CHAPTER V

CONCLUSION AND SUGGESTION

This last chapter of this research consists of two parts; conclusion and suggestion. The researcher concludes the result of this research and gives recommendation for the next researchers.

5.1 Conclusion

The researcher concludes that apology is the important thing in communication because it is possible for human to make mistake and offence. Some strategies of apology should be applied by the speaker in order to make apology run well. The researchers found 32 data containing apology expressed by the characters in "The Proposal" movie.

In this research, the researcher found all of the strategies of apology based on Olshtain & Cohen (1983) theory in "The Proposal" movie. The dominant strategy expressed by the characters is an expression of regret with 16 data out of 32 data. It means most of the characters expressed apology to show their guilty feeling and to regret the mistake they made. The strategies is based on Olshtain & Cohen (1983) theory which divided into five strategies and sub strategies of apology, they are: an expression of an apology (an expression of regret, an offer of apology, a request for forgiveness), an explanation of account of the situation, an acknowledgement of responsibility (accepting the blame, expressing selfdeficiency, recognizing the other person as deserving apology, expressing lack of intent), an offer of repair and a promise of forbearance. The result found that apology strategies expressed by the characters depends on the context, degree of mistakes and relationship between the speaker and the hearer. Sometimes the characters used simple or complex form of apology strategy; it depends on the severity of the mistake they have made and the context when the apology occurs.

In this research the researcher found two ways of expressing apology in "The Proposal" movie. It can be direct apology or indirect apology. From 32 data, direct apology is dominantly used by the characters with 24 data. It is 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. Meanwhile, indirect apology comes with 8 data out of 32 data. Direct apology occurs when the characters use one of the verb signaling apologies, such as "apologize", "be sorry", "forgive", "excuse", "fault" and "pardon". Meanwhile indirect apology occurs when the characters absence of verbs signaling apology and replace by words and sentences to represent their apology.

Every character has different purpose in expressing apology. The researcher found all of the social functions of apologies based on Norrick (1978) theory in this movie. From 32 data, assuaging the addressee's wrath gets the highest function wanting to be achieved by the characters with 13 data. It became the dominant social function because angry is the most reactions of the hearer when the speaker makes a mistake. Two functions come as the lowest function with two times out of 32 data. They are showing good manner and getting the

hook. The researcher used Norrick (1978) theory classification of social functions. The five social functions are: implicating contrition, asking to be forgiven, showing good manner, assuaging the addressee's wrath and getting the hook.

In conclusion, even though as a human being we cannot be separated from making a mistake or offence in a communication, but by expressing an apology in a communication will redeem the quarrel, solve the problem and restore the broken relationship.

5.2 Suggestion

This research tries to reveal the phenomenon of apology which focuses on the apology strategies found in the English subtitle of "The Proposal" movie. The researcher recommends for the next researcher to focus their research of apology on different media, such as real life conversation, novel, drama, talk show, newspaper, social media and etc. The future researcher can also focus their research on apology in different area in society, such as student apology toward their lecturer or apology used between members of a community. The various research of apology in different media, area of focus, and aspect of life hopefully can increase and enlarge the knowledge about the phenomenon of apology