APOLOGY STRATEGY IN AGATHA CHRISTIE'S *BLACK COFFEE*

THESIS

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DEDICATION

This thesis is dedicated to:

1. My beloved parents, Iswadi and Sulastri who always support me and teach me how to be thankful to what we have got and give endless prayer for me all the way.

2. My dearest sister and brother, Dian Sulistiani Tyas Arisanti and Sofyan Hadi who always cheers up my life. I do thank you for your support and advices.

3. My little niece, Jessica Najwa Vidi Rahmadani who makes my life happier for your birth.

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6. My Alma Mater

MOTTO

Great things are not only by impulse, but by a series of small things brought together.

(Vincent Van Gogh)

DECLARATION

I hereby declare that the thesis entitled *Apology Strategy in Agatha Christie's Black Coffee* is an original piece of writing. I guarantee that the analysis and the research described in this thesis have never been submitted for any other degree or publications.

I certify, to the best of my knowledge, that all sources used and any help received in the research of this thesis have been acknowledged.

Jember, December,   th 2015

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SUMMARY

Apology Strategy in Agatha Christie's *Black Coffee*; Yeni Indah Kristanti, 080110101050; 2015; 62 pages; English Department Faculty of Letters, Jember University

This research is based on pragmatics study. The aims of this research are to find out the kinds of apology strategy, the reason why those types of apology are performed by the characters, and the factors that influence those apology strategies uttered by the characters in the Black Coffee novel.
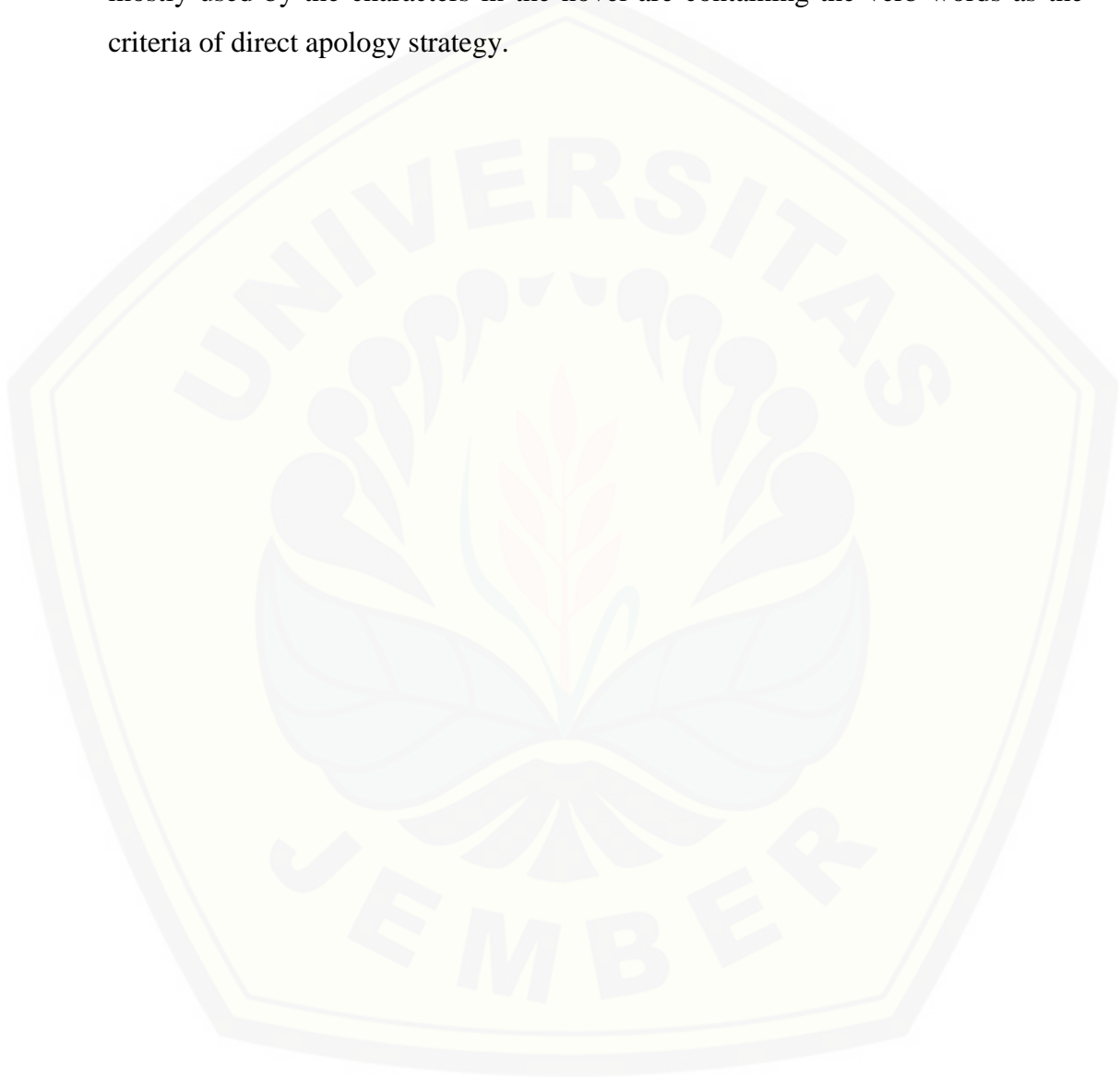
The Descriptive-qualitative methods are applied in this research, in which the data are in form of utterances and don't involve any numbers. The data are taken from the act of apologizing of the conversation performed by the characters in the Black Coffee novel.

The researcher uses Trosborg's (1994) theory of apology strategy in order to classify what type of apology strategy the data belong to. Trosborg (1994) stated that there are eight types of apology strategies; rejection, minimizing the degrees of offence, acknowledgement of responsibility, explanation or account, expression of apology, offer of repair, promise for forbearance and expressing concern to the hearer.

In the analysis, the data show that there are only 5 apology strategies used by the characters in the novel, namely; rejection, acknowledgement of responsibility, explanation or account, expression of apology and offer of repair. Those five strategies are found in 29 apologizing utterances performed by the characters throughout the novel.

The reason why these types of apologizing are performed by the characters are related to the offense, cultural background of the participants involves in the conversation, social distance and social status of the participants. Moreover this study uses Fraser (1981) theory that elaborates the factors influencing apology strategy; the nature of the infraction, the severity of the infraction, the situation in which the infraction occurs, the familiarity between the interactants and the sex of the interactants.

The result shows that the characters tend to perform direct apology strategy. Those can be seen from the data which show that the characters mostly use the strategy of expression of apology in apologizing rather than the other four apology strategies found in the data in which the strategy of expression of apology mostly used by the characters in the novel are containing the verb words as the criteria of direct apology strategy.

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CHAPTER 1. INTRODUCTION

This chapter presents some information related to this study. First, it shows the background of study. Second, it deals with the research problem. Third, it presents the research questions. Fourth, shows the scope of the thesis. Fifth, it describes the goal of the study. Sixth, it presents the purposes of the research. Last, it contains the organization of the study.

1.1 Background of The Study

Language is important for human life that it is used for communication. Based on Hornby (2005: 291), communication is the activity of expressing idea, feeling, and information from one person to the other people. This definition is stressed on the social function of language as tool of communication that is used by human to deliver some information containing messages.

During interaction, people do not only produce words, but also show acts behind the words they utter. The acts then come as the product of speech that is commonly called as speech acts. Speech acts are acts of communication that are used by the speakers to convey intentions and purposes for the hearer to be understood. As, suggested by Austin in "How To Do Things With Words" (1962), speech acts are not just acts such as making a word but also having more meaning behind the word being uttered. The speaker wants to make the hearer knows what he or she intends to accomplish by saying those words. Moreover, the words uttered by people have some sort of functions, e.g., commanding, asking, requesting, promising, declaring, apologizing and compliment.

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 else's feeling has been hurt by the person

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asking for apology (speakers). 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 and 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 exist when there is a broken relationship between a speaker and the hearer that functions to repair their relationship. So, the reason someone asks for apology is to rebuild good relationship.

Although apology is a way to maintain the broken relationship, sometimes, people face difficulty in asking apology. Some of them think that doing apology is something embarrassing, because they should admit their mistakes to the interlocutor. This notion is related to the term *"losing face"* in which the apologizer has to dare to take risk whether the apology will be accepted or not. Brown and Levinson argue that an apology is an attempt by the speaker to make up for a previous action that interfered with the addressee's face-wants (Brown and Levinson, 1978:187). Furthermore, Trosborg states in Schwartz (2010) that the apology belongs to the face saving strategy. It contains a defensive orientation towards saving one's face and protecting orientation towards saving other's face (Schwartz: 2009: 15). So, an apology is a face saving for the hearer and face threatening for the speaker. Furthermore, it should be a reason for apologizer to use different strategies in asking apology. It can be denied the responsibility to save his/ her own face or admitting his/ her mistakes to save other face.

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.

Based on the whole definition above, I want to analyze the apology utterances as the strategy used by the characters in Agatha Christie's Black Coffee. The novel shows that as the detective, Poirot should find the thief of formula and the murderer of the owner's formula. In order to find the suspect, he should ask some allegation sentences to some people in that place.

Moreover, this novel is chosen for some reasons. First Black Coffee is the adapted novel from Charles Osborn's plays in which it becomes the first best seller novel in New York Times magazine in paperback. Second, it serves the story about human life that almost covers all possible factors influencing the choice of apology strategy, such as, the intimacy between speakers and hearers, the degree of offences, social status, gender, age, and cultural background. In accordance with these reasons I will do a research entitled: **APOLOGY STRATEGY IN AGATHA CHRISTIE'S *BLACK COFFEE*.**

1.2 Research Problem

The problem of this research are, there are a lot of choices of apologizing, but the variations of the characters in choosing the apology in the *Black Coffee* novel are different. This problem relates to the polite behavior of people in asking apology. Because people do apology is meant as they also do polite behavior. The characters in the novel tend to ask apology with the least degree of politeness to someone who has close relationship but more polite to those who have distant relationship. This situation makes the choice of apology strategies they used also vary from the least to most polite.

1.3 Research Question

They are three problems in this research:

1) What are the 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?

1.4 The Scope of the Study

The scope of this research is Pragmatics study that focuses on the study of speech acts coming as apology strategies used by the characters in Agatha Christie's Black Coffee and the factors that influence the strategies are being used.

1.5 The Goal of the Study

The goal of this research are to find out the types of apology strategy used by the characters in the novel, to describe the reasons why the characters use certain apology strategies and to analyze what factors may influence the use of the apology strategies.

1.6 The Significance of the Study

Hopefully, this research which is carried out will bring significances for the following:

1. Student: It can give additional understanding to improve student's ability in analyzing the speech acts theory especially about apologizing.

2. Lecturer: It can be used as reference in learning and teaching process.

3. Other Researcher: It can be used as a reference for the future similar research concerning the acts of apologizing.

1.7 The Organization of The Study

This thesis consists of five chapters, they are:

1) Chapter 1; Introduction of this study consists of the background of the study, the problems to discuss, the scope of the study, the goals of the study, the significance of the study and the organization of the study.

2) Chapter 2; Literature review, consists of previous researches and theoretical frameworks that cover pragmatics theory of speech acts, apology, context, and politeness.

3) Chapter 3; Research method consists of type of research, data collection, data processing and data analysis.

4) Chapter 4; Discussion, contains the analysis and description of the data based on the theories used in the study.

5) Chapter 5; Conclusion.

CHAPTER 2 LITERATURE REVIEW

This chapter is divided into two sections. First, it consists of previous research that contains some relevant researches with the current one. Second, it contains some theories that are needed as the tool of analysis to solve the problems of the research. This section discusses the pragmatics theories which cover speech acts, context and politeness.

2.1 Previous Studies

In conducting this research, I found some previous studies that are related to this present study. First is the study conducted by Francisca (2006). Her study focused on the apology strategy used by the main characters. She used Trosborg's theory of apology. The finding showed that male character used all eight apology strategies. On the other hand, female characters used seven out of eight strategies. Furthermore, she found that gender brings significant effect in the choice of apology strategy.

Second study was conducted by Suryadi (2007). His finding focused on the intimacy and the degree of offense as the factors influencing apology strategies used by the students. The finding showed that expression of apology is mostly used strategy which is not influenced by both factors in any situation whether to stranger or to friend. On the other hand, explanation strategy, rejection and promise for forbearance are influenced by both factors in any situation. He also found that offer of repair, minimize degree of offense are influenced only by the degree of offence rather than the intimacy among the students, but, Concern to hearer was only influenced by the level of intimacy factor. So, his study concluded those both factors, level of intimacy and the degree of offence play a role in the choice of apology strategy.

The last previous study was the study done by Riyani (2010). Her study analyzed the type of apology strategy used by the characters on the movie. It showed that request for forgiveness and acknowledgement of responsibility are the most preferred strategy. The Request for forgiveness strategy showed that those who feel guilty because they have offended others. Acknowledgement of responsibility was also being chosen by the characters because most of them do not have any intention to cause the problem. Besides, this study also identified the apology strategy used by upper and middle class. The finding showed that both upper and middle classes tend to use intensifier in doing apology strategy such as; really, so, etc. for example: I am really sorry about that.

The researches mentioned above are references for this research being conducted. They are likely the same but the focus and object of each are different. The similarity of this study and the previous researches are that both of them analyses the act of apologizing. But this present study is focused on the variations of apology used by the characters and the factors which may influence the chosen apology strategy used in the novel *Black Coffee*.

2.2 Theoretical Framework

The theoretical framework of this present research are consists of several theories. Pragmatics is the only theory which covers speech acts; apology strategy and the factors influencing apology strategy, context; context of situation, and politeness.

Pragmatics is the study of how people explaining language used in a certain situation. Leech (1983:6) argues that pragmatics is the study of meaning in relation to speech situation. The situation in which a language occurs is determined the meaning. Furthermore Leech (1983) also described pragmatics as "What did you by X" so, pragmatics is concerned with the meaning of utterance in which the meaning is depends on the situation where the utterance occurs.

Levinson (1985:21) argues that pragmatics is the study of the relation between language and context that are basic account to language understanding.

Language understanding means that what has been said before have relation to what will be said.

Besides, Yule defines pragmatics as the study of contextual meaning (1996:3). This definition is related to the interpretation of people to mean what is stated by the context and how the context influences what is said.

From the definition above, it can be concluded that pragmatics is the study of the meaning of the utterance which is influenced by the context. So, pragmatics stressed on the relation between language, meaning, and context.

As part of pragmatics, speech act is one of pragmatics branches study related to how people do by words. As suggested by Austin in (1962), speech acts are not just acts such as making a word but also having more meaning behind the word being uttered. Speech acts itself has many sort of functions, and one of the most common and discusses in this research is apologizing. So, in deciding the meaning of the utterance, especially apologizing, context is needed.

2.2.1   Speech Acts

In general, speech acts are acts of communication that is done by people in which it is not only by producing words containing grammatical structures but also action behind the utterance. Searle et al. (1980:12) state, "The theory of speech acts starts with the assumption that the minimal unit of human communication is not a sentence, but rather the performance of certain kinds of acts". Moreover, Renkema (1993:21) states that the speech acts theory language is seen as a form of action. Furthermore, Yule defines actions performed trough utterances are generally called as speech acts (1996:47). So, language is not uttering such words or sentences but there is meaning behind the utterances that represent a certain action to be done for the speaker to the hearer.

To give more understanding about speech acts, the following example is presented:

Example 1;

When someone says, ***"i didn't mean to upset you."***

By uttering the sentence, speaker does not just saying that sentence. There is meaning behind what speaker just said. Related to the above theories of speech acts, the example above shows that by saying the utterances, the speaker wanted the hearer doing an action, and the action is forgiving.

Searle in Levinson (1983:240) divided speech acts into five types based on its purposes. They are Representative, directive, commisive, expressive and declaration. Here are the explanations for detail:

1. Representatives

Type of speech acts in which the speaker expresses belief that the propositional content is true. Example: Describing, concluding and asserting.

2. Directives

Type of speech acts in which the speaker expresses an attitude towards an expected action done by hearer. Example: commanding, inviting, requesting and ordering.

3. Commisive

Types of speech acts in which the speaker expresses his intention concerning with some future action. Example: promising, threatening, and refusing.

4. Expressive

Types of speech acts in which the speaker expresses his psychological attitude towards a state of affairs specified in the propositional content. Example: Thanking, congratulating, and apologizing,

5. Declaratives

Types of speech act that let the speaker declaring something. Example: Declaration.

a. Apology

Apology is a part of speech act especially expressive. Expressive is used by the speakers to express an attitude using such verbs as apologize, appreciate, congratulate, deplore, detest, regret, thank, welcome. Apology appears when

someone or speaker made a mistake or offend the hearer in the previous action. The speakers do apology to restore the relationship among the hearer and the speaker. Brown and Levinson states that an apology is an attempt by the speaker to make up for a previous action that interfered the addressee's face-wants (Brown and Levinson, 1978:187). This definition means that apology is done for making up the previous action which may damage the hearer. Edmondson and Leech arguments are used to strengthen Brown and Levinson's definition about apology. Edmondson (1981:280) argues in more specific words, an apology is used to "set things right" and to "restore harmony" between the hearer to the speaker. Furthermore, Leech says that the aim of apologizing is to restore equilibrium between speaker and addressee (1983:125).

So, from all those definitions suggested above, it can be said that apology is used to shares the speakers' feeling which may contains the damage such misunderstanding or bad action (faults or mistakes) done before to recover or repair the relationship between the speaker and the hearer. For example*: I'm really sorry if you were too long waiting*. It shows that the apologizer was coming late, and this action offends the addressee's feeling because she/he was wasting his/her time to wait the speaker's coming. This situation can damage the relationship between them. As a consideration, the speaker do apology to repair the harmony between them.

b. Direct and Indirect Apology Strategy

According to Blum Kulka et al. (1989), the linguistic realization of the act of apologizing can take one of two basic forms, or a combination of both:

> (a) The most direct realization of an apology is done via an explicit illocutionary force indicating device (IFID),13 which selects a routinized, formulaic expression of regret (a performative verb) such as: (be) sorry; apologize, regret; excuse, etc. The IFID fulfills the function of signalling regret (on the S's part) for X (the violation), and thus is intended to placate the H. Our earlier work on apologies (Olshtain and Cohen, in press; and Olshtain and Blum-Kulka, 1983) seems to indicate that for each language there is a scale of conventionality-of IFID realizations. Thus, in English, the most common form is *(be) sorry',

From the above description, there are two types of apology strategies, they are direct and indirect. Direct apology refers to the expressions that explicitly indicate the function of apologizing that contains such verb as (be) sorry, excuse, apologize, forgive, pardon, which indicate the force of apologizing explicitly. For example, *I am sorry.*

Indirect apology, on the other hand, are those expressions that indirectly indicate the function of apologizing. So, indirect apology strategies do not contain the linguistic devices which explicitly indicate the force of apologizing. But it is more implicit or it can be combination between direct apology strategies with other explanation which indicate the apology strategy implicitly. For example: *i have something to do this morning. I am afraid I cannot come to your house.*

c. Apology Strategies

Every person uses certain way in doing apology that contains the different degree of politeness. Those differences are influenced by some factors, such as cultural background, age, gender, social distance, power and degree of offense. Based on this fact, Trosborg in her book titled *Interlanguage Pragmatics: Requests, Complaints And Apologies* (1994:373) classifies the type of apology into eight from the least polite to the most polite; rejection, minimizing the degree of offence, acknowledgement of responsibility, explanation or account, expression of apology, offer of repair, promise for forbearance and expressing concern for the

hearer. Here are the classifications of apology strategy by Trosborg (1994:373) for more detail:

1) Rejection.

Rejection is a strategy used by the speaker who may deny the responsibility because he/she feels not guilty. So, the speaker is refused to be blamed. To make it easier to be understood, it divided into five categories, there are:

(a) Explicit Denial of Responsibility

The apologizer denies that he/she does the infraction explicitly.

e.g.,: *"I know nothing about it."*

(b) Implicit Denial of Responsibility

The apologizer ignores the complaint or talking about other topic to avoid the responsibility.

e.g.,: *"I don't think that it's my fault."*

(c) Justification

The apologizer tries to give arguments that he/she cannot be blamed for the inconvenient situation that happen.

e.g.,: *"I'm just doing my job, that's it."*

(d) Blaming Someone Else

The apologizer blames the third party or even the complainer itself to avoid the responsibility.

e.g.,: *"It's not my fault, she made me to do it."*

(e) Attacking The Complainer

The apologizer may attack the complainer if he/she feels that he cannot defend himself.

e.g.,: *"I warn you that you can't blame me for this trouble."*

2) Minimizing the Degree of Offense.

The second strategy is minimizing the degree of offence. This strategy is used by the apologizer to minimize the blame. So, the apologizer take on the

responsibility that he makes a guilty but he/she tries to minimize the blame. There are three classification of this strategy;

(a) Minimizing

The apologizer tries to minimize the degree of offense by saying that the offense is not a big deal.

e.g.,: *"take it easy, it's not the end of the world."*

(b) Querying Precondition

The apologizer may cover the offense by querying precondition.

e.g.,: *"who told you that I'm marry you?"*

(c) Blaming Someone Else

The apologizer regards that a third party has responsibility for the offense he/she made.

e.g.,: *"I've tried to call you, but you never receive my call."*

3) Acknowledgement of Responsibility.

The third classification of Trosborg's theory of apology is acknowledgement of responsibility. The apologizer may take on responsibility by blaming her/himself from low to high intensity. So, the apologizer admits that he/she made mistakes.

(a) Implicit Acknowledgement

The apologizer blames him/herself about the mistakes implicitly.

e.g.,: *"I shouldn't have done it."*

(b) Explicit Acknowledgement

The apologizer admits his/her mistakes explicitly.

e.g.,: *"I really forgot to bring your book."*

(c) Expression of Lack Of Intent

The apologizer expresses that he/she does not have any intention in doing the mistakes.

e.g.,: *"I didn't mean to do that."*

(d) Expression of Self-Deficiency

The apologizer expresses his/her deficiency.

e.g.,: *"Everyone knows, I am bad in math."*

(e) Expression of Embarrassment

The apologizer feels embarrass about the mistakes he/she has made.

e.g.,: *"I feel so bad about it."*

(f) Explicit Acceptance of The Blame

The apologizer feels that he/she is right to be blamed.

e.g.,: *"You are right to blame me."*

4) Explanation or Account.

Explanation or account is the next classification. Trosborg (1994) states that in order to lessen the guilty he/she has made, the apologizer may use an explanation or an account for the situation why he/she made the mistakes. The two categories are followed:

(a) Implicit Explanation

The apologizer explains the situation as the reason why he/she did the mistake implicitly.

e.g.,: *"It is usually happen."*

(b) Explicit Explanation

The apologizer explains the situation as the reason why he/she did the mistake explicitly.

e.g.,: *"Sorry for coming late, but my car broke down."*

5) Expression of Apology.

Expression of apology is used when the apologizer chooses to express the apology in direct way or explicitly. There are three categories of this strategy:

(a) Expression of Regret

The apologizer uses a common form of words in expressing her/his regret. Some adverbial intensifiers such as; really, so, terribly are also being used in this strategy.

e.g.,: *"I'm really sorry for this."*

(b) Offer of Apology

The apologizer may offer an apology for the offense he/she made.

e.g.,: *"I apologize for my mistake."*

(c) Request for Forgiveness

The apologizer shows that he/ she expects for forgiveness.

e.g.,: *"Please, forgive me."*

6) Offer of Repair.

The apologizer tries to repair the damage that has occurred. It can be a repair or compensation.

(a) Repair

The apologizer intends to pay for the damage or mistake he/she done.

e.g.,: *"I'll pay for the bill."*

(b) Compensation

Compensatory action is being chosen when the repair is not possible.

e.g.,: *"You can use my pencil instead."*

7) Promise for Forbearance.

Apologizer may use this strategy by promising to the hearer that he/she will not doing the same mistake again in the future in showing her/ his regret.

e.g., : *"It won't happen again, sorry."*

8) Expressing Concern for Hearer.

The last category is expressing concern for the hearer. This strategy is expressed by showing the sympathy for the hearer's condition.

e.g., : *"actually, I didn't want it happen to you."*

Those eight apology strategies are applied in this research in order to classify the apology utterances used by the characters in the novel. For easier understanding it shows in the table 1 below:

Table 2.1 the Classification of Apology Strategy by Trosborg (1994)

No.	Type of Apology Strategy	Sub-type of Apology Strategy	Examples
1.	Rejection	Explicit Denial of Responsibility	*"I know nothing about it"*
		Implicit Denial of Responsibility	*"I don't think that it's my fault."*
		Justification	*"I'm just doing my job, that's it!"*
		Blaming Someone Else	*"the boy locked the window from outside"*
		Attacking the Complainer	*"I warn you that you can't blame me for this trouble."*
2.	Minimizing the Degree of Offense	Minimizing	*"Take it easy, it's not the end of the world."*
		Querying Precondition	*"Who told you that I'm marry you?"*
		Blaming Someone Else	*"I've tried to call you, but you never receive my call."*
3.	Acknowledgement of Responsibility	Implicit Acknowledgement	*"I shouldn't have done it."*
		Explicit Acknowledgement	*"Everyone knows, I am bad in math."*
		Expression of Lack of Intent	*"I feel so bad about it."*
		Expression of Self-Deficiency	*"You are right to blame me."*
		Explicit Acceptance of the Blame	*"It is usually happen."*
4.	Explanation or	Implicit Explanation	*"It is usually happen."*

		Account		
		Explicit Explanation	*"Sorry for coming late, but my car broke down."*
5.	Expression of Apology	Expression of Regret	*"I'm really sorry for this."*
		Offer of Apology	*"I apologize for my mistake."*
		Request for Forgiveness	*"Please, forgive me."*
6.	Offer of Repair	Repair	*"I'll pay for the bill."*
		Compensation	*"You can use my pencil instead."*
7.	Promise for Forbearance		*"It won't happen again, sorry."*
8.	Expressing Concern for Hearer		*"Actually, I didn't want it happen to you."*

Table 2.1 shows the apology strategies by Trosborg (1994) which are used in order to classify the data of this research. Those strategies are classified based on the degree of politeness.

c. Factor Influencing Apology Strategies

People apologize because they do mistake. The way how they apologize is varied. This is related to some factors which influence it. The following is some factors that commonly influencing the choice of apology done by people.

1) Social Distance

Someone may use different ways in apologizing from other person considering his/her relationship with the hearer. Holmes (1992:13) states that social distance scale is useful in emphasizing how well we know someone. Speaker will choose a certain strategy of apology by seeing whether the hearer is having close relation with him or not. The closer relationship between speaker and the hearer, the greater politeness strategy is being expressed. On the other words, it can be said the more polite apology strategy is being chosen.

2) Degree of Offense

Brown and Levinson (1978:60) state that the more an act threatens the speaker' or hearer's face, the more the speaker will want to choose a higher-numbered strategy. Moreover, Trosborg states that the degree of imposition and severity of the offence are decisive contextual factors influencing the choice of socio-pragmatics strategies involved in the communicative acts of requesting, complaining and apologizing (Trosborg, 1994:419). Trosborg found out that the speaker's perception of the degree of offense is one of the factors that influence a certain strategy is being expressed. By this definition, it can be said that speaker will use the more polite apology strategy when the fault they do is greater. So, the difference degree of offense will influence the choice of apology strategy with certain level of politeness. So, the more serious offense is done, the more speaker will take his/her responsibility, with other words, the speaker uses apology strategy with a high degree of politeness.

There are some kinds of offense. Holmes (1995:167) classifies the type of offences into six. They are:

1) Space offences: bumping into someone, queue jumping.

2) Talk offences: interrupting, talking too much.

3) Time offences: keeping people waiting, taking too long.

4) Possession offences: damaging or losing someone's property.

5) Social gaffes: burping, coughing, laughing inappropriately.

6) Inconvenience offence/ inadequate service: giving someone wrong item.

d. Factors Influencing Apology Strategy by Fraser.

Doing apology is important for making up the previous action which may damage the hearer. It is also mention above that each person use the strategy of apology differently from other. Fraser has some factors in influencing certain apology strategy.

Fraser in Handayani (2010) identifies five factors that determine the apology used by the apologizer:

1) The nature of infraction.

It refers to the type of social damage that happened. Such as stepping on one's foot, smashing one's property, or even insulting someone.

2) The severity of the infraction.

The more serious the offense is, the more complex the choices of apology strategies are to be employed.

3) The situation in which the infraction occurs.

It is related to the formality and the intimacy of the situation.

4) The relative familiarity between the interactants.

Different apology strategies are used according to whether the one offended is a close friend, a relative, a stranger, etc.

5) The sex of interactants.

Those theories mention above are used in order to analyze that there are any influences for the characters in choosing certain apology strategy.

CHAPTER 3. RESEARCH METHOD

3.1 Type of Research

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).

Meanwhile, Vanderstoep argues that qualitative research focuses on the meaning of experiences by exploring how people define, describe, and metaphorically make sense of these experiences (Vanderstoep, 2009: 165). So, descriptive qualitative method is suitable to be used in analyzing the data since the data is needed to be described and interpreted.

3.2 Data Collection

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.

3.3 Data Processing

The data of this research is taken from the novel "*Black Coffee*" containing apology utterances. In processing the data, the writer reads the novel several times

in order to understand the story. Then, finds the apology utterances expressed by the characters in the novel. In finding the data the writer uses purposive sampling technique. Sutopo in Handayani (2010) states that in purposive sampling technique, sample is taken based on certain consideration, whereas the considerations taken are based on the aim of the research. The aim of this research is to find the data in form of apology utterances in the novel *"Black Coffee"*. So, purposive sampling technique is needed in this research. Last, giving code in order to make easier in classifying and analyzing the data collected in this research. Each datum will be marked by using certain coding technique. Charmaz in Nikmah (2012) states that codes serve to summarize, synthesize, and sort many observations made of the data. Related to this research, coding technique is needed to make understanding the data easier. The rules in processing the data are as follow:

1. The number of each datum.
2. The page on each datum based on the page of the novel "Black Coffee" in which the apology utterances are found.
3. The tittle of the novel "*Black Coffee*" is abbreviated into BC.
4. The type of apology strategy used by the characters covers the following codes:

    1.   Rejection: "REJ"

    1.1 Explicit Denial of Responsibility: "EXDR"

    1.2 Implicit Denial of Responsibility: "IMDR"

    1.3 Justification: "JUS"

    1.4 Blaming Someone Else: "BSE1"

    1.5 Attacking the Complainer: "ATCO"

    2. Minimizing the Degree of Offence: "MIDO"

    2.1 Minimizing: "MIN"

    2.2 Querying Precondition: "QUPR"

    2.3 Blaming Someone Else: "BSE2"

    3. Acknowledgement of Responsibility: "ACOR"

    3.1 Implicit Acknowledgement: "IMAC"

    3.2 Explicit Acknowledgement: "EXAC"

3.3 Expression of Lack of Intent: "EXLI"

3.4 Expression of Self Deficiency: "EXSD"

3.5 Expression of Embarrassment: "EXEM"

3.6 Explicit Acceptance of the Blame: "EXAB"

4. Explanation or Account: "EXPL"

4.1 Implicit Explanation: "IMEX"

4.2 Explicit Explanation: "EXEX"

5. Expression of Apology: "EXAP"

5.1 Expression of Regret: "EXOR"

5.2 Offer of Apology: "OFAP"

5.3 Request for Forgiveness: "REFO"

6. Offer of Repair: "OREP"

6.1 Repair: "REP"

6.2 Compensation: "COMP"

7. Promise for Forbearance: "PROF"

8. Expressing Concern for Hearer: "EXCH"

5. Type of apology covers the following codes:

 a. "Dir": Direct Apology

 b. "Ind": Indirect Apology

For example: **(01/BC/PG41/Dir/EXOF/EXOR)**

Means, the datum number 01. *Black Coffee*. Page 41. The apology strategy is expression of apology that characterized as direct apology, precisely refers to expression of regret.

3.4 Data Analysis

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 Trosborg's theory of apology strategy and the factors influencing it in order to know the types of apology strategy chosen by the characters and the reason why they use those types of apology strategy.

There are some steps that must be followed: First, I read the novel *Black Coffee* for several times. Then give depth attention to what the characters' speaking. Second, identifies and classifies the data which contains apology. Third, the researcher analyzes the data to find what types of apology strategy they are belong to. By identifying those types of strategies, the researcher will get the mostly used strategy. Fourth, understanding how those strategies are being used. Next, describing what are the factors which may influence a certain preferred apology strategy based on Trosborg's theory (1994). Last, after analyzing all the first five steps, I will make conclusion as the result of the whole findings to answer all the problems of the study.