CHAPTER V

CONCLUSION

The writer chooses apologizing strategies in her topic. In doing her research the writer realizes that apologizing strategy is one of the significant aspects in human social relationship. Human beings often mistake both directly and indirectly. Thus, everyone needs to apologize in order to restore social harmony between the complainer and the apologizer, and also to restore the apologizer's social status in society.

Through this study, the writer chooses to find out the kinds of apologizing strategies used by English Department students of State Islamic University of Sunan Ampel Surabaya in the eight semesters. The writer uses the apologizing strategy that proposed by Bergman and Kesper (1993).

Thus, the writer takes the data from the conversations that contain apologizing strategies used by English Department students of State Islamic University of Sunan Ampel Surabaya. There are sixteen conversations collected by the writer for six week. The writer uses descriptive approach in conducting this study because the data is collected in the form words or sentences.

The result of the analysis shows that out of the six strategies outlined:

 Using IFID strategy, in this strategy the writer finds six data in apologizing that is used by English Department students. This strategy occurs because there is situation in the conversation the speaker's express their feeling regret explicitly by uttering "sorry".

- Upgrading strategy, in this strategy the writer finds two data that relates to the strategy. The strategy occurs because there is the situation in the conversation indicates of the condition as an effect of the offense cannot be repaired. The speaker admits the offense that he or she has done by using "I'm so sorry" to emphasize the apology.
- strategies. First, self-blaming, the writer do not finds any data that relates to this sub strategy because in the conversation there is no situation takes the responsibility by blaming of the speaker about the offense that he or she has done to the hearer. Second, Lacking of Intent strategy, in this sub strategy the writer finds two data that relates to this sub strategy. In this sub strategy there is a situation that speaker tries to explain to the hearer who he or she does not have any intention to do the offense. Such as by uttering "I'm sorry I spill the water into your paper, I don't mean it". Third, admission of fact, in this sub strategy the writer finds five data. This sub strategy occurs because there is a situation in the conversation that the speaker takes responsibility by admitting the offense who he or she has done. Such as by uttering "I forget to bring the CD, yesterday I have copied it to the laptop".
- Downgrading Responsibility or Severity Offense strategy, in this strategy there are five sub strategies. First, Excusing, in this sub strategy the writer finds three data. This sub strategy occurs because there is a situation in the conversation that the speaker mitigates his or her offense by giving

explanation. Such as by uttering "Eka sorry because I had experience, there were viruses injected in my laptop". Second, justification, in this sub strategy the writer finds three data. This sub strategy occurs because there is a situation in the conversation that the speaker provides argument to persuade the hearer so the speaker cannot be blamed because of the offense. Such as by uttering "I have blurted out". Third, problematizing precondition. In this sub strategy the writer finds one data that relates. This sub strategy occurs because there is a situation in the conversation that the speaker tries to evade the offense by giving a reason about the situation or condition that is not supposed to be, it is done by the speaker to reduce the offense. Fourth, Claiming Ignorance, in this sub strategy the writer does not find any data that relates. Because there is no conversation indicates the speaker to avoid the responsibility by ignoring the complaint that is given by the hearer. Fifth, denial, in this sub strategy the writer finds two data. This sub strategy occurs because there is a situation in the conversation where the speaker denies that an offense that she or he has done to the hearer so the speaker tries to evade the responsibility. Such as by uttering "Have I ever send wrong sms to you?"

Offering of Repair strategy, in this strategy the writer finds five data. This
strategy occurs because there is a situation in the conversation that the
speaker offers to remedy the damage by an action to restore the damage.
Such as by uttering "to clean this".

Verbal redressing strategy, in this strategy there are three sub strategies. First, Concerning for Offended Party. The writer does not find any data that relates to the sub strategy because there is no conversation indicate situation that the speaker express his or her concern toward the hearer's condition. Second, effort of appease, in this sub strategy the writer finds one data that relates to the sub strategy. This sub strategy occurs because there is a situation in the conversation that the speaker tries to appease the hearer's condition because of the offense in order to the hearer can feel better than before. Such as by uttering "no, no bro I'm just joking". Third, promising or forbearance, the writer does not any data that relates to this sub strategy because there is no conversation indicates condition where the student admits the offense by expressing regret and the speaker promise not to do the same mistake or act for which he or she just apologizes.

There are three strategies that are much preferable to others as they are employed to high frequency. Those three strategies are downgrading responsibility, taking of responsibility, and using IFID of apologizing strategies. However, the strategy that is used the most frequency by English Department Students is downgrading responsibility or severity offense because of their relationship. They are friends for four years. Therefore, they have close relationship among them. In addition, the students are easy to downgrading the responsibility because the offenses can be categorized as not serious ones that can damage the relationship among them.

The last the writer answered of the second statement problem about what is the possible purpose of apologizing strategies in the conversation by English Department students of State Islamic University Sunan Ampel in the eighth semester. The writer finds that English Department students used various kinds of apologizing strategies in apologizing to their friends. In this case, the writer governed the result that the main of possible purpose from each apologizing strategies which is conducted by English Department students of State Islamic University Sunan Ampel Surabaya in the eighth semester is to maintaining good relationship with other person. It is also done to keep the relationship from misunderstanding whether it is done intentionally or not.

SUGGESTION

Misunderstanding sometimes occurs in the conversation with the others. It can occur because both of the speakers and the hearers have different characteristics. When misunderstanding occurs and hurts or violates someone, his/her face must be restored occurred. Apologies are offered to express regret for having offended someone. For example, the students who want to write about apologizing strategies can use this thesis reference.

Please take a note that there is no such thing useless in this study can inform to the beloved people that all of apologizing strategies in this study can learn and the writer wishes can be done in the daily activity. By the end of this line, this thesis is intended to give knowledge of many ways in apologizing. By the end of this research, the writer hopes this thesis can give a good knowledge for those who read and mean to reveal more about apologizing strategies.