing

The following quoted conversation below is the example of minimizing.

Data 17 (00:31:57-00:32:34)

Mrs. Little :What's on the other end of that string?

Mr. Little : This string?

Mrs. Little : Yes.

Mr. Little : Well, now, don't get excited, but someone that you and I love...

...has volunteered to go down the drain to get your ring.

Mrs. Little :Stuart?

George : Good guess, Mom.

Mrs. Little :Stuart? You let our son go down the kitchen drain?

Mr. Little : No, *Eleanor*, *don't be upset*. *It's been well thought out*. *If there's*

a problem, I pull on the string and...Now you can be upset. Are

you okay? Can you hear me?

In the conversation above, Mr. Little used Minimizing strategy to deliver his apology to Mrs. Little. He tried to minimize the degree of offense by saying that Stuart go down into kitchen drain is not a big problem. Mr. Little seeks to minimize the degree of offense by arguing that the supposed offense is of minor importance as described in his utterance "Eleanor, don't be upset. It's been well thought out. If there's a problem, I pull on the string. Those utterance sets to minimize the doubt and worrying of Mrs.Little. Mr. Little used negative politeness in apologizing to indicate his awareness of having impinged on the hearer's negative face as he had made offense and made Mrs. Little worry and confused.

b. Querying precondition

The following quoted conversation below is the example of minimizing.

Data 18 (00:56:26-00:00-57:00)

Mrs. Little :All right, George, where is he?

Mr. Little : And this time, the truth.

George : <u>I'm not sure.</u>

Mr. Little :It is never okay to lie to your parents.

George : Is it okay to break a promise to your brother?

Mrs. Little :It's wrong to promise your brother that you'll lie to your parents.
Mr. Little :George Listen to the tone of my voice. Tell us where Stuart is.

George : <u>It was a promise</u>. <u>Brother to brother</u>.

Mr. Little : George, I understand. I have a brother. But if he was in danger,

that would matter more to me than the promise.

Mrs. Little : How would we all feel if anything happened to Stuart?

George : He's at the Pishkin Building. - Dad.

In the conversation above George used querying precondition as his apology strategy. Querying precondition tends to express doubt about something whether something is correct or not. George said: "Is it okay to break a promise to your brother" it indicates that he avoid to be blamed of his offense of being lie to his parents. Actually George realized his mistake but to deliver his apology he

used querying precondition to avoid his parent's anger to him. George querying his parents' statement by giving another question. George used negative politeness in apologizing to indicate his awareness of having impinged on the hearer's negative face.

4.1.2 Kind of offences that triggered the characters deliver their apology strategies in the "Stuart Little 2" movie

There are six types of offence or infringement that cause people deliver their apologies. In this section, the writer provides table of occurrence the kind of offences in the "Stuart Little 2" movie. Then, the writer gives short explanation and analysis classification type of offences found in each datum as written in each apology strategy above. Therefore, in the following short explanation above, there is no quoted conversation of each datum.

No	Kind of offences	Found in	Total
		datum	
1	Space offences /	I	1
	infringement on space		
2	Talk offences / infringement	9, 11, 12, 18	4
	on talk		
3	Time offences / infringement	10	1
	on time		
4	Possession offence /	8	1
	infringement on possession		
5	Inconvenience offence /	4, 5, 6, 7, 13,	9
	instance of inconvenience		
		14, 15, 16, 17	
6	Social behavior offense /	2, 3	2
	social gaffes		
	Total	18	

4.1.2.1 Infringement on possession

Infringement on possession is an offence which occurs when there is damage on someone's possession. It can be an act done by the speaker which damages or causes the hearer's personal property lost. It can also be an act which is intentionally done by the speaker relating to the hearer's personal property. The speaker has damaged the hearer's face by his/her act. The infringement on possession found in the following datum below:

Data 8

Mrs. Little : Stuart, are you all right?

Mr. Little : Are you okay?

Stuart : I'm okay. Everything's fine.
George : Fine? Stuart, you destroyed it.
Stuart : I'm sorry I wracked it, George!

The situation of conversation in datum 6 is Stuart feels so awkward with George that unintentionally he broke his plane. He used George's plane but he could not drive well and concentrate in using George's plane, it made the plane was out of his control and finally it was crushed, fell down and broke. Stuart was aware that he had done an offending act toward George, and then he directly apologized to George. Stuart's offending act belongs to infringement on possession. It is an infringement on possession because his offending act relates to other's property as Stuart had destroyed George's plane.

4.1.2.2 Infringement on space

Infringement on space is an offence which occurs when the offender bumps into someone. Infringement on space can be an act done

by the speaker which narrows the hearer's space by his/her act. It can be the speaker's act which tries to restrict the other's space. The examples of infringement on space is found in data 1

Data 1

Stuart : Maybe Mom was right. Maybe I shouldn't be playing

soccer anymore.

George : What does she want you to go out for?

Stuart : Painting or dancing.

George : <u>I guess it's my fault. I'm sorry I kicked you into the goal.</u>
Stuart : That's okay. You won the game. That's the main thing.

The situation in the conversation above is Stuart was not allowed to join soccer anymore because of incident in the field when soccer play begun. It is because George kicked Stuart into the goal made Mrs. Little worried about Stuart condition. Before going sleep they talked about this case and George realized that he had made offense to Stuart by kicking Stuart into the goal and then it motivated George to deliver his apology.

4.1.2.3 Instance of inconvenience

Instance of inconvenience is an offence which leads to an inconvenient situation. It can be an act done by the speaker which causes an inconvenient situation toward the hearer. It can also be an act which causes an uncomfortable feeling for the hearer. It makes the hearer feel uncomfortable because of the act done by the speaker. The instance of inconvenience found in data 4, 5, 6, 7, 13, 14, 15, 16, 17. One of those data that belongs to instance of inconvenience will be explained and discussed in detail below:

Data 13

Mr. Little :Stuart! Are you okay?

Stuart :I am now. Margalo saved me.

Margalo :We saved each other.

Mr. Little : What did you think you were doing? Mrs. Little : You almost gave me a heart attack.

Stuart : *I'm sorry*, *Mom*.

Mrs. Little : You ran away from home.

Stuart : I know.

Mrs. Little : And you had George lie to us.

Stuart : Yeah.

The situation in the conversation above is Stuart went away from home without permit to his parent before and did an extreme journey with Margalo in escaping themselves from Falcon. Stuart fell down from his wrecked plane after crushing falcon but Margalo helped him. The situation made Mrs. Little very shocked. The situation above indicates that Stuart had made inconvenience thing toward his family especially his mother. Therefore, this offense belongs to instance of inconvenience that motivated Stuart to deliver his apology to Mrs. Little.

4.1.2.4 Infringement on talk

Infringement on talk is an offence relating to the speaker's statement which may damage the hearer's face. The speaker may say a wrong statement or he/she may say something which hurts, offends or insults the hearer's feeling with his/her words. The examples of infringement on talk are interrupting, talking too much, saying the wrong thing, etc. The data belong to this offence are in data 9, 11, 12, 18. One of

those data that belongs to infringement on talk/ talk offense will be explained and discussed in detail below:

Data 11

Margalo : Something's always stopping me.

Stuart : Something's always stopping me, too. Everybody around

here thinks I'm too small to accomplish anything.

Margalo : Hey, the way I see it, you're as big as you feel.

Stuart : <u>Yeah. Boy, I'm really glad you fell into my car. I mean,</u>

you know... I mean I'm not glad you fell. I just... Want

some more popcorn?

The situation in conversation above is Stuart talked something to Margalo but in the middle of conversation, Stuart said a wrong statement which maybe hurts, offends or insults the Margalo's feeling with his words as in "I'm really glad you fell into my car." Stuart then realized that he had made and offence by his words. Therefore, Stuart directly delivered his apology explicitly by saying "I mean I'm not glad you fell."

4.1.2.5 Infringement on Time

Infringement on time is an offence which occurs when the offender does not come at the agreed or proper time. The speaker wastes the hearer's time by his/her act. Hence the speaker has damaged the hearer's negative face by his/her act. There is a data which belongs to this kind of offence which is found in data 10.

Data 10

Mrs. Little : We're home. Sorry we're late. Little hi, Little low.

Stuart : Little hey, Little low.
Margalo : What the heck was that?

Stuart : That's just how we greet each other.

Margalo : Interesting.

The situation of the conversation above is Stuart waited the arrival of Mr. and Mrs.Little because he wanted to introduce Margalo to them. Unfortunately, Mrs. Little came home late. Then, Mrs. Little expressed her apologize of having done an offence. Mrs. Little asked apologize to Stuart and Margalo because she has come late. She felt sorry for wasting their time to wait her arrival.

4.1.2.6 Social behavior offense

Social behavior offence is an offence relating to someone's attitude or behavior to the addressee. It can be an act which can embarrass the speaker himself/herself. Sometimes, it can be an act which can make the hearer get angry to the speaker. It can also be an impolite act done by the speaker to the hearer. There are three data which belong to this kind of offence. They are in data 2 and 3.

Data 3

Falcon :This kid's priceless. Tell me, Cheese-face, does this sound

familiar? "Oh, my wing. I don't think I can fly."

Stuart : What are you talking about?

Falcon :I can't drill through the wood. She scammed you. She

played you like a harp.

Stuart : Margalo, what does he mean?

Falcon :Okay, now it's getting sad. Maybe this will clear things up.

Stuart : My mom's ring.

Margalo : <u>I'm so sorry</u>. <u>I never wanted to hurt you</u>. 00:50:34

Stuart : But, Margalo, why?

Falcon :Don't be upset, Mouse-boy. She has conned smarter than

you. Or did you think you were special? A real friend?

Margalo :I didn't lie about that, Stuart. You are my friend.

Stuart :Then come with me.

The situation of conversation above is Falcon met Margalo and Stuart, Falcon showed that Margalo had hidden a secret to Stuart that she had stolen Mrs. Little's ring. The evidence of Margalo's bad attitude which is proven by Falcon can embarrass Margalo. Margalo's bad attitude of having stole ring and pretending become good friend to Stuart become an offence that belongs to social behavior offense. This offense motivated Margalo to deliver his apology to Stuart by saying "I'm so sorry. I never wanted to hurt you".

4.2 Discussion

From the finding and the discussion above, the writer found that the main characters took highest occurrence in using apology strategy. The findings show that sometimes to deliver apology is not always said explicitly in form of words "sorry, forgive me, I apologize, etc but to deliver apology implicitly can be in other form words such as found in data 4, 5, 7, 11, 14, 15, 17, 18. In those data there are no words consist of "sorry, forgive, and apologize me" but the utterances of apologizer in those data reflect to apology strategy.

There are some characteristic of apology strategies as explained in chapter 2. They are such as: First, expression of apology is determined by the word or expression of "sorry, excuse, forgive, apologize" and sometimes is adding by "really", "sorry". Second, offer of apology is determined by the word "I apologize", then expression of regret is determined by "I'm sorry", and request for forgiveness is determined by "excuse me". Unfortunately, in this study the writer argues that even though there are some expression / words involved in the

characteristics and refer to classification above, those words does not measure that those are always can be applied in those strategy. Those can be seen in data analysis that had explained above, it is because the writer tends to use context in conversation also kind of offense to classify the data and its apology strategy's classification. This fact indicates that a word or expression of apology can indicates more than one apology strategy. It is based on the word of apology and the context of conversation. In example in data 3, "I'm so sorry, I never wanted to hurt you". It is used two strategy that first, it is included in expression of regret by the words "I'm sorry", and then it can be included in expression of lack intent by the utterances "I never wanted to hurt you".

The use of apology strategies that is mostly occurred in the data is direct apology / expression of apology with its function as offer of apology. The writer did not find any characters that used rejection and promise of forbearance to deliver the apology strategy. The apology strategy of offer apology can be functioned also as a permit and it is found in data 9 with the word "Forgive me" which is used by Stuart to permit before introducing himself to Margalo. Overall, the aim of all the apology strategy is to reduce the offense which apologizer had made and also to seek forgiveness. The data shows that the characters mostly used negative politeness in apologizing as found in data 1, 2, 3, 6, 8, 9, 11, 13,14, 15, 16, 18. The characters used negative politeness in apologizing to indicates their awareness of having impinged on the hearer's negative face and to redress the fault toward the hearer. the positive politeness found in data 7, 8, 9, 10, 12, 13.

There five kind of offences that is used in this "Stuart Little 2" movie, they are infringement on talk, infringement on space, instance of inconvenience, infringement on time, and social behavior offense. The kind of offences that is mostly used in the "Stuart Little 2" movie as described in findings above is instance of inconvenience. The level of offence which is high and rather difficult to be forgiven is infringement on possession as found in data 8. The offence that can make someone lose his face and confident or trust is infringement on social behavior as found in data 2 and 3. The findings show that every apology has different offence that triggered a person to deliver an apology.