

**AN ANALYSIS APOLOGY STRATEGIES EXPRESSED BY  
THE CHARACTERS IN THE STUART LITTLE 2 MOVIE**



**A Thesis  
Submitted as a Partial Fulfillment of  
The Requirement for S1-Degree**

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**TARBIYAH AND TEACHER TRAINING FACULTY  
RADEN INTAN STATE ISLAMIC UNIVERSITY  
LAMPUNG  
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## ABSTRACT

### AN ANALYSIS APOLOGY STRATEGIES EXPRESSED BY THE CHARACTERS IN THE STUART LITTLE 2 MOVIE

By: **Sukron Nurahamad**

This study aimed at finding out Apology Strategies performed by the characters in the “Stuart Little 2” movie. The objective of research is at finding out what strategies are used by the characters in expressing their apology in the “Stuart Little 2” movie, and to find out how the expressions of apology formally/grammatically realized.

The research method of the research study is descriptive. The research design in this study was the content analysis which is applied the descriptive qualitative method. The subject of this research is “Stuart Little 2” movie. The data of this research were taken from the verbal and nonverbal as shown by the speakers to support their apology. The data collection of this research is documentary technique by obtaining the data from the movie scripts, notes or even pictures of the characters in “Stuart Little 2” Movie. The last, the data analysis of this research were based on Trosborg’s theory of apology strategies.

The results of data analysis showed that the apology strategies that are used in the “Stuart Little 2” movie are acknowledgment of responsibility, explicit acceptance of the blame, expression of lack intent, explanation or account, explicit explanation, explicit acknowledgment, offer of repair, expression of apology, expression concern for hearer, minimizing offense, querying precondition, expression of regret and expression of self deficiency. And there are five types of formal structure that triggered people in delivering their apologies and mostly the formal patterns including into the types of declarative sentence that give statement or information such as explanation.

**Keywords:** *Apology, Apology Strategy, Formal Structure, Stuart Little 2 Movie*

## DECLARATION

Hereby, I state this thesis untitled “An Analysis Apology Strategies Expressed By The Characters In The Stuart Little 2 Movie” is definitely my own work. I am fully aware that I have quoted some statements and theories from various sources and they properly acknowledged in the text.

Bandar Lampung, May 2022

Declared by,



**Sukron Nurahamad**

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**ADMISSION**

A thesis entitled: **“AN ANALYSIS APOLOGY STRATEGIES EXPRESSED BY THE CHARACTERS IN THE STUART LITTLE 2 MOVIE”**, By: **SUKRON NURAHAMAD, NPM: 1511040346**, Study Program: English Education, was tested and defended in the examination session held on: Friday, June 10<sup>th</sup>, 2022.

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## MOTTO

وَلَمَن صَبَرَ وَغَفَرَ إِنَّ ذَلِكَ لَمِنَ عَزْمِ الْأُمُورِ ﴿٤٣﴾

And whoever is patient and forgives - indeed, that is of the matters  
[worthy] of resolve. (Q.S Asy-Syura : 43)<sup>1</sup>



---

<sup>1</sup> Al-Qahhar Qur'an Tajwid. *Q.S Asy-Syura : ayat 43*. (Jakarta Timur: Magfirah Pustaka. 2006) p. 487

## DEDICATION

This thesis is dedicated to everyone who cares and love me. I would like to dedicated this thesis to :

1. My beloved Bapak dan Ibu, Mr. Saring Zubaidi and Mrs. Hartatik who always support, educate, accompany and pray for me to be successful in my study and my life.
2. My beloved oldest brother Dedi Prasetyo Hartanto M.E, my younger brother Habib Haryadi Triputra and Muhammad Rafan Abrizam, who always motivate, support, and pray for me.
3. My beloved almamater UIN Raden Intan Lampung

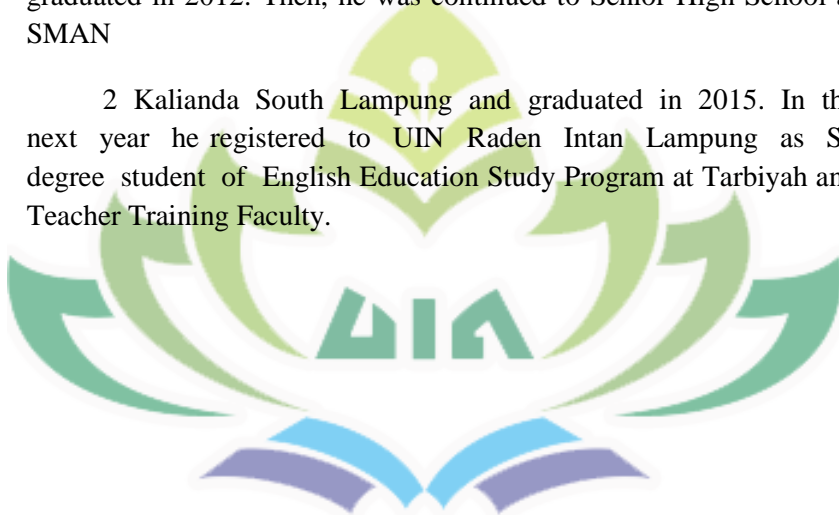


## CURICULUM VITAE

The name researcher is Sukron Nurahamad. He was born in Sidomulyo, South Lampung on November 13st, 1997. He is the second child of the son from Mr. Saring Zubaidi and Mrs. Hartatik. He has three brothers, the oldest brother names is Dedi Prasetyo Hartanto M.E., and the younger brother names is Habib Haryadi Triputra and Muhammad Rafan Abrizam.

He accomplished his formal education Elementary School at SDN 04 Kalianda, South Lampung and graduate in 2009. After that, He continued his study to SMP Muhammadiyah 1 Kalianda and graduated in 2012. Then, he was continued to Senior High School at SMAN

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Praise to Allah the Almighty, the Most Merciful, and the Most Beneficent, for blessing me with His mercy and guidance to finish this thesis. Peace to be upon our prophet Muhammad saw with his family and followers. This thesis entitled “An Analysis Apology Strategies Expressed By The Characters In The Stuart Little 2 Movie” is submitted as compulsory fulfillment of the requirement for S1 degree of English Education Study program at Tarbiyah and Teacher Training Faculty, UIN Raden Intan Lampung.

When finishing this thesis, the researcher has obtained so many helps, assistance, aid, and many valuable things from various sides. Therefore, the researcher would sincerely thank to :

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Finally, the researcher is fully aware that there are many weaknesses in this thesis. Therefore, the researcher will accept criticism and suggestion from the readers to enhance the quality of the thesis.



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# CHAPTER I

## INTRODUCTION

### A. Background of The Study

In human life, people always interact each other in the society. The interaction to the society is a need. In other words, people cannot live alone without any help from other. Communication used by people to communicate and to express their feelings such as sad or happy, to express thoughts and ideas with others in order to get or to achieve what they want in their communication. So, communication is very important thing at anytime and anywhere.

In linguistics, communication is also studied and it is one of the pragmatics concerned. A pure pragmatics would be concerned with concepts like belief, utterance, and intension and their inter-relation. Additionally, pragmatics, as the study of the way humans use their language in communication, bases itself on a study those premises and determines how they affect human language use.<sup>1</sup> Specifically, pragmatics is concerned with the use of language and what the speaker and the hearer utter in communication.

One of pragmatics study which is related to the communication and also the utterance is speech act. Speech acts is a theory in which to say something is to do something.<sup>24</sup> It means that when people say something, they do not only say something but also force someone (the hearer) to do something for him/her. The theory begins from a speech which was uttered by the Britain Philosopher, John L. Austin, in Harvard University, 1955. According to Austin in Yule, there are three types of speech act such as locutionary act, illocutionary acts and perlocutionary act.<sup>3</sup> Thus every speech act there is a different

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<sup>1</sup> Jacob L. Mey. *Pragmatics: An Introduction*, (USA: Blackwell Publishing, 2001), p.6.

<sup>2</sup> J. L Austin. *How to Do Things with Words*. (London: Oxford University Press., 1962), p. 94.

<sup>3</sup> George Yule, *Pragmatics*. (Oxford: Oxford University. 1996), p. 49.

meaning for the first is locutionary act (an act of saying something) which merely delivers the literal meaning of utterances. Or, it can be said that locutionary act is the textual meaning of utterance produced by a speaker. Second is illocutionary act (an act of doing something) which sets a function to perform the intended meaning in utterances. Illocutionary acts is the function of the word, the specific purpose that the speakers have in mind. The most important study from three kinds of speech act is illocutionary acts, it becomes the basic of analysis in pragmatics comprehension. As Yule states that illocutionary act is the most often discussed acts in pragmatics.<sup>4</sup>

Illocutionary act has some different types. Searle in Yule proposed that there are five classification of illocutionary act; they are representative, directives commissive, expressive and declarative.<sup>5</sup> The illocutionary act above can be classified based on Searle's theory. Therefore, these categories divide every utterance which is uttered by the speaker.

After the illocutionary act is uttered by the speaker, there will be the result or effect of the words. This act is known as perlocutionary act (an act of affecting something) it means that perlocutionary act is the effect of the utterance which is said by the speaker to the listener. Additionally, there are some utterances do not cause or make the hearer to act or do something. Perhaps, that is because there is a misunderstanding between hearer and speaker. A speaker actually has a hope how the hearer will catch the meaning based on the aim of the utterance. The effect or influence power can be intentional or unintentional created by the speaker. Thus, the illocutionary act uttered are hoped to get the perlocutionary acts from the hearer. Nevertheless, in a conversation, there is not all the illocutionary acts getting the perlocutionary effect that is hoped by the speaker, sometimes a hearer cannot follow the speaker's illocutionary act or cannot do the perlocutionary act based on the speaker hoped.

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<sup>4</sup> Yule (1996), *Op. Cit.*, p.49.

<sup>5</sup> Yule (1996), *Op. Cit.*, p.53 – 54.

Apology is related to the act of apologizing and the act of forgiving. Apology is the way to apologize or asking forgiveness, and forgiving is the way to forgive or giving forgiveness. The acts of apologizing and forgiving also have been explained in Islam religion as it is written in the Holy Qur'an . The importance of apology and forgiving between human, god and society can be found in the Holy Qur'an. They are such as :

*"Kind words and the covering of faults (forgiveness) are better than charity followed by injury. Allah is free of all wants and He is most forbearing."* (Al-Baqarah: 263).

sincerely, it is important to maintain good relationship among human. There will be a reward also in delivering apology that will be given to us from our creator Allah SWT. It has explained from the verses of holy qur.an above that nothing so precious more than say apology and forgiving because Allah loves the goodness.

Analyzing the deeper meaning of apology as politeness in this life is needed because there are still some people especially teenager who do not really know about the importance and meaning of apology, whereas apology has great influence for our action and for anyone that get offences from us or other. Apology is the best way in asking forgiveness. Every country has different way to deliver apology. The way to express apology is also unique to be analyzed. Some people feel difficult to deliver and to tell the apology because of some offences. The kind of offences that force anyone to express apology is also important to be analyzed. Therefore, the writer is interested in analyzing and conducting a research of apology strategy.

Studies on Apology have been researched and done by some previous researchers. One of them is "The Apology Strategies Used by the Workers to the Old and Young Bosses" (Lili and Mardijono, 2011). Their study conducted the type of apology strategies used by the workers to the old and young bosses. The result of their study showed the most frequent apology strategy used by the workers to the old and young bosses was explanation or account. The other is "Apology strategies in

Persian” (Mohammad Shariati & Fariba Chamani: 2011). The study examined the frequency, combination, and sequential position of apology strategies in Persian to see how the universality of apologies should be treated in this language. The results revealed that explicit expression of apology with a request for forgiveness was the most common apology strategy in Persian. Then, Nani Fitriani (2011), her study is “Apology Strategies: Are women’s different from men’s?”, she studied on the implementation of power and solidarity in apology strategy. The result of the survey shows that there are similarities and differences in apology strategy used by female and male respondents.

While, in this study, this research is conducted to investigate how the characters expressed and apply the apology strategies on “Stuart Little 2” movie. Moreover, it also aims to identify, what kind of offence that triggered the characters to express the apology strategy on “Stuart Little 2” movie is significant to be conducted by using Trosborg theory of Apology and Holmes kind of offence theory also Brown Levinson politeness theory.

Therefore, it is felt interesting to analyze the act of apology strategies and in this study I am interested to analyze apology strategies in movie. Sometimes, we see movie only focus on the plot or the contents of the movie without realize that there are some nice dialogue expressions inside the movie, for example is the act or expression of apology and its strategies that uttered by characters. There are various apology expressions in the movie which are conveyed in different forms by the characters, within different background, situation, topic, and setting. The apology expressions in the movie, then, can be analyzed in relation to politeness strategy.

(Trosborg, 1994:376). Trosborg also finds some apology strategies. According to her, the restoration of a complainable may be performed directly by means of an explicit apology utilizing one of the verbs directly signaling apology (apologize, be sorry, excuse, etc.) (Trosborg, 1994:379-383).



According to Holmes, apology strategies can be divided into four main basic strategies required when someone is asking for an apology such as Explicit expression of apology, Explanation or account, Acknowledgement of responsibility, and A promise of forbearance. (Holmes, 1990:160-161). Olshtain and Cohen (1983) also say that the act of apologizing is called for when there is some behaviors, which have violated social norm, whether the offense is real or potential. Olshtain and Cohen (1983:206-207) distinguish five strategies for apologizing.

There are some reasons why I use this movie because such as this movie is familiar for children and also contains some moral values about apology. In this “Stuart Little 2” movie, there is a main character which is not human but it is a mouse as main character. The mouse can act like a human and even he can deliver apology to other characters. In the dialogue conversation among the characters in the “Stuart Little 2” movie involves some apology strategies.

“Stuart Little 2” movie is a 2002 American live action film directed by Rob Minkoff. It is loosely based on the novel of the same name by E. B.

White. It combines live action and computer animation. The Mr. Little’s family adopted and taking home a mouse named Stuart as George’s younger brother in Stuart Little 1 movie and in the “Stuart Little 2” movie. It tells about the friendship between Stuart and a little bird namely Margalo. It is a journey to escape from Falcon. The story has some life event which consist some nice adventure of the characters. the journey of Stuart colored by the relationship among Stuart, George, Margalo, Snowbell, and others. In the conversation of the “Stuart Little 2” movie depicts politeness and apology strategies.

## **B. Problem of The Research**

1. What strategies are used by the characters in “Stuart Little 2” movie in expressing their apology?

2. How are the expressions of apology formally/grammatically realized in “Stuart Little 2” movie to express their apology strategy?

### **C. Objectives of the Research**

1. To explain what strategies are used by the characters in “Stuart Little 2” movie in expressing their apology.
2. To explain how the expressions of apology are formally/grammatically realized in “Stuart Little 2” movie to expressing their apology strategy.

### **D. Limitation of the problem**

“Stuart Little 2” movie is as object of this study. This research emphasizes on apology as negative politeness strategy. Apology is divided into several types, such as apology as sympathy, apology as strategic disarmers, and apology as remedial act. This research also focuses on apology as remedial act related offence. The data is taken from the utterances by the characters, especially in the apology expression following an expressions used by the characters in the “Stuart Little 2” movie.

### **E. Purpose of The Research**

1. This research is expected to be a contribution in linguistics field especially to the studies of politeness itself.
2. This research aims to increase the knowledge about politeness especially in asking apology and make the readers realize that politeness is important and we can apply politeness strategies in our daily conversation.
3. This research also can be as reference to the English Department students who want to study and analyze about speech act related to apology.
4. This research tries to help them to get further understanding in the study of expressive speech act, and politeness especially concerning apology.

5. Overall, the main purpose of this study is to find out the apology strategies used by the characters include the formal realizations of apology found in “Stuart Little 2” movie.

#### **F. Scope of Research**

1. Subject of research

Subject of this research is Stuart Little 2 movie script.

2. The object of research

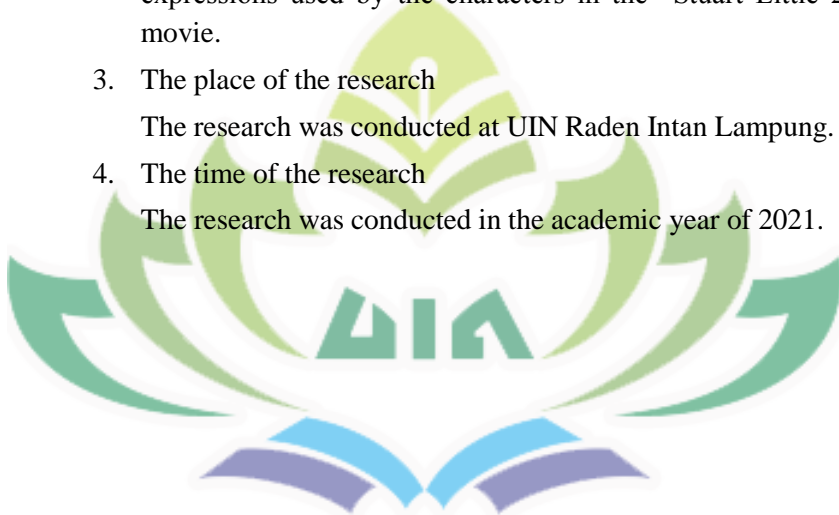
The object of this research was from the utterances by the characters, especially in the apology expression following an expressions used by the characters in the “Stuart Little 2” movie.

3. The place of the research

The research was conducted at UIN Raden Intan Lampung.

4. The time of the research

The research was conducted in the academic year of 2021.





## CHAPTER II

### LITERATURE REVIEW

#### A. PRAGMATICS

##### 1. The Definition of Pragmatics

Pragmatics is concerned with the study of meaning communicated by speaker and interpreted by a listener.<sup>6</sup> This definition shows that meaning is important to be known or to be understood by everyone in doing communication. The communication will be success if the hearer (or reader) understands what the speaker (or writer) said.

Yule states Pragmatics is the study of speaker meaning. This approach is concerned with the study of meaning as communicated by a speaker (or writer) and interpreted by a listener (or reader), which means the approach gives deeper analysis on what people have said to gain what exactly people mean by their utterances rather than the literal meaning of the utterances themselves.<sup>7</sup> It means that the listener tries to interpret the speech of the speaker so that the meaning and purpose of the speaker will be obtained. After the listener knows the intent of the speaker, the type of action that must be done by the hearer will be known.

Yule also states Pragmatics is the study of contextual meaning. What people said usually tied with the context of conversation. This type of study necessarily involves the interpretation of what people mean in a particular context and how the context influences what is said. It requires a consideration of how speakers organize what they want to say in accordance with who, when, where, and under what circumstances they are talking.<sup>8</sup> It means that how the hearer can conclude what is

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<sup>6</sup> Yule (1996), *Op. Cit.*, p. 3.

<sup>7</sup> *Ibid.*

<sup>8</sup> *Ibid.*

said in order to arrive at the unit of interpretation of the meaning intended by the speaker.

Another expert has different definitions of pragmatics. According to Levinson “Pragmatics is the study of those relation between language and context that are grammatical or encoded in the structure of a language”<sup>9</sup>. He also added that pragmatics is study about the ability to use language and to make the sentence which has relationship with the context. It can be said that pragmatics studies about language and it is context. Pragmatics studies the context within which an interaction occurs as well as the intention of the language user. Pragmatics also explores how listeners and readers make inferences about what is said or written in order to arrive at an interpretation of user’s intended meaning.

Levinson defines that “the study of those listeners between language and context that are grammaticalized or encoded in the structure of language”<sup>10</sup>. In means that, pragmatics is the study of those aspect of the relationship between language and context that are relevant to the writing of grammar. Hence, it can be said that pragmatics should be concerned with principles of language usage and have nothing to do with the description of linguistic structure.

Mey defines “pragmatics as the science of language viewed from the relation to its user”<sup>11</sup>. In this case, pragmatics seen as the science of language as it is used by reallife people, for their own purpose and within their limitations and affordances. It provides people greater understanding of how the human mind works, how human’s communicates, and how they manipulate other.

On the other hand, Cutting states that pragmatics and

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<sup>9</sup> Stephen C. Levinson. *Pragmatics*. (New York: Cambridge University Press. 1983)

<sup>10</sup> *Ibid.*

<sup>11</sup> Jacob L. Mey. *Pragmatics an Introduction*. (USA: Blackwell Publisher. 1993) p. 5

discourse analysis study the relation of language to contextual background features which study context, text and function.<sup>12</sup> It means that Pragmatics focuses on what is not explicitly stated and on how to interpret an utterance in situational contexts. They are concerned not so much with the sense of what is said as with its force, that is, with what is communicated by the manner and style of an utterance.

Studying language via pragmatic approach leads to know the nature of language. It leads to a deep analysis of what message that is brought in an utterance said by a speaker. It gives the advantages that one can talk about people's intended meanings, their assumptions, their purposes or goals, and the kinds of actions performed in utterances.

## 2. Scope of Pragmatics

According to Yule, there are six principles or scopes of pragmatics as follows: deixis, presupposition, cooperative principle, implicature, politeness.<sup>13</sup> Here the explanation of them:<sup>14</sup>

### a. Deixis

Deixis is a technical term (from Greek) for one of the most basic things we do with utterances. It means "pointing" via language. When you point an unfamiliar object, then ask "What's that?", so you have used deixis expression (*that*) to pointing a thing. Kinds of deixis are not little such as: Person deixis, spatial deixis, temporal deixis, and discourse deixis.

### b. Presupposition

Presupposition is something the speaker assumes to be the case before producing utterance. Moreover, he says

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<sup>12</sup> Joan Cutting. *Pragmatic & Discourse*. (London New York: Routledge. 2002) p. 2.

<sup>13</sup> Yule (1996), *Op. Cit.*, p. 9-61.

<sup>14</sup> *Ibid.*

that a presupposition is something the speaker assumes to be the case prior to making an utterance. Speakers, not sentences, have presupposition. For example: Mary's brother bought three horses. When the speaker producing that speech, the speaker normally be expected to have the presuppositions that a person called Marry exists and that she has a brother. The speaker may also hold the more specific presuppositions that, First, he will think who has name mary, has three brothers. Second, he also will think if mary has much of money because she has an effort to buy three horses. He categorizes presupposition into seven. They are potential presuppositions, existential presuppositions, fictive presuppositions, structural presuppositions, lexical presuppositions, counter-factual presupposition, and non-fictive presuppositions.

### **c. Cooperative Principle**

Cooperative is the basic assumption in conversation in which each participant tries to contribute appropriately, at the required time, to current exchange of talk.

Cooperative principles make a conversational contribution of communicants such as is required, at the stage at which it occurs, by the accepted purposes or direction of the talk exchange in which communicants are engaged". In reference to Grice's idea, the cooperative principle in conversation can be explained in terms of our conversational maxims. They include maxim of quantity, quality, manner and relevance.

### **d. Implicature**

Implicature is main sample of many information that informed than what speaker has said. Here some kind of implicature, such as: Mother said to Ranti who come at 20.20 at the home, "What time is it?" (It means that Ranti came too late).



### e. Politeness

Politeness is the means employed in an interaction to show the awareness of another person's face. In their social interactions, people use their public self - image or face wants to behave so that their expectations will be respected. To save another face, people use two kinds of face wants. The first is negative face in which a person wants to be independent, to have freedom of action, and not to be imposed on by others. Positive face, as thesecond face want, is the need to be accepted by others, to be treated as a member of the same group, and to know that his or her wants are shared by others. In other words, negative face is the need to be independent and positive face is the need to be connected in communication. For example:<sup>15</sup> when someone asks to get a pen from someone else, he can use two ways, Firstly, if he wants to apply negative face, he can say "could you lend me a pen?". In this case, the speaker prefers to give a freedom action to the hearerby using the word *could you*. Secondly, if he applies positive face, he can say "how about letting me use your pen?". In this case, the speaker wants to be approved by using word *letting* to the hearer.

### B. Context

Studying pragmatics will not be complete in the absence of some mention of context. Context is background knowledge assumed to be shared by speaker and hearer and which contributes to hearer's interpretation of what speaker means by given utterance. It means that context is the basic knowledge of what speakerand hearer have in their minds to understand the speaker utterance and the hearer can guess or catch what the speaker means by his/her utterance.

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<sup>15</sup> Qolidina Noviani. "A Pragmatic Analysis of Politeness Strategies and Politeness Principles in Uptown Girls. (A Thesis of English Language and Literature, Study Program English Education Department, Faculty of Languages and Arts, Yogyakarta State University, 2014) p. 11

The same utterance will have different meaning if the context of each utterance is different. Below the researcher gives the example.

“Your hair is so long!”

- (a) If the utterance above is delivered by a teacher to the students at school, it can be understood that the teacher commands them to cut their hair in order to obey the school’s rule.
- (b) In the different situation, if this utterance is delivered by a woman to her friend, it can be meant as a praising of having long hair.

From that example, it can be concluded that revealing the intended meaning only based on the speaker and the hearer is not enough. But we also know the situation when the utterance produced.

Beside context, there are another aspect of speech, those are listener’s and speaker’s, purpose of speech, etc. As the following, Hymes as linguists explain about aspects of speech in an acronym. Hymes in Wardhaugh construct the acronym of S-P-E-A-K-I-N-G for describing aspect of speech.<sup>16</sup> Those are setting and scene, participants, end act sequence, key, instrumentalities, norm of interpretation and interaction and genre. They are as follow:

- a) Setting and scene

The term setting refers to the time and place in which the interaction takes place. Meanwhile, scene refers to the participants’ psychological understanding about what event that takes place.

- b) Participant

Participant refers to those involved in the interaction. This includes the speaker and the listener.

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<sup>16</sup> Ronald Wardhaugh, *An Introduction to Sociolinguistics 5th ed* (Oxford: Blackwell Publisher, 2006), p. 247-248.

## c) Ends

The term ends refer to the outcomes and goals of the interaction. Outcomes here are the purpose assumed by the audience while goals are the purpose of each involved in the interaction.

## d) Act sequence

This term refers to the sequence of what the participants do in the interaction. For example, opening remarks, formal and less formal turn, and closing remarks. However, this sequence may only be appropriate in formal interaction. When it turns to an informal one, like arguments, the sequence may be quite random since there will be some interruption.

## e) Keys

Keys are what is determined by cues which indicate the tone of interaction. For example, one may indicate that he is going to be aggressive, serious, and so on.

## f) Instrumentalities

The term instrumentalities refer to the forms and styles of speech that the participant use.

## g) Norms

The term norms refer to what is accepted to be said, when people can speak, and who they can say it to. It is important for the participant involved in the interaction to share and understand the same norm. If they share different ones, it may cause some problem.

## h) Genre

Genre refers to what sort of communication which is taking place.

Context is very important in understanding and interpreting of what speaker means. Context is something that cannot be ignored when people try to obtain the true meaning of information that is heard or read. Determining the context in speech of course by giving an interpretation of SPEAKING

(setting, participant, end, act sequences, key, instrument, norm, and genre).<sup>64</sup> Therefore, the researcher uses the theory of Hymes to analyze the context appeared on the utterances of each character in *Stuart Little 2* movie.

### C. Apology

Apology is an action of asking forgiveness. Apology is used to express regret for having offended and making inconvenient thing to someone which can damage a relationship. Apology is used to maintain relationship and the harmony after an offence occurred. Apology is an attempt by the speaker to make up some previous actions that interfered with the hearer's interest, counteracts the speaker's face wants (Blum kulka 1989).

Holmes (1992) considers apology as speech act directed to the addressee's face need and intended to remedy an offense for which the speaker takes responsibility, and thus to restore equilibrium between the speaker and addressee. Searle (In Trosborg, 1994:373) States that apology has the effect off a debt, thus compensating the victim for the harm done by the offence.

According to Trosborg (1995: 373), there are three roles involved in solving the unpleasant situation between the speaker and the hearer, which are a complainer or a person who complaint, complaine or a person who receive the complaint and a complaint or an expression of dissatisfaction. Olsthain and Cohen (in Trosborg, 1994:373) define that the act of apology is called for when there are some behaviors which have violated social norms.

An apology is a speech act that is to rebuild relationships between a speaker and a hearer after speaker has offended hearer intentionally or unintentionally. The act of apologizing is related about two main things: an apologizer / complaine and a recipient.

There are kind of offences, and apology has the effect of paying the debt, thus compensating the victim for the harm done by the offense (Searle and Katz in Trosborg, 1994:373). An

offense is considered as face threatening act toward the offended, and apology is intended to remedy the offense. Apology is used because it is caused by offences. Holmes (in Wagner's paper) divided the following categories of offenses, they are such as:

a. Space offenses

This offence involves some acts such as bumping into someone, queue jumping, etc.

b. Talk offenses

This offence involves some acts such as interrupting, talking too much, etc.

c. Time offenses

This offence involves some acts such keeping people waiting, taking too long, etc.

d. Possession offenses

This offence involves some acts such as damaging or losing someone's personal property.

e. Inconvenience offense

This offence involves some acts such as giving some one the wrong item, etc.

f. Social behavior offences

It can be an act which can make the hearer get angry to the speaker. It can also be an impolite act done by the speaker to the hearer.

#### **D. The Apology Strategies**

In delivering the act of apologizing, the offender or the complaine/ the apologizer needs to employ certain strategy of apology that is appropriate with the case. It may be performed directly by means of an explicit apology utilizing one of the verbs directly signaling apology apologize, be sorry, excuse, etc.), or it can be done indirectly by taking on responsibility or giving explanations (Trosborg, 1994;376). There are a number of linguistic strategies for expressing apology. The following parts below are the further explanations of Trosborg's apology

strategies:

### 1. Evasive strategies / Minimizing offense

This strategy is closely related to the strategies in which the complainer fails to take on responsibility. But the speaker does not deny the responsibility. The difference can be seen in the facts that the apologizer / complainer don't deny responsibility. Instead, the complainer seeks to minimize the degree of offense, either by arguing that the supposed offense is of minor importance, in fact is „hardly worth mentioning“, or by querying the preconditions on which the complaint is grounded (Trosborg, 1995: 379). This strategy is divided into three sub strategies, such as Minimizing, Querying preconditions as example: Well, everybody commonly does that; Blaming someone else is the offence committed by the complainer can be partly, e.g.; I broke the jar because she suddenly pushed me.

Further explanation of these sub-strategies can be seen below:

#### a. Minimizing

In this sub-strategy, the complainer tries to minimize the degree of offense by saying the happening is not a big deal and the complainer seeks to minimize the degree of offense by arguing that the supposed is of minor importance (Trosborg, 1995:379). Minimizing itself means reducing something, especially something bad to the lowest possible level.

Examples:

“Oh, what does it matter, that's nothing, that's just so so”  
“It doesn't matter”.

“What about it, it's not the end of the world” “Take it easy, it's not the end of the world.” “everyone ever does that”

“Don’t take so seriously”

“Well, everything will be alright again, don’t think too much about it”

b. Querying precondition

In this sub strategy, the complaineer may cover the complaint by querying precondition. The complaineer attempts to throw doubt on the modalities of a precious arrangement. It can be said also that the complaineer or apologizer means expressing doubt about something whether something is correct or not.

Example:

“Who told you that I would marry you?”

“Are you sure we were supposed to meet at 1 p.m?” “Do you believe that Jen deserves to get this?”

“What is love then?” (in responding, “You don’t love me”).

“Don’t put Dian’s name on the checklist, I’m not sure she is coming”.

c. Blaming someone else

In this sub-strategy the offense is committed by the complaineer which can be excused by an offence committed by a third party (Trosborg, 1995:379). The apologizer regard that the third party is also partly responsible for the offense (Trosborg, 1995:379). Blaming itself means is the act of thinking to saying that somebody, someone else or something is responsible for something bad.

Example:

“I don’t know traffic jump could be so long along the road this morning.”

“The bus was late”

“Look, I really feel bad about this. But this would never have happened if she had done exactly as I told her to do.”

“I believe someone else also is responsible for this problem, she or he may also takes part in this problem.”

## 2. Direct Apology / Expression of apology

In this types of apology strategy, the complaine may choose to express his/her apology explicitly. In this case, a small number of verb apply and the expression is a routine formula generally accepted to express apology. There is also sematic content here and it may be an expression is a routine formula generally accepted to express apology.

There is also sematic content here and it may be an expression of regret, an offer of apology, or a request for forgiveness (Trosborg, 1995:381). There are the subcategories of this strategy:

### i. Expression of regret.

It is the type in which complaine uses the common form to express his or her regret by using some terms such as really, terribly and so on.

Example:

“I’m sorry to keep you waiting.”“Sorry about that”

“I’m sorry to have been so long in getting in touch with you”“I’m really sorry”

“I’m sorry for...”

### ii. Offer of apology.

It is the type in which a complaine or the apologizer may choose to express his / her apology explicitly. The complaine may offer an apology for the offense.



“I apologize for..”

“Please accept my sincere apology for..”

“My client would like to extend his apology to you for the inconvenience involved.”

“I apologize”

iii. Request for forgiveness.

It is the type in which an apologizer or the complainee may choose to express his/her apology explicitly in the form of explicit performative construction (Trosborg, 1995:381). In this case, the complainee shows that he expects for forgiveness.

Example:

“Please, forgive me”.

“I’m terribly sorry about...”

“Excuse me” “I’m sorry for interrupting you, but...”

“Pardon me, I didn’t hear what you said”.

### 3. Indirect apology / acknowledgement of responsibility

It is the strategy in which the complainee tries to describe his/her role in what has happened and whether or not he/she was responsible. The complainee chooses to take on responsibility by using various degrees of self-blame from low to high intensity.

Speakers can implicitly or explicitly claim to be responsible for their action. The speakers also usually blame themselves. This strategy is aimed to give support to the hearer.

This strategy divided into some sub-strategies such as:

i. Implicit acknowledgment

In this case, the complainee blames himself

implicitly,

Example: “I can see your point, perhaps I shouldn’t have done it”.

ii. Explicit acknowledgment

In this case, the complaineer admits his mistake explicitly,

Example: “I’ll admit I forgot to do it”.

iii. Expression of lack of intent

It is the types in which the complaineer expresses that he does not have intention to commit the offense,

Example:

“I didn’t mean to”.

iv. Expression of self deficiency

In this type, the complaineer expresses his own deficiencies. Example:

“I was confused”

“You know I am bad at...”

v. Expression of embarrassment

It is the type in which the complaineer shows that he feels embarrassed for the offense.

Example:

“I feel so bad about it”.

vi. Explicit acceptance of the blame

In this type, the complaineer feels that the complainer has the right to blame him.

Example:

“It was entirely my fault” “You’re right to blame me”

#### 4. Explanation or account.

In this apology strategy, the complaineer may try to reduce the guilt and impact by giving an explanation about

the situation of violation. In this strategy the speakers argue that the offense is not something he wanted to occur. It is can be divided into some sub-strategies, they are:

i. Implicit explanation.

The complaine explains the situation implicitly.

Example:

"Such things are bound to happen".

ii. Explicit explanation.

The complaine explains the situation explicitly.

Example:

"Sorry, I'm late, but my car broke down".

## 5. Offer of repair

In this type of apology strategy, the complaine may offer to 'repair' the damage he has done or caused by his/her offense. Repair may be offered in its literal sense or as an offer to pay for the damage.

There are two sub-strategies of this, they are included:

i. Repair.

The complaine intends to pay for the damage,

Example: "I will pay for the cleaning".

ii. Compensation.

If the repair is not possible, the complaine may offer a compensatory action,

Example: "You can borrow my dress instead".

## 6. Expressing concern for hearer.

In this type of apology strategy, the complaine may express his concern towards the complainer's condition. To comfort the hearer, the speaker may demonstrate his attention. The complaine may show the sympathy toward the complainer's condition.

Example:

"I know you do not feel comfortable with what I've done". "Actually, I don't want it to happen to you."

## 7. Rejection

This type of apology strategy, a person may deny the responsibility because he feels not guilty. The denial of responsibility can be shown by the use of rejection strategy. There are some categorizations of this apology strategy, they are such as:

### i. Explicit denial of responsibility.

In this type, the complainee denies that he/she has committed the infraction explicitly and the complainee explicitly denies that he/she should be responsible for something unpleasant that has happened. The complainee deny being responsible for the violation occurred. They may be emphasizing the ignorance of thematter

Example:

"You know that I would never do a thing like that."  
"I know nothing about it".

### ii. Implicit denial of responsibility.

In this type, the complainee may try to evade responsibility by ignoring the complaint or talking about other topics. The complainee tries to change the conversation piece or ignore the complainer in order to evade the responsibility. They generally avoid responsibility by ignoring complaints or talking about something else.

Example:

"I don't think that's my fault."

### iii. Justification.

In this type, the complainee tries to give and provide arguments to persuade the complainer that he

cannot be blamed for the inconvenient situation that happens. It is set to affect the hearer not to blame the speaker

Example:

"I've already finished my job yesterday, so there is no reason I could be blamed about this"

"I've told you before that I'll give you the money, but I didn't promise anything, did I?"

iv. Blaming someone else.

It is a type in which the complainees blame a third party or even the complainer himself as the cause of further violation. The complainees seek to evade responsibility by blaming someone else (in which the case the complainees are likely to cause further offense). The complainees avoid responsibility by blaming others.

## 8. Promise of forbearance

In this apology strategy, the complainees take responsibility by expressing regret, and he/she will be expected to behave in a consistent fashion and not immediately repeat the act for which he/she has just apologized. The complainees promise either never to do the same mistake or to improve his behavior. The utterance is often signaled by the word 'promise',

In this case, an apology is not only related to the violations that have been done but also related to the behavior in the future. This speech act apology contains a commitment from the speaker not to repeat his action.

Example:

"It won't happen again, I promise".

## E. Movie

A movie is called film or motion picture is a story conveyed with moving images. Some film has become popular worldwide attraction by using dubbing or subtitles that translate the dialogue into the language of the viewer. To understand as the written text which is spoken by the actor or player in movie using script. According to Kooperman, script is focusing on story, dialogue, formatting, character, plot, theme, momentum, and document itself.<sup>65</sup>

## F. Synopsis of Stuart Little 2 Movie

Below is the description of the source of data. Title : Stuart Little 2

Starring : Selena Gomez as Grace Bennett/Cordelia Winthrop Scott Katie Cassidy as Emma Perkins Leighton Meester as Meg Kelly Pierre Boulanger as Theo Cory Monteith as Owen Luke Bracey as Riley

Director : Thomas Bezucha Release Date : July 1, 2011

Grace is a teenager from Texas who wishes to go to Paris after her high school graduation, so she and her friend, Emma work as waitress to earn for the trip but fall short. Her mother and stepfather, Robert offer to chip in. They say can even send Robert's daughter, Meg. But Meg is reluctant to go because she is still mourning her mother. But the travel package they got has them staying in a cramroom and their tour has them zipping by every sight. When they reach the Eiffel Tower, Meg meets a guy whom she connects with. That's when the girls notice their bus is leaving without them. They find themselves stuck in Paris and when it starts to rain, they go into a posh hotel to dry off. That's when they run into Cordelia Scott and spoiled British heiress who is there on instructions from her family to take part in some charity event, who looks like Grace. But she decides to blow it off and go somewhere and not tell anyone

They make Grace look like her and make her talk like her, when they go out, the hotel staff thinking Grace is Cordelia takes her to Cordelia's room where the girls sleep. The next day the staff tells Grace whom they think is Cordelia that her car is here to take her to the airport. Meg wants to forget it but Emma who is having a good time decides to go. They learn that they going to Stuart Little 2 which is where the charity event will take place. When they arrive, the son of the organizer, meets them and Grace takes a liking to him but must continue acting like Cordelia.<sup>17</sup>



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<sup>17</sup> Rottentomatoes, *Op. Cit.*,





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