

**COMPARATIVE ANALYSIS OF APOLOGY STRATEGIES IN MALE AND
FEMALE ENGLISH DEPARTMENT STUDENTS' UTTERANCES**

Thesis

*Submitted as a Partial Fulfillment of the Requirements to Obtain Strata One (S1)
Degree in English Department*



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2022

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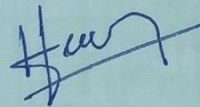
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English Department Students' Utterances

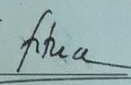
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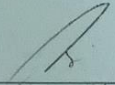
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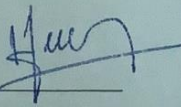
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ABSTRACT

Pratiwi, Debby Handayani. 2022. *Comparative Analysis of Apology Strategies in Male and Female English Department Students' Utterances*. Faculty Languages and Arts. Universitas Negeri Padang.

This study aims to compare the differences and the similarities between male and female English department students in using apology strategies. There are five types of apology strategies according to Olshtain and Cohen (1983); 1) expression of apology, 2) offer of repair, 3) explanation of account, 4) acknowledgement responsibility for offense, and 5) promise of forbearance.. The method used in this research was a descriptive-quantitative. The data samples were taken from English Department students at Padang State University. Data was retrieved using a questionnaire form. The data were collected in form of sentences which were the utterances of the participant. The results of the study showed that male and female have some differences and similarities in using apology strategies. Both female and male students use all five of types of apology strategies. The most preferred type of strategy by both female and female was expression of apology and the least preferable was promise forbearance. The result reveals that male and female students tend to use similar strategies in making apology.

Key words, is: apology, male and female, utterances, apology strategies.

ABSTRAK

Pratiwi, Debby Handayani. 2022. *Comparative Analysis of Apology Strategies in Male and Female English Department Students' Utterances*. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Penelitian ini bertujuan untuk membandingkan perbedaan dan persamaan antara mahasiswa laki-laki dan perempuan jurusan Bahasa Inggris dalam menggunakan strategi permintaan maaf. Ada lima jenis strategi permintaan maaf menurut Olshstein dan Cohen (1983); 1) ungkapan permintaan maaf, 2) tawaran perbaikan, 3) penjelasan pertanggung jawaban, 4) pengakuan tanggung jawab atas pelanggaran, dan 5) janji kesabaran. Metode yang digunakan dalam penelitian ini adalah deskriptif-kuantitatif. Sampel data diambil dari mahasiswa jurusan Bahasa Inggris Universitas Negeri Padang. Data diambil dengan menggunakan formulir kuesioner. Data dikumpulkan dalam bentuk kalimat yang merupakan ucapan partisipan. Hasil penelitian menunjukkan bahwa siswa laki-laki dan perempuan memiliki beberapa perbedaan dan persamaan dalam menggunakan strategi permintaan maaf. Baik siswa perempuan maupun laki-laki menggunakan kelima jenis strategi permintaan maaf. Jenis strategi yang paling sering digunakan oleh siswa laki-laki dan perempuan adalah ekspresi permintaan maaf dan strategi yang paling jarang digunakan adalah janji kesabaran. Hasil penelitian menunjukkan bahwa siswa laki-laki dan perempuan cenderung menggunakan strategi yang sama dalam meminta maaf.

Kata kunci: apology, male and female, utterances, apology strategies.

ACKNOWLEDGEMENT

Praise and gratitude toward the Almighty God for the abundance of grace and guidance, so that the thesis discusses about “Comparative Analysis of Apology Strategies in Male and Female English Department Students’Utterances” can be completed. This thesis is submitted as partial fulfillment to obtain for Strata One (S1) Degree in English Department, Faculty of Languages and Arts, Padang State University.

To finish this thesis, the researcher realizes there are so many obstacles and difficulties encountered but the assistance, encouragement and guidance from many, this task can be completed. Through this thesis, the researcher would like to thank anyone that has given every valuable time to help the researcher, especially to:

1. Dr. Hamzah, M.A.,M.M as the advisor, for giving advice and contribution to the researcher in finishing this thesis.
2. Fitrawati, S.S.,M.Pd and Andi Muhammad Irawan, S.S., M.Hum., Ph.D as the examiners who have given input so this thesis can be finished better.
3. My beloved mom LasmariaTambunan, my very supportive sister Cherly, and my other siblings Agrial and Betty, who are always there, always support and always pray for and encourage researcher in conducting this research.
4. To my friends, Reza, Owen, Emora, Afi, Fenti, Hanif,Ribka, Kimenand other supportive friends who may not be enough to be written here, I thank you because you are always there to help me or giving me mentally support. It means a lot for me, thank you so much!

Padang, August 2022

The Researcher

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CHAPTER I

INTRODUCTION

1.1 Background of Research Problem

Humans as social creatures need to interact with other humans in society. It can even be said that humans cannot be separated from communication. The means for communicating is called language. Language is a tool used for daily communication, both spoken and written language (Felicia, 2001). Many people are well aware that language plays a vital part in their daily lives. Language is widely used in society to encourage social harmony, express feelings, and interact with one another. People communicate with each other for a many factors, such as asking and exchanging information, building and maintaining relationships, socializing with others, and more. Cannot be denied, language is one of very crucial things for humans life.

Language is also used to distinguish individuals in society in terms of gender, age, occupation, and so on. According to Fromkin (1996), language reflects sexism in society, this means that every individual's word choice and intonation in communication is reflected and different.

A speech act refers to an act uttered and performed by a speaker (Searle, 1980). This is mostly influenced by the context when the speech occurred and the goal or the intention of the speaker, such as making statements, asking questions, giving orders, thanking, etc. speech acts can be one word or more (e.g., Excuse me) or sentences

(I'm sorry for calling you in your busy hours. I have something very emergency to tell you) or gestures or body movement performed directly or indirectly that serve a function in communication (Hatch, 1992).

Apology for Marquez Reiter (2000) is a “compensatory action for an offence committed by S (the speaker) which has affected H (the hearer)” (p. 44). Whereas Olshtain (1989) defined it as “a speech act which is intended to provide support for the H (hearer) who was actually or potentially affected by a violation X, the S (speaker) is willing to humiliate himself or herself to some extent and to admit to fault and responsibility for X” (p. 156). Gooder and Jacobs (2000) as cited in Ghanbari et al. (2015, p. 205), added that “proper apology acknowledges the fact of wrongdoing, accepts ultimate responsibility, expresses sincere sorrow and regret, and promises not to repeat the offence”. Therefore, “some of the features of the proper apology are the admission of trespass, the implied acknowledgement of responsibility, an expression of regret, and a promise of a future in which injury will not recur”.

Appropriate strategies are required to express the offender's regret in the appropriate context. Gender is one factor that influences someone's decision on what kind of apology strategy to use, in addition to status or class, ethnicity, and intimacy level. Sex is largely determined by genetics, whereas gender is a social construct (though one that is still heavily rooted in sex, as evidenced by recent publications that use the term "sexuality," e.g. Kulick, 2003 and Cameron and Kulick, 2003), involving a wide range of genetic, psychological, social, and cultural differences between male

and female (Wardhaugh, 2006, p. 315). In other words, while sex distinguishes male and female biologically and physiologically, gender distinguishes them socially and culturally.

Language diversity based on gender arises because language has a social phenomenon is closely related to social attitudes. Socially men and women are different because society assigns different social roles to them, and society expects different patterns of behavior.

There are several researchers that have already paid attention to language and gender including apology strategies as the subject. Among them is a research from Holmes (1989) that provides data that male and female have differences in apology because of social and cultural differences in New Zealand and evaluates the need for apologies differently. According to Chunlin (2013), Holmes was the first one who conducted the research of the differences in apology.

Al-Sallal and Ahmed (2020) also done a research on apology strategies field. Their study investigated the apology strategies used in Arabic-speaking Jordan. The main objective was to determine whether gender plays role in the selection of apology strategies for different situations.

Not only conducted by foreign researchers, studies about apology strategies on gender based also have been done by Indonesian researchers. One of them is Sudirman (2018) who conducted a research about the differences between male and female EFL learners in the use of apology strategies. Those previous studies have

triggered the researcher to investigate other studies about gender and speech act especially apology strategies by students in Indonesia.

Due to the importance of apologizing in everyday life and the differences between male and female language, the researcher is interested in looking at the different types of apology strategies used by English Department students at Universitas Negeri Padang, including whether the use of different strategies based on gender can be found in their utterances. To limit the scope of the data source, seventh semester (2018 entry year) students from the English Department at Universitas Negeri Padang were chosen. They have already been taught that people can communicate their feelings through expressive speech acts, and also the need of maintaining the addressee's "face"; an apology is an example of this. As a conclusion, the results of this study revealed whether they understand and apply their knowledge effectively in everyday life.

However, other previous research had investigated the gender-based differences in outcomes in compliments and responses, and whether the writer investigate apology strategies based on gender, which has never been done before at English Department, Universitas Negeri Padang.

The focus of this study was on determining the types and differences in apology strategies based on the gender of the speaker. The campus life setting is used because it is where the students spend the majority of their time. This research also focused on determining the factors that make it easier for the speaker to use apology strategies. The writer limited the scope of the study by focusing on factors related to

the characteristics of male and female language when conversing without considering other factors such as cultures, age, and social background.

1.2 Identification of the Problem

Based on the background above, due to the importance of apologizing in everyday life and the differences between male and female language, the researcher is interested in looking at the different types of apology strategies used by English Department students at UniversitasNegeri Padang, including whether the use of different strategies based on gender can be found in their utterances. To limit the scope of the data source, seventh semester (2018 entry year) students from the English Department at UniversitasNegeri Padang were chosen. They have already been taught that people can communicate their feelings through expressive speech acts, and also the need of maintaining the addressee's "face"; an apology is an example of this. As a conclusion, the results of this study will reveal whether they understand and apply their knowledge effectively in everyday life.

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of the study by focusing on factors related to the characteristics of male and female language when conversing without considering other factors such as cultures, age, and social background.

1.3 Limitation of the Problem

In relation to the identification of the problem above, there are several types of speech acts such as; thanking, apology, request, congratulating, and complain. However, this study was limited to a speech act of apology which data samples was taken from English Department students in Padang State University.

1.4 Formulation of the Research Problem

Based on the limitation of the problem above, the formulation of the problem was to know are there any differences between male and female English Department students in realizing apology strategies?

1.5 Research Questions

Based on the formulation of the research problem above, it is elaborated in the following research question :

1. What are the apology strategies used by male students of English Department UniversitasNegeri Padang?
2. What are the apology strategies used by female students of English Department UniversitasNegeri Padang?

3. What are the differences or similarities in apology strategies utterances used by male and female students of English Department UniversitasNegeri Padang?

1.6 Purpose of the Research

The purpose of the research as follows :

1. To find out what apology strategies are used by male students of English Department UniversitasNegeri Padang.
2. To find out what apology strategies are used by female students of English Department UniversitasNegeri Padang.
3. To find out is there any differences or similarities in apology strategies utterances used by male and female students of English Department UniversitasNegeri Padang.

1.7 Significance of the Research

The significances of the research as follows :

- a) Practically, the reader is expected to understand about how to use apology strategies in daily activity.
- b) The research is expected to give theoretically additional knowledge and can be contributed as reference for the next researcher who wants to do a research in apology strategies field.

1.8 Definition of Key Term

- a) Gender :refers to the socially constructed behaviours, roles, expressions and identities to diverse people (girls, women, boys or men).
- b) Apology :Apologies are typically a post-event speech act that means that some kind of violation of social norms has occurred. Apology is used to correct a broken behavioural norm.
- c) Apology Strategies : the methods used by individuals to perform the speech act of apology such as statement of remorse and reparation.