

TABLE OF CONTENTS

Inside Cover Page.....	i
Declaration.....	ii
Dedication.....	iii
Motto.....	iv
Advisor's Approval.....	v
Examiner's Approval.....	vi
Acknowledgements.....	vii
Table of Contents.....	viii
Abstract.....	x
CHAPTER 1 INTRODUCTION.....	1
1.1 Background of the Study.....	1
1.2 Statement of Problem.....	8
1.3 Objectives of the Study.....	8
1.4 Significance of the Study.....	9
1.5 Scope and Limitation.....	9
1.6 Definition of Key Terms.....	10
CHAPTER 2 LITERATURE REVIEW.....	12
2.1 Pragmatics.....	12
2.2 Speech acts.....	13
2.2.1Definition of Speech Acts.....	13
2.2.2 Speech Acts classification.....	14
2.3 Politeness.....	16
2.4. Apology.....	20

2.4.1Apology Strategy	22
2.5Review of related Studies	33
CHAPTER 3 METHOD OF THE STUDY	36
3.1 Research Design.....	36
3.2 Data Sources.....	37
3.3 Subjects.....	38
3.4 Instruments.....	38
3.5 Data Collection.....	39
3.6 Data Analysis.....	40
CHAPTER 4 DISCUSSION	43
4.1 Research Findings.....	43
4.1.1 Apology strategies.....	44
4.1.1.2 Kind of offences.....	59
4.2 Discussion.....	65
CHAPTER 5 CONCLUSION	68
5.1 Conclusion.....	68
5.2 Suggestion.....	70
REFERENCES	71
APPENDIXES	73