

Apology Strategy In Agatha Christie's *Black Coffee*

Strategy Permintaan Maaf dalam Novel *Black Coffee* Karya Agatha Christie

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Abstrak

Penelitian ini membahas tentang strategy permintaan maaf dalam novel *Black Coffee* karya Agatha Christie. penelitian ini bertujuan untuk mengklasifikasikan strategi permintaan maaf dan menemukan jenis-jenis strategy permintaan maaf yang ditunjukkan oleh karakter di dalam novel. Selanjutnya penelitian ini menganalisa mengapa karakter dalam novel tersebut menggunakan strategi tersebut dalam meminta maaf, terakhir, penelitian ini menganalisa faktor-faktor yang mempengaruhi strategi permintaan maaf itu digunakan. Penelitian ini menggunakan deskripsi kuantitatif metodologi dimana peneliti mendeskripsikan data dalam bentuk kalimat berdasarkan data yang terkumpul. Dalam mengumpulkan data, peneliti membaca novel tersebut dan menandai kalimat-kalimat yang masuk dalam kategori permintaan maaf dan mengklasifikasikannya ke dalam delapan taksonomi permintaan maaf yang dikenalkan oleh Trosborg (1994). Teori yang digunakan dalam penelitian ini adalah teori milik Trosborg tentang strategi permintaan maaf dan teori milik Fraser tentang faktor yang mempengaruhi permintaan maaf tersebut. Hasil dari penelitian ini menunjukkan bahwa karakter dalam novel *Black Coffee* hanya menggunakan lima macam strategy dari delapan strategi permintaan maaf yang diperkenalkan oleh Trosborg (1994).

Kata Kunci: pragmatik, permintaan maaf, strategi permintaan maaf, kesopanan.

Abstract

This research investigates apology strategy in Agatha Christie's Black Coffee. This research is aimed to classify the apology strategy and find the different type of strategies performed by the characters in the novel. Next, analyzing why the characters used such kind of apology strategy in apologizing. Last, analyzing the factors which influence the apology strategy. This research uses descriptive-qualitative methodology in which the researcher describing the data in sentences based on the collected data. In collecting the data, the researcher read the novel and code the utterance which belong to apology and classify them into eight types of apology based on Trosborg taxonomy of apology strategy (1994). The theory applied in this research is apology theory proposed by Trosborg and Fraser theory about the factors influencing the apology. The result of the study shows that the characters only performed five apology strategy from eight types apology strategy classified by Trosborg (1994).

Keywords: pragmatics, apology, apology strategy, politeness.

Introduction

During interaction, people do not only produce words, but also show acts behind the words they uttered. The acts then come as the product of speech that commonly called as speech acts. Apology is one kind of speech acts

that is often used by people in interactions. It belongs to expressive illocutionary act that deals with feeling. By doing apology, it means that someone's feeling has been hurt. It can be hurt by either words or actions. This situation will

damage the relationship between the speaker and hearer, so the speaker takes into account to ask apology to restore harmony between them. As suggested by Edmondson (1981: 280), an apology is used to set things right and to restore harmony between the hearer to the speaker. Moreover, Leech argues that the act of apologizing is a convivial speech act, the goal of which coincides with the social goal maintaining harmony between speaker and hearer (1999: 104-105). By these definitions, apology should be existed when there is a broken relationship between speaker and the hearer that functioned to repair their relationship. So, the reason someone asks for apology is to rebuild good relationship.

Different apology strategies are employed by people in asking apology based on some factors. Fraser (1981) identifies five factors that influence certain apology are being used. They are the nature of infraction, the severity of the infraction, the situation in which the infraction occurs, the familiarity between the interactants and the sex of interactant. So, People apologize one to other with different strategies.

Trosborg (1994: 373) divides eight types of apology strategy, namely: rejection (opting out), minimizing the degree of offense, acknowledgement of responsibility, explanation or account, expression of apology, offer of repair, promise for forbearance, and expressing concern for the hearer.

In accordance with those problems, this study tries to answers the following questions: 1. What types of apology strategy used by the characters in Agatha Christie's Black Coffee? 2. Why is each type of apology strategy used by the characters in Agatha Christie's Black Coffee? 3. What are the factors which influence a certain apology used in Agatha Christie's Black Coffee?

According to those questions, the study is designed to achieve some goals, they are: to find out the types of apology strategy used by the characters in the novel, to describe the reasons why the characters used certain apology strategy and to analyze what factors may influence the use of apology strategy.

This research applies apology theory and in analyzing the data collected from Black Coffee novel, the researcher classifies the data using Trosborg's taxonomy as follow.

Apology Type	Example
A. Rejection 1. Blaming Someone Else	The old boy's locked it with one of those patent catches oh his.
2. Attacking the Complainer	If you think it was I who dropped it, you are mistaken
B. Acknowledgement of Responsibility 1. Expression of lack of intent	Oh, I don't mean you, of

	course, dear – I mean, well, you're half English in any case.
2. Expression of Embarrassment	So stupid of me, I didn't mean – of course, it's so different in your case.
C. Expression of Apology 1. Expression Of Regret	I am so sorry
2. Offer of Apology	I am sorry
3. Request for forgiveness	Do please forgive me, sir, but it's such a shock.
D. Explanation or Account 1. Implicit Explanation	I made a mistake. It does not happen very often.
E. Offer of Repair 1. Compensation	Shall I get you some smelling-salts? I've got some in my room

Research Methodology

This study is analyzed using descriptive qualitative method. Qualitative method is used since the data is in the form of words or utterances whereas it is spoken or written. Denscombe defines qualitative research tends to associated with words or images as the unit of analysis (Denscombe, 2007: 257).

The technique of collecting data applied in this research is the documentary technique. Blaxter et al states that one of documentary source of research is media document. Those are newspapers, magazines, television and radio and all websites that can provide interesting sources of data and useful material for research analysis (Blaxter et al, 2006: 169). This technique is suitable with the data of the research, that are written texts about apology utterances, while the source of the data is Black Coffee novel which released in 1930 collected from lib.gen.rus.ec.

Descriptive-interpretative method is being used in analyzing the collected data. McMillan (1992: 2) argues that descriptive method can be considered as the procedure to solve problems of the research by using current facts and phenomena and this method describes the facts and explains the phenomena. So, the collected data of this research will be analyzed descriptively with my own interpretation based on the base theory.

Result

Based on the research problem, there are three

questions to be answered in this study. First, type of apology used in the novel. There are 29 apologizing expressions in the analysis. There are five strategies of apology in the analysis. They are Rejection; blaming someone else and attacking the complainer, Acknowledgement of responsibility; expression of lack of intent and expression of embarrassment, expression of apology; request for forgiveness, expression of regret and offer of apology, explanation or account; implicit explanation, and offer of repair strategy; compensation. Second and third question are why the characters use the strategies? And what are the factors influence it? The reasons why the types of apology are employed by the characters depend on the degree of mistakes, situation, social status, cultural background and the relationship between the characters as the factors the apology strategy are being chosen. The important thing is that the type of apology is able to maintain and restore the relationship between the characters that already offended. If the apology strategy is success, the relationship between offended and offender will harmonize.

Discussion

After analyzing all the data in Agatha Christie's *Black Coffee* novel, I find 29 utterances. 4 utterances belong to rejection strategy. 3 utterances belong to acknowledgement of responsibility strategy. 20 utterances belong to expression of apology strategy. 1 utterance belongs to explanation or account strategy. 1 utterance belongs to offer of repair strategy. In doing this study, I didn't find any utterances which can be categorized minimizing the degree of offense, promise for forbearance and expressing concern for hearer.

Next, I classify each category into the sub-types of apology strategy based on the purpose of the utterances. The apology strategy is classified into 8 strategies; rejection, minimizing the degree of offense, acknowledgement of responsibility, expression of apology, explanation or account, offer of repair, promise for forbearance and expressing concern for hearer. Rejection strategy is classified into 5 sub-types of apology strategy; explicit denial of responsibility, implicit denial of responsibility, justification, blaming someone else and attacking the complainer. Minimizing the degree of offense strategy is classified into 3 sub-types of apology strategy; minimizing, querying precondition and blaming someone else. Acknowledgement of responsibility strategy is classified into 6 sub-types of apology strategy; implicit acknowledgement, explicit acknowledgement, expression of lack of intent, expression of self-deficiency, expression of embarrassment and explicit acceptance of the blame of apology strategy. Explanation or account strategy is classified into 2 sub-types of apology strategy; implicit explanation and explicit explanation. Expression of apology strategy is classified into 3; expression of regret, offer of apology and request for forgiveness. Offer of repair strategy is classified into 2 sub-types of apology strategy; repair and compensation. The last two which have no sub-types of apology strategy are promise for forbearance and expressing concern for hearer.

I developed the results of finding data above as the tools to find the intended meanings which is implied in the apology utterances on her novel. The category of apology strategy and the sub-types of apology strategy show each function of apology strategy written by Agatha Christie on her novel *Black coffee* are provided in the table. From those apology strategies listed in the table, I can infer some intended meanings of the apology utterances.

The first 4 utterances belong to rejection apology strategy. These utterances are in accordance with the characteristics of rejection strategy in which the apologizer tries to avoid the responsibility of the mistake and attacks the complainer when he cannot defend himself. The next 3 utterances belong to acknowledgement of responsibility of apology strategies. The utterances are in accordance with the characteristics of this strategy in which the apologizer in this data tries to show the action that he does not have intention in doing the mistake and he feels embarrass about the mistake he did. The next strategy is expression of apology. There are 20 utterances that belong to this strategy. These utterances performed by the characters in the novel commonly contain some adverbial word such as sorry, apologize, forgive and excuse me. Explanation or account strategy is only contained 1 utterance in which the utterance shows that the apologizer tries to explain the situation why he did the mistake. The last apology strategy found in the data above is offer of repair that only contains 1 utterance. The utterance of the data shows that the apologizer do an action to minimize the mistake when the repair he did is unsuccessful.

There are many factors influencing the choice of apology strategy. Beside the degree of imposition and social distance as mentioned in chapter 2, social status and cultural background are also found. The novel shows that these two factors give significance influence to the apology strategy performed by the characters. The characters of the novel are consisting different social status. People from high social status will use least polite apology strategy than those who from low social status. Besides that, different country may have different culture, and different culture should use different way in speaking.

The other finding of this analysis shows that the characters tend to use direct apology strategy in showing the acts of apologizing. This can be proved by the result of the discussion in which the characters tend to use expression of apology strategy, in which this type of strategy is classified as direct apology since there is the word *sorry* used in the apologizing.

Conclusion

The first question of this study is about the apology strategies which are used by the characters in the *Black Coffee* novel. The results of this study present there are 29 apology utterances used by the characters in the novel; 4 utterances belong to rejection strategy. 3 utterances belong to acknowledgement of responsibility strategy. 20 utterances belong to expression of apology strategy. 1 utterance belongs to explanation or account strategy and 1 utterance

belongs to offer of repair strategy. It means that not all of the eight apology strategy of Trosborg' (1994) theory is used by the characters in the novel. It is because they are in the condition which requires them to apologize based on the situation how the mistakes are happens.

Second question is why the characters used those five strategies. Based on the results, it can be seen that the characters used those apology strategies by some reasons. These reasons related to the mistakes that they have been made. The more serious mistakes done by the characters, the more polite apology strategy is chosen. Commonly the characters perform expression of apology strategy in apologizing in which some of them are performing apologizing by adding adverbial words to serious mistakes; such as so, very, really and awfully. This strategy is classified as direct apology strategy, because the characters in the novel tend to say *sorry* directly. This second question related to the third question that identifying the factors that influencing the choice of apology strategy. Based on the data, Fraser (1981) theory about factors influencing apology strategy gives influence to the choice of apology strategy. The nature of infraction (type of social damage), the severity of the infraction (degree of offense), the situation in which the infraction occur (the formality of the situation), the familiarity between the interactants (social distance) and the sex of interactants including two other factors; cultural background and social status give significance influence in performing the apology strategy. The significances are that more serious offences done by the apologizer, more polite apology strategy is chosen. Then, the characters of the novel are consisting different social status. People from high social status will use least polite apology strategy than those who from low social status. Besides that, different country may have different culture, and different culture should use different way in speaking.

From the results and the discussion, it can be seen that there are 29 apology utterances perform by the characters in the novel. But, the characters only used five of eight apology strategies based on Trosborg's (1994) theory. It means that Trosborg's (1994) theory of apology strategies are not really works to analyze this novel. From those 29 utterances, the characters perform 20 apology utterances that belong to expression of apology, in which this type of strategy is classified as direct apology based on Blum Kulka's (1989) theory of apology. This result comes up by some factors that influencing it. There are some factors found in the data that influence the choice of these apology strategies. Based on Fraser's (1981) theory, all the factors that influence the choice of apology are appears in the data.

In addition, hopefully this study gives more understanding about the relation between apology strategy and the factors influencing it; offenses, social distances, social status and cultural background. Moreover, this study gives contributions to the other students as a reference in the study of apology strategies and the influences of offenses, social distance, social status and cultural background in apology strategies.

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