

CHAPTER IV

FINDINGS AND DISCUSSIONS

This chapter is divided into two parts the findings and the discussion on findings. First the writer shows the findings of this research by presenting the table of apology strategies and degree of offence used by male and female characters. Then, she makes the discussion of findings in details.

4.1 Findings

In this part, the writer discusses the analysis of the data. Here the data are presented in a table form which are called as the table of apology strategies and degree of offence, as introduced in the previous chapter, while a more detailed presentation of the data can be seen in the appendix. The writer uses five of apology strategies by Cohen and Olshtain theory. Thus, by reading the table of apology strategies and degree of offence between male and female characters, the reader can figure out the types of apology strategies and degree of offence used by male and female characters. Furthermore the reader can see the differences of apology expression that use by male and female characters.

After analyzing the apology utterances from the conversations, it was found 10 utterances consisting of apology strategies and degree of offence, which can be illustrated in Table 2 below:

Table 2: The Apology Strategies And Degree Of Offence Used In “Knowing” Male And Female Characters

No	Apology Strategies	Utterance		Degree Of Offence			
		M	F	SERIOUS		SLIGHT	
				M	F	M	F
1	An expression of apology						
	1. An expression of regret	2	-	2	-	-	-
	2. An offer of apology	2	2	-	-	2	2
	3. A request forgiveness	-	-	-	-	-	-
2	An explanation or account of the situation	1	2	-	1	1	1
3	An acknowledgment responsibility						
	1. Accepting the blame	1	-	-	-	1	-
	2. Expressing self-deficiency	-	-	-	-	-	-
	3. Justifying the hearer	-	-	-	-	-	-
	4. Expressing lack of intent	-	-	-	-	-	-
	5. Expression of embarrassment	-	-	-	-	-	-
	6. Self-dispraise	-	-	-	-	-	-
	7. Refusal to acknowledgment guilt	-	-	-	-	-	-
4	An offer of repair	-	-	-	-	-	-
5	A promise forbearance	1	-	-	-	-	1

From the table 2, it can be seen that there are differences between male and female in the use of apology strategies. From all occurrences, the highest number of using apology strategies was on an offer of apology. It occurred 3 Times. And the offence that always occurs is slight damage.

Male and female characters do not use all apology strategies when they utter an apology. Each strategy was used with various degrees of occurrences. They are:

4.1.1 Types Of Apology Strategies Used By Male Characters

Male characters used an apology strategies in different kinds. it is based on the situation of the speaker. The male character used apology strategies are:

1. An Expressin Of Apology

It is the strategy in which the wrongdoer (apologizer) shows that they have done something wrong. An expression of apology is considered as direct apology strategy. An expression of an apology used by male characters in “Knowing” film are:

a. An expression of Regret

It is the strategy in which the apologizer or the speaker shows that they feel regret after he has done something wrong.

Datum 1

Policeman : Calm down, all of you! Just calm down!

Paranedic : Charge. Clean. Again. Clean.

The man : Okay, call it. 12:00 midnight exactly. There is a man down. We need help.

John : *Diana I'm sorry.*

This data happened on the road. The participants of the conversation are: John, man, Policeman, Paramedic. When John looked for Diana and his child, he asked to the some people who on the road, and he found Diana in an ambulance.

According to the apology strategies, the utterance “*I’m sorry*” used by John is categorized as *expression of regret* because it happens when the speaker expressed his regret because John did not follow Diana’s idea and he found Diana had passed away. Diana’s idea is she suggested that John should bring Diana and his children to the cave, because some radiation cannot come to the cave.

John applies a simple form of apology, because he uses on type of apology strategy. He uttered “*sorry*” in low tone. The low tone indicates that he really regrets his act toward Diana. He expressed his apology in a serious manner while sadden to show his seriousness in apologizing. It also functions to lessen the degree of severity on the offence he has done.

The situation of the conversation is informal. They have a relationship because they are best friend. John strengthens his verbal expression by showing a non verbal expression apology. He looked for Diana and his son. He asked the people who are on the road, when he discovered Diana in ambulance, he fold so regret. These conditions made John sad.

apologize at same day. It indicates that he tries to be polite in his effort to make other's action fail. John uses negative politeness as it signals the speaker's awareness of having impinged on the hearer's positive face.

b. An offer of Apology

Datum 3

Phil : And she thinks that you're intriguing, which I thought was Code for gay, but apparently not because she's asked if you would join us for dinner.

Jhon : Yeah I..... I don't know , phil.

Phil : come on, jhon, come on, you owe me for last time you skipped out on me.

Jhon : caleb was panicking.

Phil : Yeah, look, I know. And the time before that, he had a sore throat.

John : oh, no, wahat!

Phil : Damn it! Damn it I what?

John : Caleb' ceremony. I'm sorry Phil.

Phil : Hey! Hey! Friday!

According to the apology strategy, the utterance “*I’m sorry, Phil*” used by John. It is categorized as an offer of apology because it happened when John asked to Phil “*what’s on your scientific mind today*”. Phil told to John that Kim’s little sister was on in town now. Phil invited to have dinner with John and Kim. but, John could not come because he should attend to Caleb’s school ceremony.

John used an offer of apology strategy because he offers an apology for the offense. He was hurry when he uttered expression of apology, he uttered a simple form, and it is "*I am*

Sorry", and he asked apology directly, in front of campus. He utters "*I am sorry*" in a fast tone, because, he was late to attend Caleb's school ceremony.

The degree of offence that used by John is include a slight damage, because his mistake is not fatal, and do not make a broke relationship between John and Phil. John and Phil are a friendship. I think Phil was not angry with John, but he just felt disappointed. It is support by “*Damn it! Damn it!* ” . John cannot joins for dinner two times. The first John could not join a dinner because Caleb was panicking. The second, John has invited to Caleb’s school ceremony.

The situation of the conversation is informal. They have a relationship because they are best friend. John strengthens his verbal expression by showing a non verbal expression apology. John expression apology is in nervous face because he came late in Caleb's school ceremony.

Datum 4

Man: What's going on? Can we get through or what?

John: Hi. Is everything Okay?

Man: *I'm sorry, sir, but you need to get back to your car.*

Another example in “Knowing” film is happened on the road, the situation is downpour. The participants of the conversation are policeman, John and Man.

That Man uttered his apology to John directly; man uses a simple form and simple verb. It includes an offer of apology. He does not give an explanation why he asks apology, but he orders to John to come back in his car. He utters an expression apology in firm combine fast tones, because he is busy with his activity. Furthermore, the utterance "*sorry*" is actually used by Man to express politeness to start the conversation with John. Man wants to keep their feeling not to be offended by her coming. Then, John directly asked man condition by saying "*are you okay?*". By using this politeness strategy, the man received good response from John: replying "*but you need to get back to your car*".

The man offence is slight degree of offence, because his mistake is not high mistake, he apologize to order John, it is include a politeness apology. Besides, John was not angry about it, he felt no problem. He just wants to know a condition in the road. man strengthen his verbal expression by showing non-verbal expression, he use expression apology in bus, and he feels confused with the existing state.

2. An Explanation or Account of The Situation

An explanation or account is an expression that gives an account of the cause of the offense. A complainee may try to mitigate his or her guilt by giving an explanation or account of the situation, for example:

Datum 5

John: *I need you to get Mom and Grace and any supplies can, and get below ground tonight. The basement, the sewer. Just get as deep as you can and as fast as you can and that will keep us safe from this heat? I don't know that, but we have to try to right.*

Jonathan: I'm sorry, John, but I'm afraid I'm not going anywhere tonight or any night. I appreciate your concern, but if it's my time, it's my time.

Another example in knowing film is occurred in John house when he called Jonathan. The participants the conversation are John and Jonathan. Jonathan uttered an expression of apology used an explanation or account of the situation. Because it happened when, John gave some information to his family. John told that Jonathan should save his family. They should go to the place that can save them from the sun radiation, because the sun radiation can make the entire building break. It can make

all of the people death. But Jonathan did not believe it and Jonathan refused by giving speech about church.

For the example above it offer of apologize that can combine by giving explanation. The apologizer can utter apology directly and giving and explanation what it can happen. This explanation can support the reason of the speaker. Jonathan utters “Sorry” in soft town. It is to make John believe that Jonathan really apologizes. And gives an explanation by uttered “*but I'm afraid I'm not going anywhere tonight or any night. I appreciate your concern, but if it's my time, it's my time* “.

He uses a complex form to utter apologize. He uses more than one apology strategy. He uttered apologize with giving an explanation. This incident includes slight damage because he successes to utter apologize to John, and John respect well.

He uttered his apology in a low tone and a serious manner to show that actually he does not intend to make John disappointed with him. He said his apology in regretful face covered with his smile. He expresses his apology in such way to lessen the degree of severity on the offence he has done. Jonathan uses negative politeness in apologizing since he says his apology to maintain the social harmony between Johns. The situation of the conversation is informal. They have a brotherhood relationship. Those factors make the conversation go on good atmosphere.

3. Promise Forbearance

It is a strategy in which the wrongdoer does his/her utmost to assure the injured party that what has taken place will not occur again in the future. While a promise of forbearance relates to a case where the offender could have avoided the offense but did not do so, perhaps repeatedly.

Datum 6

(PHONE RINGING)

Caleb: Hello? Dad, where are you? You're on carpool this afternoon.

John: *Caleb, I am so sorry.*

(THUNDER RUMBLING)

I'll pick you up in 10 minutes. Okay?

Caleb: Okay. Bye.

John : hello, where are you?

His sister : I am in home, what happens?

John : can you pick up Caleb; I have a problem in the road.

Sister : okay.

This strategy, the speaker or the offender will choose an acknowledgement or account of responsibility only when he or she realizes to be responsible for the offense. It happened in John house, when John over slept. He picked Caleb up late because he stayed up all night to correct Lucinda's paper. So, John apologizes with this situation and he promised to pick Caleb up next ten minutes. On road John could not pick Caleb up because he traffic jam, so he asked with his sister for pick Caleb up.

This strategy is acknowledging responsibility and promising Forbearance. Acknowledging responsibility is when John ask apology to Caleb that he over sleep, then John trapped the road so, he ask to his sister to pick up Caleb.

Promising forbearance is when 'apologizing', the speaker takes responsibility by expressing regret and he or she will be expected to behave in a consistent fashion and not to repeat the act for which she or he has just apologized for .In this respect , apologies seem to be related not only to future behaviour , an apologizer can promise either never to perform the offence in question again , or to improve his or her behaviour in a number of ways.Such responses are often signaled by the performative verb 'promise', for example when John promise will pick up Caleb in 10 minutes. 10 minutes it a promise.

John do a mistake unintentionally, he over sleep. John utters his apology in a stressing low tone. The low tone indicates that he was seriousness apologizing. He shows a relaxed face and he look like tired when he utter his apology. It is can prove by his word, I am *so* sorry. Besides, his children forgiveness by respond “*okay bye*”.

John uttered expressing apology by using promise forbearance. The utterance I am so sorry, shows that John expressed apology because John had late pick up Caleb. “So” that is expressed in I’m so sorry is used to strengthen and emphasize the meaning of the utterance, that is the word sorry which follows after it. It intensifies the proportion of a force. In this

case, the apologizer emphasizes and strengthens the word so which shows that he asked for apology to Caleb that John unintentionally.

4.1.2 Types Of Apology Strategies Used By Female Characters

Female characters not used all of an apology strategies. Female characters used an apology strategies with various degree of occurrences. They are:

1. An Expression of Apology

a. An offer of Apology

This situation occurs at in the museum. The participants of the conversation are John and Diana. John followed Diana to her house. John followed Diana because he wants to know about Lucinda.

Datum 7

John : Is that your daughter?

Diana : Yeah, why?

John : Why? That's my son, and they look like they're already best friend. Completely fascinated with them.

John : Yeah, he is the same. He like extinct animal. I 'm John.

Diana : Hi. Diana. What are they doing now?

John : Caleb's showing her something is sign language.

Diana : I'm sorry. I didn't realize...

According to apology strategies, the utterance” *I’m sorry*” used by Diana is categorized as an offer of apology because it happened when John asked Caleb to approximate Abby. Then, Abby and Caleb talked about animal and Caleb told to Abby about

animal language, then John told to Diana that Caleb has thought Abby animal language.

Diana uttered the apology directly. In this formula, an apology is performed by the offender directly. The offender uses an apology verb such as 'apologize', 'be sorry', 'forgive', 'excuse', or 'pardon'.

Diana accepted his mistake because, she did not realize about it, she uttered an apology whiling smiling. John accepted her apology whiling smiling too, the relationship between two characters is a friend. The Diana's offence it is include of slight damage, because John respond her apology by well, and John invite Diana to go to canteen in the museum together.

Diana uttered her apology in a stressing soft tone. The soft tone indicates that she apologizes in polite manner. It means that she is not rude women. She shows a relaxed face when she utters her apology. It is because Diana feels that she does not do the offending act toward John. Diana used positive politeness it is improve that Diana uttered her apology expression because she did not want lost her face, because Diana firstly mate John.

Datum 8

John : While she was dying, I was at home, in front of yard. I was thought you were supposed to sense, when the people you love are in danger, but I did not feel anything. Nothing I was just blowing leaves off the lawn.

Diana : I'm so sorry, John.

John : *Well*

Diana is in slight offence. Diana did not intention to remind the genesis of his wife. Diana did not know about the incident of his wife. This is including a slight damage, because their relationship is not broken, and John received her pardon with a smile and with utters “well”.

2. An Explanation or Account of The Situation

Giving an explanation to the speakers can reduce the impact of the offense by giving an explanation about the situation of violation. In this strategy the speakers argue that the offense is not something that they wanted. It can be divided in to implicit explanation and explicit explanation. For example in “Knowing” film:

This strategy used in male female character, this strategy occurs when the apologizer tries to apology by direct apology and simple form. Explicitly apologizing is also can used for politeness.

For example in this film, the conversation takes place in Taylors house. The participant of the conversation are john and miss taylor. John is a main character in “Knowing” film.

Datum 9

John : No, thank you. I'm fine. I thought maybe I could meet her.

*Miss Taylor: **Oh! I'm sorry. Lucinda passed away several years ago.***

An offer of apology	An explanation or account of the situation
<p>1. I am sorry that I was late for the meeting.</p> <p>2. I apologize for the inconvenience.</p> <p>3. I regret that I did not see you when you were in the office.</p> <p>4. I am very sorry to hear that you are having a difficult time.</p> <p>5. I am sorry that I did not get back to you sooner.</p> <p>6. I apologize for the delay in your request.</p> <p>7. I am sorry that I did not inform you of the change in plans.</p> <p>8. I regret that I did not have the chance to meet with you.</p> <p>9. I am very sorry that I did not respond to your email.</p> <p>10. I apologize for the confusion caused by the new policy.</p>	<p>1. The meeting was postponed due to a scheduling conflict.</p> <p>2. The delay was caused by a technical issue with the system.</p> <p>3. I was out of the office for a few days and did not see your message.</p> <p>4. I understand that you are facing some challenges, and I am here to support you.</p> <p>5. I received your request and am working on it as quickly as possible.</p> <p>6. The change in plans was necessary due to a last-minute update from the client.</p> <p>7. I had a busy schedule and did not have the chance to meet with you.</p> <p>8. I received your email and am sorry that I did not respond sooner.</p> <p>9. The new policy was implemented to improve efficiency, but I understand it may have caused some confusion.</p>

The utterances “*I am sorry*” that is uttered by Miss Taylor. It happened when John asked to Miss Taylor about Lucinda’s incident. Taylor told all about Lucinda when she wrote a paper that will be enter to

time capsule message. When John's existence to Miss Taylor, she answered that Lucinda was died.

She used “*sorry*”. It is a complex form of apology to apologize. She used an offer of apology and giving an explanation. She uses explicitly apologizing because she apologizes directly and simply. She utters apology with supported by giving and explanation why he cannot meet Lucinda. It’s supported by the utter “*Lucinda passed away several years ago*”. By giving an explanation the speakers can reduce the impact of the offense by giving an explanation about the situation of violation. In this strategy the speakers argue that the offense is not something she wanted.

She uttered “*oh, I am sorry, Lucinda passed away several years ago.*” in a firm tone. She expresses her apology in a serious manner while smiling to show her seriousness in apologizing. It also functions to lessen the degree of severity on the offence she has not done. She uses politeness as she performs an apology. Her apology shows that she is a polite person. Miss Taylor succeeds in apologizing. The man responds to her apology positively. The degree of offence is a slight offence because Miss Taylor made a mistake; it did not make a fatal situation and the relationship between John and Taylor is good.

Datum 10

John : Where are you?

Diana : We're in Westford.. I'm sorry.I had to do this for Abby and for Caleb.

Diana use in high tone, because Diana is serious asked an apology. It is describing that Diana seriously ask apology. Diana uses an expression of apology on nervous face, and she is hurry. Diana give an explanation why she utter apology, it is to support the data when Diana asked apology in seriously.

In apologizing, the degree of offence determine someone's way to express apology. This statement indicated that the way of apologizing of a person who has committed serious mistake is different from a person who has made a simple mistake. The writer discusses degree of offence that used by male and female characters in deliver an expression of apology.

a. Serious Offence

Trosborg (1987) found out that one of the influential factors in expressing apology is the speaker's perception of the degree of offence. According to Oleshtin and Cohen (1987), if the offence was very serious is not easily justified; the speakers choose the strategy of denying of their responsibility. The degree of offence that used by male and female characters in serious offence there are two actress.

For example:

Policeman : Calm down, all of you! Just calm down!
Paranedic : Charge. Clean. Again. Clean.
The man : Okay, call it. 12:00 midnight exactly. There is a man
down. We need help.
John : Diana I'm sorry.

In the conversation above, John mistakes is serious offence, because John feels regret what has he done. If John follows the Diana advices, this will not happen. Diana not died and the children will not be lost. But John prefers to complete his mission without regardless Diana advice. Diana was forced to take the John's son and Diana's sister to take away. This incident made John feels regret. His facial expression is very sad, confuse and regret. He had lost a close friend. John uses the expression of regret because John regret over all. But John was responsible for locating their children and promised to Diana to keep them.

John intentionally what he has done, and accept his mistake. John responsible to keep Diana's sister and find out where Diana's sister

located. John undertakes this responsibility. John believes that Diana proud with John, about what John has been done.

Phil on Voicemail: Hey, you have dialed Phil and Kim. We cannot get to the phone right now, so please leave a message.

John : Hey, Phil, it's John. I'm sorry about yesterday. I kind of freaked out on you, didn't I? Well, look, I'm not ready to meet anyone in any kind of special way. You know, I would like to you upon your offer for dinner.

He asks apology to make good relationship with Phil, because they are best friend. This offence is serious offence. It makes Phil feel disappointed with John, Phil angry with John. In the next day John ask apology to Phil and gave an explanation. John feels regret, why, he can debate with Phil about absurd number. John can accept the Phil solution, without debate with Phil. It can make broken relationship.

b. Slight Offence

Slight offence is the offence that used the speaker's when the person who made some mistake, but their mistakes are not fatal, do not make contact with each other is broken and does not harm one another.

For example the characters in “Knowing” film used apology strategies based on the slight offence:

Phil : And she thinks that you're intriguing, which I thought was Code for gay, but apparently not because she's asked if you would join us for dinner.

Jhon : Yeah I..... I don't know , phil.

Phil : come on, jhon, come on, you owe me for last time you skipped out on me.

Jhon :caleb was panicking.

Phil : Yeah, look, I know. And the time before that, he had a sore throat.

John : oh, no, wahat!

The mistake made by Jonathan is not his fault. Jonathan just refused the offer of John, because Jonathan did not want to violate their religious norms. Jonathan apologized to John for showing politeness attitude, so that the relationship between them is well. Jonathan also explained why he could not follow John's advice. John received Jonathan's apology by replying well. The mistake made by Jonathan including slight offense he uses an explanation or account of the situation of apology strategies.

(PHONE RINGING)

Caleb: Hello? Dad, where are you? You're on carpool this afternoon.

John: Caleb, I am so sorry.

(THUNDER RUMBLING)

I'll pick you up in 10 minutes. Okay?

Caleb: Okay. Bye.

John : *hello, where are you?*

His sister : I am in home, what happens?

John : can you pick up Caleb; I have a problem in the road.

Sister : okay.

John apologized to Caleb because he overslept and late to pick up Caleb. The mistake that used by John include slight offense. Because Caleb receives John faults with utter “well”. John is responsible for his fault. He makes a promise to pick up Caleb 10 minutes. The relationship between John and Caleb are both very good after it.

John : *Is that your daughter?*

Diana : Yeah, why?

John : Why? That's my son, and they look like they're already best friend. Completely fascinated with them.

John : Yeah, he is the same. He like extinct animal. I 'm John.

Diana : Hi. Diana. What are they doing now?

John : Caleb's showing her something is sign language.

Diana : I'm sorry. I didn't realize...

John told Diana that her son had been taught the language of animals to Diana's sister. Diana apologized to John, because Diana not realizes it. Diana accepted his mistake because, she did not realize about it, she uttered an apology whiling smiling. John accepted her apology whiling smiling too, the relationship between two characters is a friend. The Diana's offence it is include of slight damage, because John respond her apology by well, and John invite Diana to go to canteen in the museum together.

John : While she was dying, I was at home, in front of yard. I was thought you were supposed to sense, when the people you love are in danger, but I did not feel anything. Nothing I was just blowing leaves off the lawn.

Diana : *I'm so sorry, John.*

John : *Well*

Diana is in slight offence. Diana did not intention to remind the genesis of his wife. Diana did not know about the incident of his wife. This is including a slight damage, because their relationship is not broken, and John received her pardon with a smile and with utters “well”.

John: No, thank you. I'm fine. I thought maybe I could meet her.

Miss Taylor: Oh! I'm sorry. Lucinda passed away several years ago.

The mistake made by Miss Taylor is not a fatal and not make both of them broken. Her fault is she could not provide information about Lucinda, because Lucinda had died. Her fault is including slight offense. The relationship between speakers and hearer is good. John accepted Miss Taylor's fault by uttered well.

John : *Where are you?*

Diana : We're in Westford.. I'm sorry.I had to do this for Abby and for Caleb.

The Dianas mistake is include serious degree of offence, because John was angry with Diana, disappointed with Diana. Diana invited Caleb to follow her. John was afraid about the calebs condition. He asked to Diana with utters” *I'm taking the children! We have to save the children! Don't you move, Diana! Caleb is my son, and I'll decide where he goes!.*

4.2 Discussion

This section discusses the finding of data analysis. From the findings above, the researcher found some types of apology strategies used by male and female characters. Beside that, it is found politeness strategy used by them and some types that were not found.

Some types of apology strategies used by male and female characters are an expression of apology (an expression of regret and an offer of apology), an acknowledgement of responsibility (expressing lack of intent), an explanation or account and a promise forbearance. Male and female characters are John, Caleb, Phil, Dian, Abby, Lucinda, Taylor, Jonathan, Sister, Man, Policeman

and Paramedic. They use apology strategies in their speaking and sometimes combined with politeness strategies.

The characters in the “Knowing” film express their apologies in various ways. The characters in the “Knowing” film express their apologies with the simple and complex form of apology strategies. A simple form of apology strategy is the employing of more than one apology strategy. The employing of complex form of apology strategy can be combine to direct and indirect apology strategy or more than one indirect apology strategy. The employing of the simple and complex form of apology strategy is influenced by the degree of severity of the offence and the addressee’s response after the speakers deliver their apology expressions. The speakers choose a simple form of apology strategy to apologize if the offence they have done is not so serious, and the addressee responds to their apology positively. The speakers apply a complex form of apology strategy when the offences have done seriously and the hearer responds to their first apology negatively. But, here the hearer still gives a chance for the speakers to utter the other apology expression. So, the speakers employ a complex form of apology strategy to repair their relationship with the hearer after the offence that they have done.

The characters deliver their apologies in high, realize and low tone. The employing of high tone indicates the speaker does her offending act in serious slight. For the example, in Datum 8 "*I'm sorry.I had to do this for Abby and for Caleb*", she say in high tone in the serious situation and she is hurry. High tone uses in an explanation or account of the situation apology strategy. Low

tone is employed by the speakers to calm down to the hearer. In apologizing, the characters apply low tone with various voices. They are soft voice, fast voice and firm voice. Low tone with soft voice indicates that the speaker is not a rude person. Low tone with firm voice is used by the speaker's seriousness in apologizing. Low tone with fast voice shows that the speaker feels guilty because of his offending act. Low tone uses in apology strategies are: expression of regret, an offer of an apology, an explanation or account of the situation, and promise forbearance. Besides uttering verbal expression of apology, the characters also show nonverbal expression in apologizing. The nonverbal expression is showed by the characters that are sadly face and regret appear in data (1), face away appear in data (2), realize and smiling appear in data (3), nervous appear in data (4), bussy, confused, panicky appear in data (7), hurry and nervous appear in data (8), regretful face covered with his smile appear in data (9), tired appear in data (10). most of the data show that the speakers apologize in a serious manner.

The kinds of offence that motivate the character in the film “Knowing” to deliver their apology strategy are slight and serious damage. Slight damage is used when the speakers make a degree of offence is that not fatal and the hearer accepting the expression of apology positively.