CHAPTER IV

FINDINGS AND DISCUSSIONS

This chapter consists of two sections; findings and discussions. The first section is the findings of this research which are divided into three parts; apology strategies, the ways of expressing apologies, and social functions of apologies. Meanwhile, the second section is the discussion. In this section, the researcher discusses the finding in detail.

4.1 Findings

The finding in this research is divided into three parts according to the research problems. The first part is apology strategies expressed by the characters in "The Proposal" movie; the second part is the ways of the characters expressing apologies in "The Proposal" movie, and the last part is the social functions of apologies expressed by the characters in "The Proposal" movie.

4.1.1 Apology Strategies

Based on the data analysis, the researcher found 32 data containing apology. The apology strategies based on Olshtain and Cohen (1983) consists of five strategies and sub strategies. They are an expression of an apology, an explanation of account of the situation, an acknowledgment of responsibility, an offer of repair and a promise of forbearance.

4.1.1.1 An Expression of Apology

This is the most common strategy used by the speaker to express apology. These strategies are used by the speaker to express their apology because they realize the mistake and the offence they have made. An expression of apology is divided into three sub strategies. They are an expression of regret, an offer of apology, and a request for forgiveness.

4.1.1.1 An Expression of Regret

An expression of regret appears when the speaker feels regretful of the mistake they have made. "I'm sorry for breaking your window" is one of the examples of an expression of regret strategy. This strategy becomes the highest strategies expressed by the characters in "The Proposal" movie. It appears 16 times out of 32 data or 50% of the total strategies. There are 16 data containing an expression of regret strategy, they are data 1/18, 3/140, 6/201, 7/285, 8/295, 13/598, 14/728, 15/783, 18/896, 20/1073, 21/1137, 23/1385, 24/1400, 25/1406, 29/1597, 30/1622. Here the researcher takes three data to be discussed.

Excerpt 1 (Datum 1/18)

Andrew : Sweet...
Worker 1 : *Uh*, *sorry*.
Andrew : Jesus!

Worker 2 : Rub some dirt on it, brother.

The conversation above happens between Andrew and another worker.

Andrew enters his office in the morning while holding two cups of coffee. He is in
a hurry because he is almost getting late. When he was walking he accidentally

collided with another worker who is pulling a trolley. The collision makes one of the coffees spilled and left dirt on his shirt.

The utterance "Uh, sorry" used by the worker to deliver his apology to Andrew. "Uh, sorry" belongs to an expression of regret in an apology strategy. The utterance "Uh, sorry" expressed by the worker to show the feeling of regret because of his fault makes one of Andrew's coffee spilled and left dirt on his shirt. The low tone of the worker's voice when he expresses his apology indicates that he really feels regretful of his mistake. Even it happens in the office the conversation between Andrew and another worker is informal. Andrew and the worker are not in a close relationship even though they work in the same office. In this datum, the worker uses negative politeness strategy to indicate his awareness of having impinged on Andrew's negative face.

Another example of an expression of regret strategy can be found in datum 3.

(on the phone)

Excerpt 2 (Datum 3/140)

Andrew

: I know, I know. OK, *tell Gammy I'm sorry*. OK? What... Mom. What do you want me to tell you? *She's making me work the weekend*. No, I'm not... no. Listen, I've worked too hard for this promotion to throw it all away, OK? I'm sure that Dad is pissed, but we take all of our submissions around here very seriously. We'll get back to you as soon as we can.

This dialogue occurs between Andrew and his mother, Grace Paxton on the phone. Andrew was planning to go home in Alaska to celebrate Gammy's 90th birthday party this weekend. Unfortunately, it was cancelled because of his boss Margaret wants him to help her to review some files and manuscripts.

Andrew uses complex form or more than one strategy in this datum. He uses the utterances "tell Gammy I'm sorry" to ask her mother to deliver his apology to Gammy. This utterance belongs to an expression of regret strategy. The utterance "I'm sorry" shows that Andrew feels regretful because he cannot come to Gammy's 90th birthday party even though he wants to. Then Andrew uses an explanation of account of the situation "She's making me work the weekend" to explain why he cannot celebrate Gammy's 90th is because his boss make him work along the weekend. Andrew and Grace Paxton have a close relationship because they are a family. In doing his apology, Andrew uses positive politeness strategy because he shows his concern to Gammy's feeling. It can be seen that Andrew asks his mother to deliver his apology to Gammy.

The conversation in datum 6 below also belongs to an expression of regret.

(Andrew knocked then opened the door)

Excerpt 3 (Datum 6/201)

Andrew : *Sorry to interrupt*.

Margaret : What? What!

Andrew : Mary from Miss Winfrey's office called. She's on

the line.

Margaret : I know.

Andrew : She's on hold. She needs to speak with you right

away. I told her you were otherwise engaged. She

insisted, so... sorry.

This conversation happens between Margaret and Andrew. Margaret called for a meeting by both of his bosses, Jack and Edwin. The meeting discusses Margaret's deportation to Canada because her passport has been expired. When the meeting was going on suddenly Andrew knocks and opens the door.

Andrew uses an expression of regret strategy to deliver his apology. It can be seen from his utterances "Sorry to interrupt". "Sorry to interrupt" shows that he feels regretful to interrupt the meeting. After he delivers his reason why he has to interrupts the meeting, at the end, he apologizes one more time. Andrew utters his second apology by "She insisted, so... sorry". The second apology from Andrew used to strengthen his regret. He realizes that he is not supposes to interrupt the meeting. Andrew and Margaret have a distant relationship even as a boss and an assistant. In this scene, Andrew uses a negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

4.1.1.1.2 An Offer of Apology

An offer of apology is an apology strategy when the speaker makes a bid of the apology to the hearer for their mistake. "I apologize for my mistake" and "My apologies for the late reply" are the examples of this strategy. This strategy becomes the third highest number of apology which occurs 2 times out of 32 data or 6.3 % of the total strategies. An offer of apology occurs in data 9/308 and 17/879. Here are the discussions from an offer of apology strategy.

Excerpt 4 (Datum 9/308)

Mr. Gilbertson : We had a phone tip this afternoon from a

man named...

Margaret : Would it be Bob Spaulding?

Mr. Gilbertson : Bob Spaulding.

Margaret : Bob. Poor Bob. *I am so sorry*. Bob is

nothing but a disgruntled former employee.

And I apologize.

This conversation happens in the immigration office between Margaret and Mr. Gilbertson, a staff of immigration office. They come to the immigration office

to take care of the fiance visa in order to avoid Margaret from the deportation. Mr.

Gilbertson accuses Margaret and Andrew that they are conspire a fraud to save

Margaret from the deportation because he had a phone call from Bob Spaulding.

Margaret and Andrew were shocked.

Margaret's utterance "I am so sorry. Bob is nothing but a disgruntled

former employee. And I apologize" shows a complex apology strategy. It indicates

that Margaret offers an apology to Mr. Gilbertson by uttering "I am so sorry" then

she uses an explanation of account of the situation by explaining who Bob is, "Bob

is nothing but a disgruntled former employee". And the last, she strengthens her

apology by expressing an offer of an apology "And I apologize". The last apology

utters by Margaret because the situation is formal in the Mr. Gilbertson's office and

she wants to respect Mr. Gilbertson. Margaret offers her apologies to indicate that

she wants to apologize about Bob as her former employee and makes Mr. Gilbertson

believes in them. She uses a negative politeness strategy to indicate her awareness

of having impinged on Mr. Gilbertson's negative face.

Another example of an offer of apology strategy occurs in datum 17 between

Andrew and his father.

Excerpt 5 (Datum 17/879)

Joe Paxton : Apparently, I wasn't the most gracious of hosts last

night. It was a little bit of a shock to find out that you're getting married especially when none of us even knew you were dating. *The point is... I owe you*

an apology.

Andrew : Accepted.

This dialogue is between Andrew and his father, Joe Paxton in the backyard. Joe calls Andrew because he wants to speak eye to eye with his son. Joe delivers an apology to Andrew because he was not a good host in the Andrew's welcoming party.

In apology strategies Joe utterance "The point is... I owe you an apology" belongs to an offer of apology. Joe offer his apology because he knows that his behavior in the welcoming party offences Andrew's feeling and make him shamed. He shocks because Andrew comes home bringing a woman and says that they are getting married. Joe uses nonverbal expression to strengthen his apology. He asks Andrew to shaking hands. Andrew and Joe Paxton have close relationship because they are father and son. Joe uses positive politeness strategy when he apologizes to Andrew because he is concerned about Andrew's feeling. Joe offence Andrew's feeling and makes him ashamed.

4.1.1.1.3 A Request for Forgiveness

A request for forgiveness is a kind of apology when the speaker asks the hearer to forgive them. A request for forgiveness usually occurs when the speaker makes a serious mistake. The examples of a request for forgiveness are "Excuse me", "Please forgive me" or "Pardon me". This strategy occurs 3 times out of 32 data or 9.4% of the total strategies. A request for forgiveness occurs in data 5/200, 31/1700 and 32/1702.

Excerpt 6 (Datum 5/200)

Mr. Jack : Margaret. We are desperate to have you stay. If there was any way, any way at all that we could make this work, we'd be doing it.

Margaret : There is no way... I am begging you.

(Andrew knocked and opened the door)

Mr. Jack : No, Margaret. Excuse me, we're in a meeting.

In this conversation, Mr. Jack and Margaret are in a meeting to discuss Margaret's deportation to Canada. Margaret begs Mr. Jack to keep her working for the company. When they are in the middle of the conversation suddenly the door is knocked by Andrew and then he opens the door.

Mr. Jack utters "Excuse me, we're in a meeting" to deliver his apology to Andrew. "Excuse me" belongs to a request for forgiveness in apology strategy. Mr. Jack asks Andrew's forgiveness because he cannot allow him to enter the room because he was in the middle of discussing something important. Mr. Jack uses "Excuse me" to express his apology rather than "sorry" because the conversation happen in the formal situation. He also makes a body language with his hand as a sign to tell Andrew to stop entering the room. Mr. Jack and Andrew were in a distance relationship. Mr. Jack uses a negative politeness strategy to indicate his awareness of having impinged on Andrew's negative face.

The conversation between Joe and Grace Paxton below is also an example of a request for forgiveness strategy.

Excerpt 7 (Datum 32/1702)

Joe Paxton : I'm sorry, son. I didn't know how you felt about

ner.

Grace Paxton: Honey, it's gonna be OK.

Both of Andrew's parents are the participants of this conversation. When the fake marriage between Andrew and Margaret was found out, Margaret decides to get back to New York with Mr. Gilbertson. Andrew finally realizes that he has

already fallen in love with Margaret chasing her to the airport. Unfortunately it is

too late. Margaret's plane was already taken off.

Joe Paxton deliver his apology to Andrew by "I'm sorry, son. I didn't know

how you felt about her". The utterance "I'm sorry, son. I didn't know how you felt

about her" shows complex strategies. "I'm sorry" belongs to an expression of

apology, the sub strategies is a request for forgiveness. While "I didn't know how

you felt about her" indicate that Joe tries to give Andrew an explanation that all

this time he does not know that Andrew loves Margaret.

Joe utterances indicate that he is asking Andrew to forgive him because he

doubting Andrew's feeling to Margaret. Joe Paxton, Grace Paxton and Andrew

were in a close relation because they are a family. In this scene, Joe uses positive

politeness strategy. Positive politeness shows a concern for the addressee's feeling,

need, and interest. Joe is concerned about his son's feeling of sadness.

4.1.1.2 An Explanation of Account of the Situation

An explanation of account of the situation is a kind of apology strategy

where the speaker explains the situation and reason that causes they do the offense

to the hearer, for example "the traffic was so bad" and "the bus was delayed" when

an employee comes late at work. In "The Proposal" movie, an expression of account

of the situation appears 3 times out of 32 data or 9.4% of the total strategies. Data

2/53, 4/181 and 11/461 are belongs to this strategy.

Excerpt 8 (Datum 2/53)

Margaret : Um... Who is, uh, who is Jillian? And why does

she want me to call her?

Andrew : Well, that was originally my cup.

Margaret : And I'm drinking your coffee why?

Andrew : **Because your coffee spilled.**

This dialogue happens between Andrew and Margaret in the Margaret office. When Margaret is going to drink the coffee given by Andrew, she notices a note that written in the coffee from a woman named Jillian, she gives her phone number and wants Andrew to call her. Margaret asks Andrew who Jillian is. Andrew says that the coffee was supposed to be his coffee. Margaret asks Andrew why she was drinking his coffee.

An explanation of account of the situation shows in Andrew's apology to Margaret. He uses an utterance "Because your coffee spilled". "Because your coffee spilled" shows that Andrew gives reason why there is a note in Margaret's coffee. Andrew explains the situation that the coffee was actually his while Margaret's coffee was spilled. The facial expression of Andrew shows that he is nervous to explain the situation to Margaret. In this scene, Andrew uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

Datum 4 is also belongs to an explanation of account of the situation strategy.

Excerpt 9 (Datum 4/181)

Mr. Jack : Margaret, your visa application has been denied.

And you are being deported.

Margaret : Deported?

Mr. Jack : And apparently there was also some paperwork that

you didn't fill out in time.

Margaret : Come on! It's not like I'm even an

immigrant! I'm from Canada, for Christ's sake.

There's gotta be... there's gotta be something we can

do.

Mr. Edwin : We can reapply, but unfortunately you have to

leave the country for at least a year.

This conversation happens between Margaret and both of her bosses, Mr. Jack and Mr. Edwin. They are in the meeting and tell Margaret being deported because her visa application has been denied. Margaret begs if there is another way to make her keep working for the company.

Mr. Edwin says his utterance "We can reapply, but unfortunately you have to leave the country for at least a year" to represent his apology to Margaret. Mr. Edwin uses an explanation of account of the situation in apology strategy. He explains the situation that actually Margaret can reapply her visa application, but she has to leave New York for a year. Mr. Edwin uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

4.1.1.3 An Acknowledge of Responsibility

An acknowledgement of responsibility is an apology strategy chosen by the speaker only when he or she recognizes their mistakes and ready to responsibility for the offense. An acknowledge of responsibility divided into four sub-strategies, they are accepting the blame, expressing self-deficiency, recognizing the other person as deserving apology, and expressing of lack intent.

4.1.1.3.1 Accepting of a Blame

Accepting of the blame strategy means the speaker admits their mistake and willing to accepting their blame and responsible of it. "It is my fault" and "I know

it was my bad" are the examples of this strategy. In "The Proposal" movie, accepting the blame strategy appears 3 times out of 32 data or 9.4% of the total strategies. Accepting of a blame strategy is found in data 26/1450, 27/1489 and 28/1586.

Excerpt 10 (Datum 26/1450)

Margaret

: I forgot what it was like to have a family! I've been on my own since I was 16 and I forgot what it felt like to have people love you and make you breakfast and say, "Hey! We'd love to come down for the holidays. "And I say, "Well, why don't we come up and see you instead?" And give you necklaces! And you have all that here, and you have Gertrude, and I'm... I'm just screwing it up!

This conversation happens between Margaret and Andrew on the skate boat after Margaret tries on her wedding dress with Andrew's mother and Gammy. Suddenly Margaret takes over the steering wheel and drives the skate boat really fast. Andrew was shocked and kept asking Margaret what is going on.

Margaret uses the utterances "and I'm... I'm just screwing it up!" to deliver apology to Andrew. Even though there is no word sorry but "I'm just screwing it up!" shows that Margaret admits her mistake. Margaret feels guilty to do the fake marriage with Andrew because by doing that it will screw Andrew's life. Margaret thinks that Andrew already had perfect life and family, she is just going to ruin it. Margaret uses negative politeness strategy to indicate her awareness of having impinged on Andrew's negative face.

The conversation between Margaret and Andrew in datum 28 below also belongs to accepting the blame strategy.

Excerpt 11 (Datum 28/1586)

Margaret : So I blackmailed him to come up here and to lie to

you. All of you. And I thought it would be easy to watch him do it. But it wasn't. Turns out it's not easy to ruin someone's life once you find out how wonderful they are. You have a beautiful family.

Don't let this come between you. This was my fault.

Andrew : Margaret...

Margaret : Andrew, this was a business deal, and you held up

your end, but now the deal is off. I'm sorry.

This conversation happens in the wedding party between Andrew and Margaret. There are many people in the wedding. When the priest starts his speech, suddenly Margaret raises her hand and says that she wants to make a confession. Margaret confesses to all of the people that the marriage between Andrew and her just a fake and she forces Andrew to marry her.

Margaret uses "This was my fault" to deliver her apology to Andrew's family and all of the people at the wedding party. "This was my fault" belongs to the accepting the blame in apology strategy. The utterances "This was my fault" used by Margaret shows that she had realized her mistake and accepted her fault of lying to everybody about her fake marriage with Andrew. The low voice and guilty face of Margaret when she makes a confession shows that she feels terribly regret of the lying. She also delivers apology to Andrew by utters "I'm sorry" because she has to cancel the agreement between Andrew and her. Margaret's uses positive politeness strategy because she is concerned about Andrew family's feeling. She knows the fake marriage had been disappointed Andrew's family.

4.1.1.3.2 Expressing Self Deficiency

Expressing self deficiency is a strategy where the speaker tries to deny their mistake. They are trying to defense themselves. "I was confused", "I wasn't

thinking", "I did not do it" and "I did not see you" are the examples of expressing self-deficiency. This strategy occurs once out of 32 data or 3.1% of the total strategies. It occurs in datum 19/994.

Excerpt 12 (Datum 19/994)

Grace Paxton: Why is Andrew out there hollowing out that old

stupid canoe again?

Joe Paxton : Well, maybe he's planning to escape. What?

Margaret : I am so tired. Think I'm gonna go upstairs, take a

shower; wash off Ramone's coconut body oil.

Grace Paxton: Sure.

Margaret ; I had a great day today. Thank you.

Grace Paxton: What did you do?

Joe Paxton : I didn't do anything, I mean... I just had a frank

conversation with him about his future.

This conversation happens between Joe Paxton, Grace Paxton and Margaret. Grace asking Joe what happens to Andrew because she sees Andrew hollowing a canoe outside. Joe uses expressing self-deficiency strategy. His utterance "I didn't do anything, I mean..." shows his self-defiance that he did not do anything to Andrew, but he finally says that he just had a conversation with Andrew about his future and wedding. Andrew gets angry and it makes him hollowing the canoe. Joe uses negative politeness strategy to indicate his awareness of having impinged on Grace negative face.

4.1.1.3.3 Recognizing the Other Person as Deserving Apology

Recognizing the other person as deserving apology is a kind of strategy of apology where the speaker considers that the hearer deserves an apology. The

examples of this strategy are "You are right!" and "You are deserved to be angry". This strategy occurs once out of 32 data or 3.1% of the total strategies. It occurs in datum 10/395.

Excerpt 13 (Datum 10/395)

Margaret : Promote you to editor? No, no way.

Andrew : Then I quit, and you're screwed. Bye-bye,

Margaret.

Margaret : Andrew!

Andrew : It really has been a little slice of heaven.

Margaret : Andrew, Andrew! Fine, fine. I'll make you editor.

Fine. If you do the Alaska weekend and the immigration interview, I will make you editor.

Happy?

Andrew : And not in two years. Right away.

Margaret : Fine.

Andrew and Margaret are the participants in this conversation. After Andrew and Margaret walk out from the immigration office, Andrew thinks about the risks that he will get if the fake marriage was found out. He asks Margaret to make him as an editor as a compensation, but Margaret refuses it. Then, Andrew says that he canceled the agreement and left Margaret.

Margaret utterance "Andrew, Andrew! Fine, fine I'll make you editor. Fine" shows Margaret recognize that Andrew deserves an apology. Even though there is no verb signaling apology but "Fine, fine. I'll make you editor. Fine" indicates that Margaret shows her apology by agreeing to make Andrew as an editor. Margaret promises that she will make Andrew an editor if he is willing to be her fake fiance. In this scene, Margaret uses negative politeness strategy to indicate her awareness of having impinged on his Andrew's negative face.

4.1.1.3.4 Expressing Lack of Intent

Expressing lack of intent strategy occurs when the speaker lacks their intent to express an apology. They are not wholehearted apology to the hearer. "I didn't mean to", "That's not completely my fault" or "I'm sure it will clean soon" are the examples of this strategy. It appears once out of 32 data or 3.1% of the total strategies. This strategy occurs in datum 12/503.

Excerpt 14 (Datum 12/503)

Andrew : This is the last of 'em.

Margaret : Oh!

Andrew : Ooh. Five second rule.

Grace Paxton: Got it!

Andrew : *That will dry right off.*

This dialogue happens in the harbor when Margaret and Andrew are on their way to Andrew's house. They have to take the boat to arrive at Andrew's house. When moving Margaret's bag to the boat, Andrew throws her bag and unintentionally it fell down to the water.

Andrew utters an utterance "That will dry right off" in this datum. Andrew expresses lack of intent when he delivers apology to Margaret. "That will dry right off" shows that Andrew did not wholeheartedly to deliver apology to Margaret. He utters "That will dry right off" just to minimize Margaret's worry about her bag. The flat face and expression of Andrew also strengthen that he did not sincere to ask apology to Margaret. Andrew uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

4.1.1.4 An Offer of Repair

An offer of repair strategy happens when there is injury or damage caused by the mistake. The speaker repairs or replaces the broken thing as compensation to the hearer. The examples of this strategy are "I'll clean it for you" and "I'll buy the same shirt as yours". In this research, an offer of repair strategy occurs once out of 32 data or 3.1% of the total strategies. An offer of apology shows in datum 16/844.

Excerpt 15 (Datum 16/844)

Andrew : What the hell are you doing?

Margaret : Oh, my God. Your grandmother was completely

right. The eagle came and tried to take the dog. But then I saved him. Then it came back, and it took my

phone.

Andrew : Are you drunk?

Margaret : What? No! I'm serious. He's got my phone, and

Frank's calling me on that phone.

Andrew : Relax, all right? We'll order another phone, same

number. We'll go into town tomorrow and get it.

Margaret : Really? Andrew : Yeah.

This dialogue expressed by Andrew and Margaret. When Margaret get a phone call from Frank, she goes outside. She does not realize that Andrew's dog named Kevin following her behind. Suddenly the eagle comes and catches Kevin. Margaret shocked and tries to get Kevin back. The eagle lets Kevin, but it comes back and takes Margaret's phone. Andrew comes and asks Margaret explain the situations.

Andrew uses an utterance "We'll order another phone, same number. We'll go into town tomorrow and get it" to express an offer of repair strategy. Andrew responsible and he will replace Margaret's phone taken by the eagle. Andrew will buy Margaret a new phone with the same number. Andrew uses positive politeness strategy because he is concerned about the Margaret feeling of

worry. Andrew knows that Margaret is in the middle of important business with a writer named Frank.

4.1.1.5 A Promise of Forbearance

A promise of forbearance is apology strategies where the speaker promises to the hearer not to do or repeat the offence again. The examples of this strategy are "I promise not to do that again" or "This mistake will never happen again". A promise of forbearance strategy occurs once out of 32 data or 3.1% of the total strategies in this research. This strategy shows in datum 22/1369.

Excerpt 16 (Datum 22/1369)

Grace Paxton: We need Margaret.

Gammy : Afraid we're going to have to steal you away,

young lady.

Margaret : Oh, no, no, no, no. I'm just gonna keep...

Gammy: No, not to worry. No strippers, no chanting in the

woods. Promise.

Margaret : Oh, well...

Grace Paxton: Yeah. Come on.

This dialogue happens between Margaret, Gammy and Grace Paxton. Gammy and Grace are looking for Margaret because they want take her somewhere. They found Margaret and Andrew walking down the town. But, Margaret tries to refuse Gammy and Andrew's mother invitation.

Gammy's utterance "No, not to worry. No strippers, no chanting in the woods. Promise". "Promise" belongs to a promise of forbearance in the apology strategy. "No, not to worry. No strippers, no chanting in the woods. Promise" shows that Gammy promise that they will take Margaret where there will be no strippers dance or chanting in the wood like they did before. Gammy uses positive

politeness strategy when she apologizes to Margaret because she is concerned about Margaret's feeling. Gammy wants to comfort Margaret feeling of fear.

4.1.2 The Ways of Expressing Apologies

Based on the data analysis, the researcher found 32 data containing apology. The ways of the characters in expressing apologies are divided into direct apology and indirect apology.

4.1.2.1 Direct Apology

Direct apology or explicit apology is when the speaker expressed an apology using one of the verbs signaling apology. The verbs of direct apology are "sorry", "apologize", "forgive", "excuse me", and "pardon". In "The Proposal" movie, direct apology occurs 24 times out of 32 data or 75% of the total apologies. They are data 1/18, 3/140, 5/200, 6/201, 7/285, 8/295, 9/308, 13/598, 14/728, 15/783, 17/879, 18/896, 20/1073, 21/1137, 23/1385, 24/1400, 25/1406, 26/1450, 27/1489, 28/1586, 29/1597, 30/1622, 31/1700 and 32/1702. Here, the researcher takes three examples out of 24 data to be discussed.

Excerpt 17 (Datum 5/200)

Mr. Jack : Margaret. We are desperate to have you stay. If

there was any way, any way at all that we could make

this work, we'd be doing it.

Margaret : There is no way... I am begging you.

(Andrew knocked then opened the door)

Mr. Jack : No, Margaret. Excuse me, we're in a meeting.

This conversation happens between Mr. Jack and Margaret when they are in the middle of a meeting. Suddenly, Andrew knocks and opens the door. An utterance "Excuse me, we're in a meeting." shows a direct apology from Mr. Jack

to Andrew. The word "Excuse me" is one of the verbs signaling apology. In this

conversation Mr. Jack delivers apology because he cannot allow Andrew to come

in the room because he is still in a meeting with Margaret. Mr. Jack uses negative

politeness strategy to indicate his awareness of having impinged on Andrew's

negative face.

Another example of direct apology occurs in datum 7.

Excerpt 18 (Datum 7/285)

Margaret : This way.
Andrew : Margaret.
Margaret : Come.
Andrew : The line...

Receptionist : Next, please.

Margaret : Ooh, ooh. Just, uh... Sorry, I just need to ask him

something.

This conversation happens between Margaret and Andrew in the immigration office. When both of them enter the immigration office, the line was very long. Margaret wants to cut the line. Andrew warns her, but Margaret keep

cuts the line.

Margaret utters an utterance "Sorry, I just need to ask him something" to

deliver apology the people behind her after she cut the line. Margaret's utterance

"Sorry, I just need to ask him something" shows a direct apology because "Sorry"

is one of verbs signaling apology. Margaret uses negative politeness strategy to

indicate her awareness of having impinged on people negative face.

Datum 17 between Joe and Andrew Paxton also belongs to direct apology.

Excerpt 19 (Datum 17/879)

Joe Paxton : Apparently, I wasn't the most gracious of hosts last

night. It was a little bit of a shock to find out that

you're getting married especially when none of us

even knew you were dating. The point is... I owe you

an apology.

Andrew

: Accepted.

This conversation happens between Joe Paxton and his son, Andrew. Joe

delivers a direct apology to Andrew through utterance "The point is... I owe you

an apology". "Apology" is one of verbs signaling apology. Joe express apology

because he thinks that he was not a good hosts in the Andrew's welcoming party.

Joe uses positive politeness strategy when he apologizes to Andrew because he is

concerned about Andrew's feeling. Joe realizes his behavior in the party makes

Andrew ashamed.

4.1.2.2 Indirect Apology

Indirect apology is an implicit apology and occurs when the speaker absence

of verbs signaling apology and replace by words and sentences to represent their

apology such as taking on responsibility or offering a repair, for examples "The

traffic was bad" or "I will pay for the laundry". This strategy occurs 8 times out of

32 data or 25% of the total apologies. They are data 2/53, 4/181, 10/395, 11/461,

12/503, 16/844, 19/994 and 22/1369. In this research, the researcher takes examples

in data 2/53 and 10/395.

Excerpt 20 (Datum 2/53)

Margaret : Um... Who is, uh, who is Jillian? And why does she

want me to call her?

Andrew : Well, that was originally my cup.

Margaret : And I'm drinking your coffee why?

Andrew : **Because your coffee spilled.**

This dialogue happens between Margaret and Andrew in the Margaret's office. Margaret is going to drinks a cup of coffee given by Andrew. But she stops because she sees a note and phone number from women named Jillian. Margaret asks Andrew who is Jillian, and Andrew says that the coffee is supposed to be his. Margaret asks Andrew why she drinks his coffee.

Andrew's deliver an apology "Because your coffee spilled" to Margaret. Andrew's apology belongs to an indirect apology. Even though there is no verb signaling apology, but it can be seen that Andrew gives Margaret a reason in a low voice. He explains why she drinks his coffee is because her coffee spilled. Andrew uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

The conversation below between Margaret and Andrew in datum 10 is another example of indirect apology.

Excerpt 21 (Datum 10/395)

Margaret : Promote you to editor? No, no way.

Andrew : Then I quit, and you're screwed. Bye-bye,

Margaret.

Margaret : Andrew!

Andrew : It really has been a little slice of heaven.

Margaret : Andrew, Andrew! Fine, fine. I'll make you editor.

Fine. If you do the Alaska weekend and the immigration interview, I will make you editor.

Happy?

Andrew : And not in two years. Right away.

Margaret : Fine.

This conversation happens between Andrew and Margaret after they meet Mr. Gilbertson. Andrew thinks about what happens to him if the fake marriage with Margaret is found out. Andrew asks Margaret to make him an editor as

compensation. But Margaret refuses it. Andrew says he canceled the contract and

goes away.

Margaret makes an utterance "Andrew, Andrew! Fine, fine. I'll make you

editor Fine" to deliver apology to Andrew. An utterance "Andrew, Andrew! Fine,

fine. I'll make you editor. Fine" belongs to indirect apology. Even though there is

no verb signaling apology but we can know Margaret deliver her apology to

persuade Andrew. She finally agrees to make Andrew as an editor as a rewind for

him willing to do the fake marriage. Margaret uses negative politeness strategy to

indicate her awareness of having impinged on Andrew's negative face.

4.1.3 The Social Functions of Apologies

Based on the data analysis, the researcher found 32 data containing apology.

The social functions of apologies by Norrick (1978) divided into five functions,

they are, implicating contrition, asking to be forgiven, showing good manner,

assuaging the addressee wrath and getting off the hook.

4.1.3.1 Implicating Contrition

Implicating contrition is a kind of social function of apology when the

speaker shows their sad feeling to the hearer. The speakers realize and regret the

mistake they have made. This function occurs 7 times out of 32 data or 22% of the

total functions. They are data 3/140, 4/181, 18/896, 20/1073, 23/1385, 24/1400 and

26/1450. The researcher takes two data to be discussed here.

Excerpt 22 (Datum 18/896)

Joe Paxton

: I need you to quit playing around...

Andrew : Here we go again. When are you going to start

taking what I do seriously?

Joe Paxton : When you start acting seriously.

Andrew : I'm sorry. I feel sorry for you, Dad. I wish you had

another son. I really do. One who wanted to stay here. One who wanted to take over the family business.

This conversation happens between Andrew and his father, Joe Paxton. Joe wants his son to stop playing around, back in their home and continue the family business. But, Andrew thinks differently. He thinks that being an editor in New York is his dream.

Andrew delivers apology to his father by an utterance "I'm sorry. I feel sorry for you, Dad". The function of his apology is to implicate contrition. Andrew shows his sadness because he cannot be a son who his father wants. In the next sentence "I wish you had another son. I really do. One who wanted to stay here. One who wanted to take over the family business" indicates Andrew's hopes that his father has another son who can do what his father wants, such as stay in their home and taking over the family business. Andrew uses positive politeness strategy when he apologizes to Joe because he is concerned about his father's feeling of disappointment.

Another example of implicating contrition occurs in datum 20.

Excerpt 23 (Datum 20/1073)

Margaret : So, uh, what's the deal with you and your father?

Andrew : Ooh, I'm sorry. That question is not in the

binder.

Margaret : Oh, really? Well, I thought you were the one that

said we needed to learn all this...

Andrew : Not about that, I didn't.

In this datum, Andrew and Margaret are having a conversation in the bedroom before going to sleep. Margaret asks Andrew the problem between him and his father. Andrew does not want to answer it. Andrew's utterance "Ooh, I'm sorry. That question is not in the binder" shows apology to Margaret. The function of Andrew's apology is to shows implicating contrition. Andrew's showing his sadness because he cannot answer Margaret's question because that question is not in the contract. Andrew uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

4.1.3.2 Asking to be Forgiven

Asking to be forgiven is a kind of social functions of apology when the speaker done a serious mistake and want to be forgiven by the hearer. This social function appears 8 times out of 32 data or 25% of total functions. They are data 5/200, 13/598, 14/728, 15/783, 28/1586, 30/1622, 31/1700, 32/1702.

Excerpt 24 (Datum 13/598)

Ramone : I think if you'll just taste it.

Margaret : Thank you so much.

Andrew :Ladies and gentlemen... I have a very important

announcement to make. Margaret and I are getting

married.

Margaret : *It's the paprika. So sorry*.

Ramone : That's OK. It's wash-and-wear.

This conversation takes place in the Andrew's house when there is a welcoming party. Margaret meets Ramone, a waiter who asks her to taste a food. Without knowing by Margaret, Andrew announces their marriage in front his family and all of the people. Margaret shocked and spurted her food to Ramone. Margaret delivers her apology to Ramone by utters "It's the paprika. So sorry".

The function of her apology is asking forgiven from Ramone because she thinks inappropriate to spurt a food to someone. Margaret uses negative politeness strategy to indicate her awareness of having impinged on Andrew's negative face.

Datum 14 also belongs to social function of apology asking to be forgiven.

Excerpt 25 (Datum 14/728)

Margaret : Oh, my God. What is it? Gammy : Calm down, Kevin.

Andrew: Whoa! You are cute. Who is this? Grace Paxton: *That's Kevin. I'm sorry, Margaret.*

Andrew : So cute.

Grace Paxton: We just rescued him from the pound, and he's still

in training. Sorry.

This conversation happens between four people, Margaret, Andrew, Gammy, and Grace Paxton. Gammy and Andrew's mother were showing Margaret bedroom after the welcoming party, suddenly a dog named Kevin come and tries to reach Margaret's leg. Margaret was shocked and screamed.

Grace Paxton delivers an apology to Margaret by saying "That's Kevin. I'm sorry, Margaret". The function of her apology is asking forgiveness from Margaret because Kevin scares her. And in next sentence "We just rescued him from the pound, and he's still in training. Sorry." Andrew's mother explains the situation that Kevin still in training and she apologizes one more time. Grace uses positive politeness strategy because she is concerned on Margaret feeling. Positive politeness in apologizing occurs when the speaker concerns for the addressee's well-being, needs, interests, feelings, and so on. Kevin made Margaret shocked and screamed.

Another example occurs in datum 31 between Andrew and Chuck.

Excerpt 26 (Datum 31/1700)

Andrew : Chuck! Chuck! Look down.

Chuck : Oh! Oh. Look down. Like... Oh, there you are.

Sorry, man. There was nothing I could do.

Andrew : Thanks, Chuck.

This conversation happens between Andrew and Chuck in the airport. Andrew chases Margaret who wants to go back to New York after the fake marriage found out. When Andrew arrives at the airport, he calls Chuck who is a tower guard to stop Margaret's plane. But, it was too late. Margaret's plane was already taken off. Then, Andrew calls Chuck again and asks him to look down.

Chuck utters an apology to Andrew by "Sorry, man. There was nothing I could do". The function of his apology is to asking to be forgiven from Andrew. Chuck feels regret because he has nothing to do to stop Margaret's plane and he does not knows if Andrew was at the airport. Chuck uses negative politeness strategy to indicate his awareness of having impinged on Andrew's negative face.

4.1.3.3 Showing Good Manner

Showing good manner is a kind of social function of apology where the speaker tries to fix his or her behavior in front of the hearer after making a mistake because someone will think negatively after making a mistake. This social function occurs 2 times out of 32 data or 6% of the total functions. They are in data 9/308 and 16/844.

Excerpt 27 (Datum 9/308)

Mr. Gilbertson : We had a phone tip this afternoon from a

man named...

Margaret : Would it be Bob Spaulding?

Mr. Gilbertson : Bob Spaulding.

Margaret : Bob. Poor Bob. *I am so sorry*. Bob is

nothing but a

disgruntled former employee. And I

apologize.

This conversation happens in the Mr. Gilbertson's room in the immigration office. Mr. Gilbertson thinks that Margaret and Andrew work together to keep Margaret position as an editor because he has a phone from a man named Bob Spaulding. Margaret deliver apology to Mr. Gilbertson by utters "I am so sorry. Bob is nothing but a disgruntled former employee. And I apologize". The function of Margaret express her apology is to showing good manner to Mr. Gilbertson. She wants to show good manner to Mr. Gilbertson that she is innocent. Margaret uses negative politeness strategy to indicate her awareness of having impinged on Mr. Gilbertson's negative face.

Another example of this function is on datum 16.

Excerpt 28 (Datum 16/844)

Andrew : What the hell are you doing?

Margaret : Oh, my God. Your grandmother was completely

right. The eagle came and tried to take the dog. But then I saved him. Then it came back, and it took my

phone.

Andrew : Are you drunk?

Margaret : What? No! I'm serious. He's got my phone, and

Frank's calling me on that phone.

Andrew : Relax, all right? We'll order another phone, same

number. We'll go into town tomorrow and get it.

Margaret : Really? Andrew : Yeah.

This conversation happens between Margaret and Andrew. Margaret shocked because when she has a phone call with Frank, suddenly an eagle come

and takes Kevin away. She saved Kevin but the eagle comes and takes her phone.

Andrew comes and Margaret tells him what happens.

The utterance "We'll order another phone, same number. We'll go into town tomorrow and get it" includes social function of apology showing good manner. Andrew shows good manner to Margaret because she saves Kevin from the eagle. Andrew is showing his good manner by taking responsibility to replace Margaret's phone. Andrew uses negative politeness strategy to indicate his awareness of having impinged on Margaret's negative face.

4.1.3.4 Assuaging the Addressee's Wrath

Assuaging the addressee's wrath is a kind of social function of apology when the speaker is trying to minimize the hearer's anger. This function is the most dominant function used by the characters in "The Proposal" movie. Assuaging the addressee's wrath appears 13 times out of 32 data or 41% of the total functions. They are in data 1/18, 2/53, 6/201, 7/285, 8/295, 10/395, 12/503, 17/879, 19/994, 21/1137, 25/1406, 27/1489 and 29/1597. Here, the researcher takes three data of assuaging the addressee's wrath function to be discussed.

Excerpt 29 (Datum 25/1406)

Gammy : Now, just one special touch and you're ready. It's

been in the family for more than 150 years.

Margaret : Annie, it's beautiful, but I don't really think...

Gammy : Shh. I'm not finished.

Margaret : *Oh*, *sorry*.

Gammy : My great-grandfather gave it to my great

grandmother when they got married.

This conversation happens between Gammy and Margaret. After trying on her wedding dress to Margaret, Gammy gives Margaret a necklace. The necklace is the family things for more than 150 years. Margaret says that she cannot accept the necklace. But before she finishes her words, Gammy gets angry and say that she does not finish. Margaret delivers her apology "Oh, sorry" to assuage Gammy's wrath because she refuses the necklace. Margaret uses negative politeness strategy to indicate her awareness of having impinged on Gammy's negative face.

Another example of assuaging the addressee's wrath function occurs in datum 27.

Excerpt 30 (Datum 27/1489)

Andrew : What the hell were you thinking? Could've gotten

yourself killed.

Margaret : You turned the boat and made me fall in, you

jackass.

Andrew : You let go of the steering wheel, Ahab.

Margaret : I'm sorry. I'm sorry.

In this datum Margaret and Andrew are having a conversation. They are having squirrel on the boat. Margaret feels regret to lie on Andrew's family. She lets the steering wheel and walks back. Andrew who shocked held the wheel and turned the boat. It made Margaret felt down to the water. Andrew helps Margaret to get in the boat.

Both of them blame each other. Margaret blame Andrew because he turned the boat and made her felt down to the water, but Andrew gets angry and blame Margaret because she is the one who let the steering wheel first. Realize that Andrew was right; Margaret delivers her apology by "I'm sorry. I'm sorry." The function of her apology is to assuage Andrew's wrath. Margaret uses negative

politeness strategy to indicate her awareness of having impinged on Andrew's negative face.

Datum 29 also belongs to this function.

Excerpt 31 (Datum 29/1597)

Grace Paxton: What were you thinking?
Andrew: I don't, I don't know.
Gammy: Andrew, you lied to us.

Andrew : Let me get my head on straight, OK? *I'll explain*

everything later. I'm sorry.

The participants of this datum are Andrew, Gammy, and Grace Paxton. This conversation happens in the wedding party after Margaret confesses that her marriage with Andrew is just a fake. She admits that she forces Andrew to marry with her just to avoid deportation and make her stay in New York.

Gammy and Grace Paxton get angry and asks Andrew for an explanation. The high tone of Gammy and Grace when they ask the explanation from Andrew indicate that they feel angry to Andrew. Andrew utters an utterance "I'll explain everything later I'm sorry" to assuage his family wrath. Andrew uses positive politeness strategy when he apologizes to his family because he is concerned about his family's feeling of anger. He knows that it is a terrible mistake.

4.1.3.5 Getting off the Hook

Getting off the hook is a kind of social function when the speaker tries to minimize the rigidity with the hearer after the mistake happens. This function is used by the speaker to make the situation back to harmonize. Getting the hook

occurs 2 times out of 32 data or 6% of the total function. They are data 11/461 and 22/1369.

Excerpt 32 (Datum 11/461)

Gammy : Oh, there he is!

Grace Paxton: Andrew!

Stewardess : Hi. Right this way...

Andrew : Hi!

Grace Paxton: Oh... It's so good to see you!

Grace Paxton: You're suffocating him, Grace. Come here.

Andrew : Hey, Gammy. Ah, Gammy.

Andrew : Where's Dad?

Grace Paxton: Oh, you know your father. He's always working
Gammy: Never mind about him. Where's your girl?

Andrew : Uh, she's... right there...

This conversation happens between Andrew, Gammy and Grace Paxton when they are welcoming Andrew at the airport. When Andrew gets out from the plane, Grace Paxton and Gammy hugs him. Andrew asks about his dad. Grace Paxton delivers her apology to Andrew by "Oh, you know your father. He's always working". She is getting off the hook of the situation because she does not want Andrew to feel sad because his father cannot welcome him. "Never mind about him" utters by Gammy also to indicate that she wants to cheer Andrew and brings the situation back. The question "Where's your girl?" used by Gammy toward Andrew to change the subject to the something more pleasant. Grace uses positive politeness strategy when he apologizes to Andrew because she concerned about his son's feeling.

This datum below also belongs to getting off the hook function.

Excerpt 33 (Datum 22/1369)

Grace Paxton: We need Margaret.

Gammy : Afraid we're going to have to steal you away,

young lady.

Margaret : Oh, no, no, no, no. I'm just gonna keep...

Gammy : No, not to worry. No strippers, no chanting in the

woods. Promise.

Margaret : Oh, well...

Grace Paxton: Yeah. Come on.

The conversation happens between Margaret, Gammy and Grace Paxton. Gammy and Grace were looking for Margaret to ask her to go to somewhere. But, Margaret does not want to go. Gammy uses an utterance "No, not to worry. No strippers, no chanting in the woods. Promise" to show her apology. The function of this apology is to getting off the hook of the situation and persuades Margaret to come in. Gammy uses positive politeness strategy when she apologizes to Margaret because she is concerned about Margaret's feeling of worried.

4.2 Discussions

Apology is one of the important parts in our daily communication. It is possible for people to make mistakes and offences while having a conversation with others. Apology in communication does not only occur in real life communication but also occur in different media, one of them is movie. This is because a movie is representative of our real life.

The researcher found that out of the five strategies and sub strategies of apology, an expression of regret comes as the highest strategy expressed by the characters. It means most of the characters expressed apology to show their guilty feeling and to regret of their mistake. The choice of apology strategies depends on the context of the situation, degree of mistakes and social status and relationship between the speaker and the hearer. Apology strategies can also be uttered in a

simple or a complex form of apology depending on the severity of the mistake. The more serious the mistake is made, the more complex apology strategies will be.

One of the influences of expressing apology strategies is by the context of the situation. Most of the apology occurring in "The Proposal" movie is in informal situation and the setting is in the house. That is why the dominant strategy expressed in this movie is an expression of regret and the word "sorry" is mostly uttered by the characters to express an apology. This is different from Riyani's research (2010) which examines apology strategies in the "Pride and Prejudice" movie. This movie is in formal situation which consist of upper and middle class. That is why her finding shows the dominant strategy expressed by the characters in that movie is a request for forgiveness with expressions like "Excuse me", "Please forgive me", "Pardon me" and "I'm begging for your sorry". These verbs of apology are usually used in formal situations to respect the hearer. Therefore, because of the source of data is movie so the findings of this research is to strengthen that one of the influences of expressing apology strategies is by the context of the situation in the movie itself.

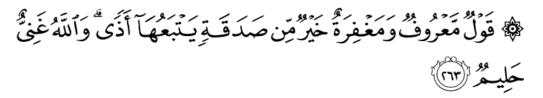
The characters in this movie express their apology not only directly but also indirectly. The characters in "The Proposal" movie dominantly utters direct apology with the existence of verbs signaling apology, such as "apologize", "be sorry", "forgive", "excuse", "fault" and "pardon" than indirect apology with the absence of verbs signaling apology and replace by words and sentences to represent their apologies. This research has the same finding with Soesilowati (2009), Nikmah (2012), and Ilmah (2015) research which shows that direct apology mostly utters

than indirect apology. Direct apology mostly uttered because in expressing an apology people tend to straight to the point by uttering "sorry" or "apologize" rather than use other words or sentences such as explaining the situation or offering a repair.

The researcher also found that out of the five social functions of apology, assuaging the addressee wrath is dominantly uttered by the characters. Assuaging the addressee wrath is a function of apology to minimize the anger of the hearer. This research is different in the term of scope of the research. None of these researches by Soesilowati (2009), Riyani (2010), Nikmah (2012) and Ilmah (2015) analyze social functions of apologies. Assuaging the addressee wrath became the dominantly social function because angry is the most reaction of the hearer when the speaker makes a mistake.

Remembering that apology is one of the examples of politeness then apology can occur in positive and negative politeness. Apology as positive politeness strategy concerned about the addressee's feeling. While apology as a negative politeness strategy, the speaker indicates his or her reluctance to impinge on the hearer's negative face. The data in this research shows that apology as a negative politeness mostly occurs in this research rather than apology as a positive politeness.

The researcher also found the relation of apology with Islamic views. The act of forgiving others is stated in Holly Qur'an Surah Al-Baqaraah: 263.



"Kind words and the covering of faults are better than charity followed by injury. God is free of all wants and the most forbearing".

There is also a Hadist of The Prophet Muhammad (PBUH) which tells us to accept apology from others.

"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."

The Surah and Hadist above suggest us to asking forgiveness and also accepting the apology of others person. Even though we do not know their apology is truthful or untruthful but as a Muslim asking and giving forgiveness are our obligation. Someone who says apology and accepts the apology from another person gets reward from Allah SWT and can maintain our relationship with the other Muslims.

The reflection of accepting the apology or giving someone forgiveness in the "The Proposal" movie is the Andrew's Family characters consisting of Joe Paxton, Grace Paxton and Gammy. Although they are not a Muslim, but they are willing to accept Margaret's apology. Even though Andrew's family were angry when they know that the wedding between Andrew and Margaret is just a fake and Margaret uses Andrew to avoid her deportation, but in the end Andrew's family forgive Margaret after they know that Andrew falls in love with her.

