



others. Language is important for human to communicate either spoken or written. There is a message within the language that is conveyed. The message itself can be communicated in written text or spoken. Through language, every kind of expression can be revealed. According to O Grady (1996:1) language are many things. A system of communication, a medium for thought a vehicle for literal expression, a social institution, a matter for political controversy, catalyst for nation building

In having conversation with the others, people should involve aspects of politeness. The term politeness must be involved to respect both the hearer and the speaker. Therefore, both of the speakers and hearers can keep their relationship. According to Holmes (2001:268) when people speak, they have to be polite to the others to keep their relationship.

According to George Yule (1996:60) politeness in an interaction can be defined as a means employed to show awareness of another person's face. In this politeness case is done to show awareness and respect the speaker and the hearer's face and respect to the speaker and the hearer's face. According to Brown and Levinson (1978:66) Face's expression is something that is emotionally invested, and be lost, maintained, or enhanced and must be constantly attended to in interaction.

Misunderstanding sometimes occurs in the conversation with the others. It can occur because both of the speakers and the hearers have different characteristics. Misunderstanding is a form of understanding which is partially or totally deviant from what the speaker intended to communicate (Weigan, 1999

cited in Kasper and friends, 2003). When misunderstanding occurs and hurts or violates someone, his/her face needs to be restored, so in the conversation, the term of apology begins to occur. Apologies are offered to express regret for having offended someone. Brown and Levinson state that an apology is the acknowledgement by the speaker that a violation has been committed and an admission that he or she is at least partially involved in its cause (1978:12). People realize they have done mistakes which disturb another person's feeling and affect their relationship. In this case, people immediately do something which is called apology. People do the apology in different ways. Sometimes people utter the apology in explicit way, people directly say the apology word such as "I am sorry ". But sometimes people do not acknowledge the offense that they have done.

Based on the phenomenon, this study tries to analyze about "Apologizing Strategies Used by English Department Students of State Islamic University Sunan Ampel Surabaya". In doing this study the writer uses several studies that have been conducted by other researchers. The studies are used by the writer as references in conducting deeper about the study. The studies of apologizing strategies have been done in the Pragmatic field and Sociolinguistic field. The writer uses the study of apologizing strategies that is done by Bergman and Kasper which is done in the Pragmatics field. The study of apologizing which done by Bergman and Kasper is a basic guidance for the writer to conduct the research. Bergman and Kasper conducted research in apologizing strategies in Thai native speaker of English and Thai non native speaker of English. Bergman

and Keeper found that the closer the interlocutors the more lively the offender was to expressly assume responsibility.

The writer also uses unpublished thesis by some researchers who apply apologizing strategies such as thesis Fajar Suryadi (2007), Selvy Gunawan (2008), Ika Rohmania (2009), she is from English Department Student State University of Malang, she also conducted apology strategies used by English Department students based on Social status and Social distance English Department students of Petra Christian University. Ayubaidah Fitrahanda (2014), she is from English Department of Brawijaya University. They chose apology strategies as the theory with several themes as the content.

Suryadi (2007) also conducted research about apology strategies used by Students of Petra Christian University. Suryadi analyzed the apology based on the degree of offense and level of intimacy between the speaker and the hearer. Suryadi analyzed the apology strategies that are used to friends and the apology strategies that are used to strangers. According to Suryadi (2007), three strategies such as explanation, expression of apology, and offer of repair were mostly used to deal with friends and rejection strategy was used to deal with stranger.

Gunawan (2008) also conducted research about apology strategies used by female tenant in boarding house. Gunawan (2008) analyzed apology strategies in Sociolinguistics field based on social distance and gender. Gunawan (2008) stated that apology strategies that are used by the speakers who have close social distance with the hearer uses apology strategies from least to most polite strategies and the speakers uses almost all apology strategies. On the other hand, for those

who have distant social distance, they tend to use polite apology strategies except promise of forbearance.

Fitrahnanda (2014) also conducted a study on gender based on differences in apology strategies of English Department students in Campus Setting. According to Fitrahnanda, male and female students tend to use different strategies in making apology. Male students tend to use explanation or account of situation strategy while female students tend to use expression of apology strategy. Female students use acknowledgement of responsibility strategy toward friends more while male students only use this strategy toward lecturers. Direct offer of repair are mostly used by male students. The factors that facilitate the use of different apology strategies are female usually involves personal feeling, emphasizes in intimacy and solidarity and apologizes for light offences whereas male uses logical thinking, emphasizes in power and status and prefer getting or giving solution rather than to sympathy.

In this study, the writer conducts different research from Suryadi's, Gunawan's, and Fitrahnanda's research which are done in the Sociolinguistics field based on Ana Trosborg (1987) theory. The writer conducts the research in the Pragmatics field and uses Bergman and Kesper's theory. The writer does not analyze about gender because in pragmatic field does not distinguish between male and female.

Meanwhile, the thesis is done by Rohmania (2009), she did it with different theory over Suryadi's, Gunawan's and Fitrahnanda's. Rohmania uses the study of apology strategies that is done by Bergman and Kesper (1993). This thesis

is a Socio-pragmatics study about the apologizing strategies used by English Department Students of State University of Malang to nine people based on social status and social distance differences. This research only investigated the apologizing strategies based on social status and social distance differences and the data for this study were from a DCT which did not reflect the naturally occurring speech.

The writer is interested in using the theory of apologizing strategies by Bergman and Kesper with the purpose is to reveal more knowledge of apologizing by taking some necessary data from the English Department Students of State Islamic University Sunan Ampel. The writer collects the data by recorded real conversation used by English Department student so the data which are got is more natural and valid. The writer will collect the data for 6 weeks (1, 5 month) that data taken on 10 March until 23 April. The analysis only involves the students who speak English. Sometimes, it is found they speak both English and Indonesia. Thus, the writer intends to explain the possible purpose of the collected data. In this analysis, the writer focuses in English Department students of State Islamic University Sunan Ampel Surabaya the eighth semester.

The writer chooses State Islamic University Sunan Ampel Surabaya as the place of observation because the objects are the students of English Department students who are in the same semester. The objects are friends of the writer's it can help the writer to collect the data easily. Therefore, the students have good comprehension in Speaking English. In collecting the data, the writer tries to record the conversation that occurs among students. The writer joins the group but







