

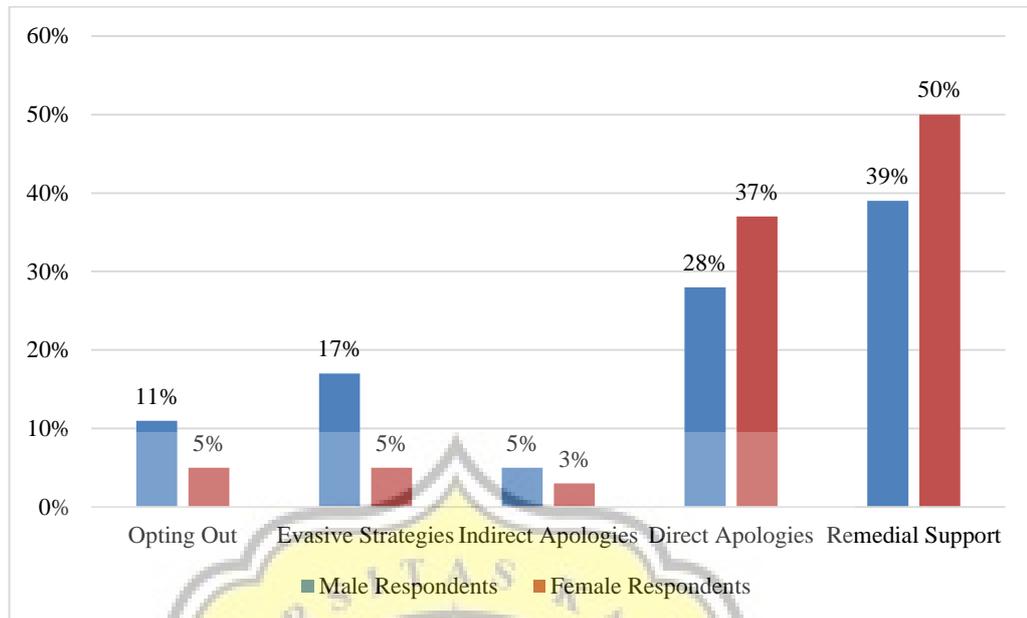
## CHAPTER IV

### DATA ANALYSIS AND INTERPRETATION

This chapter answered the problem formulation of this thesis. In this chapter, the writer analyzed the apology strategies applied by the participants of this study. There are totally 36 respondents which consist of 24 females and 12 males. The writer categorized his findings according to the gender of the participants and the conditions. The conditions had been previously made based on DCT theory and asked to the participants through the questionnaires. The writer presented the analysis based on the strategies used by the male and female respondents. There would be the explanation from the most frequently used strategies until the least frequently used ones. The results were discussed below:

#### **4.1 Strategies Used in Situation 1 (broken air conditioner)**

The data show that there were five apology strategies and all of them were used by the respondents in response to Situation 1. The writer presented the strategies into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 1. Primary Apology Strategies in Situation 1**

#### 4.1.1 Male respondents

The male respondents used all strategies among the five available strategies. The most frequently used strategy is Remedial Support strategy. It might happen because it is a common thing in Indonesia. When the AC is broken, it is under the landlord's responsibility, not the tenant's. Unless there is a legal document which declares that anything happens with the room is under the tenant's responsibility.

The second strategy that is most frequently used is direct apology. The expression was categorized as the expression of regret. In the questionnaire, some of the respondents answered "I'm sorry sir" which reflected that the landlord regretted his mistakes.

The third strategy that is most frequently used is Evasive Strategy. It is a minimizing strategy. In the questionnaire, some of the respondents answered, “*Be patient*” which suggests that the landlord felt guilty for this inconvenience and the landlord tried to minimize it by asking the tenant to be patient while the landlord would try to find a way to solve the problem.

The fourth strategy that is most frequently used is Opting Out. It was an explicit denial of responsibility. In the questionnaire, the tenant asked the landlord to repair the air conditioner, but the landlord said “*I’m not a mechanic*”. The landlord said that he or she was not a mechanic who could fix a broken AC. It indirectly showed that the landlord did not want to be responsible for that matter. Therefore, this answer is categorized as explicit denial of responsibility.

The fifth strategy or the least frequently used is Indirect Apology. The landlord said “*Sorry for the inconvenient service*”. It was categorized as one example of explicit acknowledgement strategy. Based on the answer, the landlord did not directly admit that the AC was broken because of him or her. Instead, he or she felt guilty for the tenant’s inconvenience, so the landlord admitted his/her mistakes.

#### **4.1.2 Female respondents**

The Female respondents used all strategies among the five available strategies. In this strategy there is no difference between

male and female in applying this strategy. The most frequently used strategy is Remedial Support strategy. The landlord said *"I have called the technician and he will come tonight"*. The participant's answer reflected the daily practice of renting room. Usually, when someone rents a room and the equipment is broken, it is the landlord's responsibility to repair it by saying that the technician would come in the night.

The second strategy that is most frequently used is Direct Apologies. The landlord said *"I apologize"*. It was an offer of apology. In this situation, the landlord asked for an apology to the tenant for any of the inconvenience which might happen due to the malfunctioned AC.

The third mostly used strategies are Opting Out and Evasive Strategies. One example of the Opting Out strategies which respondents used is the use of 'Please call the mechanic' sentence. Here the respondent clearly said that the broken AC had to be repaired and it was under the tenant's responsibility.

Meanwhile the Evasive Strategy was used when the respondent answered, *"Please kindly wait"*. This answer was categorized as minimizing. The landlord tried to minimize the problem, so the tenant could feel less angry with this situation. It meant the landlord felt guilty for this inconvenience and the landlord tried to minimize his or

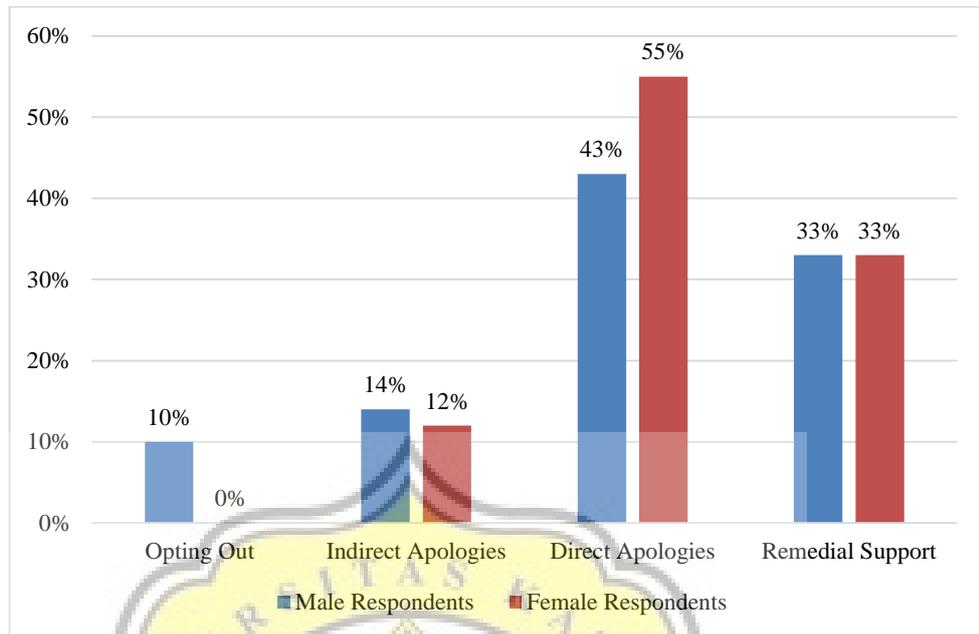
her guilty feeling by asking the tenant to be patient while the landlord would try to find a way to solve the problem.

The fourth strategy that is the least frequently used is Indirect Apologies. The landlord said “*Sorry I can’t fix the air conditioner*”. It sounded like it was a Direct Apology especially under the expression of regret category, but the writer decided that it was an explicit explanation. It was because in Direct Apology, the respondents said, “*I’m sorry*”, however in this response the respondent gave his or her own reason that he or she could not fix the AC. It meant that the landlord tried to explain explicitly to the tenant how the situation was.

It could be seen that actually there was almost no difference in the way male and female participants answer the questionnaire as long as they applied the same apology strategy. Their answers were relatively the same. It might happen because we have been affected with the culture. When we did some mistakes, we need to say sorry and solve the problem.

#### **4.2 Strategies Used in Situation 2 (hitting the side mirror)**

The data shows that there were five apology strategies and some of them were used by the respondents in response to Situation 2. The writer presented the strategies applied into two charts. The first chart shows the male respondents’ responses while the second chart shows the female respondents’ responses.



**Figure 2. Primary Apology Strategies in Situation 2**

#### 4.2.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. It is a familiar thing in our environment. When someone did something which might harm someone else, the person would normally say sorry. It is a polite thing to do as in Eastern culture, people tend to save someone else's feeling. In this situation, the respondents mostly chose the Direct Apologies when they accidentally broke someone else's car side mirror. They understood that it was their mistake and thought that the most proper way to save the feeling was to directly say sorry.

The second strategy that is most frequently used is Remedial Support. It is offer a repair strategy. In this situation the 2014 hit the side mirror of another students' parked car and he/she said "*I will*

*repair it*”, which means the 2014 students took the responsibility and offered themselves to repair the damage, so it might lighten their guilty feelings.

The third strategy that is most frequently used is Indirect Apologies. The student said *“I didn’t mean to do that”*. This answer was classified as an expression of lack of intent. This answer means the complainee did not have any intention to offend the other student on purpose.

The fourth or the least frequently used is Opting out. The student said *“It’s a prank bro”*. It was an explicit denial of responsibility. It means he did not want to take some responsibility.

#### **4.2.2 Female Respondents**

The female respondents used three strategies among the five available strategies. In this strategy there is no difference between male and female in applying this strategy. The most frequently used strategies is Direct Apologies. The student said *“my apologies”*. It means the 2014 student asked apology to the other student about his mistake. So, this answer was categorized as an offer of apology. It is a polite thing to do as in Eastern culture people tend to respect someone else’s feeling.

The second strategy that is most frequently used is Remedial Support. The student said *“I will pay the damage”*. This answer was classified as an offer of a repair because the student took the

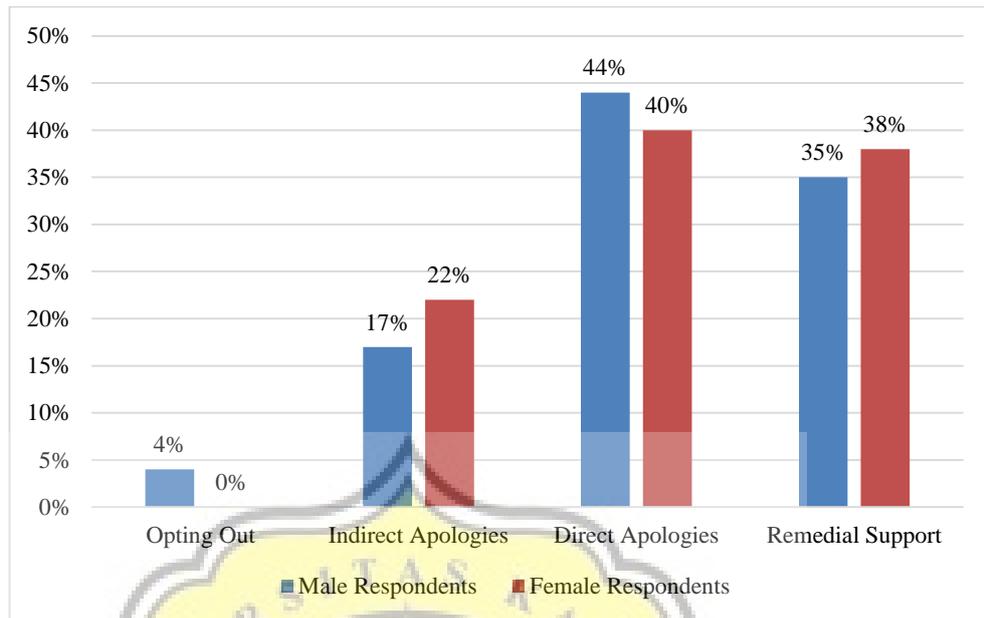
responsibility and offered themselves to pay for the cost to repair the damage. She did it because she feel regret with his/her mistake.

The third or the least frequently used is Indirect apologies. The student said “*My bad*”. It was expression of self-deficiency. It means the 2014 student admitted their mistakes.

Based on the above answer, there is almost no difference between male and female responses. They tried to say sorry and attempt to solve the problem. However, there is a different strategy applied between male and female. The male participant used Opting Out, while the female did not use it. It happened because the female usually was more responsible with what she had done than the male had.

#### **4.3 Strategies Used in Situation 3 (losing a hammer)**

There were five apology strategies and some of them were used by the respondents in response to Situation 3. The writer presented the strategies applied into two charts. The first chart shows the male respondents’ responses while the second chart shows the female respondents’ responses.



**Figure 3. Primary Apology Strategies in Situation 3**

#### 4.3.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation, the participant said *“I’m so sorry sir”*. This answer was categorized as an expression of regret and it means the participant felt sorry because he had lost the hammer. It is a general figure in Indonesia when you lost a hammer that you borrowed, you should say sorry to the owner because you have lost it.

The second strategy that is frequently used is Remedial Support. The participant said *“Let me buy you a new one”*. This answer was categorized as an offer a repair. It means he would buy a new hammer for his/her neighbor. So, the neighbor was not angry with the participant.

The third strategy that is frequently used is Indirect Apologies. The participant said *"It's my bad"*. This answer was categorized as an expression of self-deficiency, which means the participant admitted his/her weakness for being so forgetful.

The fourth strategy or the least frequently used is Opting Out. The participant said *"I upgrade it to invincible hammer"*. It was an explicit denial of responsibility. In this situation, the participant tried to avoid his/her responsibility.

#### 4.3.2 Female Respondents

The female respondents used three strategies among the five available strategies. The most frequently used strategy is Direct Apologies. In this strategy there is no difference between male and female in applying this strategy. The participant said *"I do apologize"* to his/her neighbor. This answer means that she apologized to his/her neighbor because the participant lost it. So, this answer was categorized as an offer of apology.

The second strategy that is frequently used is Remedial Support. The participant said *"I will buy you the new one"*. This answer was classified as an offer of a repair. It means she will buy a new hammer for her neighbor. So, the neighbor was not angry with the participant. This sentence actually meant the same as the previous male's answer discussed strategy. However, in this sentence, it sounded like the

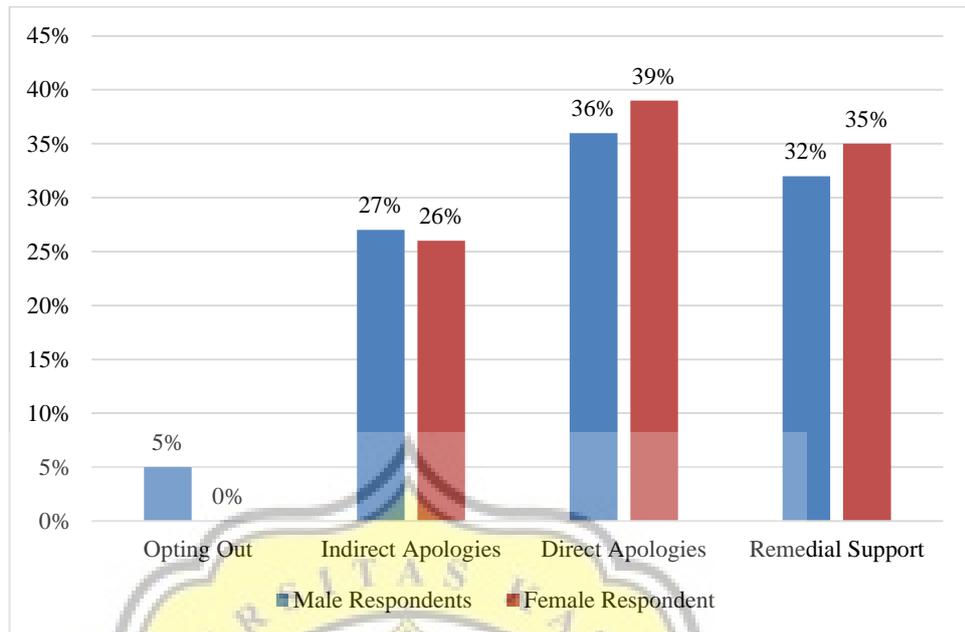
participant wanted to ask a kind of permission to the owner of the hammer before he or she finally bought a new one.

The third mostly used strategy is Indirect Apologies. The participant said *"I have lost yours"*. It was an explicit explanation. In this situation, the participant tried to give an explanation to the neighbor about the real situation that had happened.

In the end, the answers of both male and female were not different. They tried to pay for the damage. It happened because they had been taught to be responsible for what they did since they were very young. Nevertheless, there were male participants who are not responsible with what they did. They tried to avoid their responsibilities. This might happen because of two things. First, the person did not seriously answer the questionnaire given. Second, the person really thought that losing someone's belonging was not a bad thing. Therefore, he tried to avoid the responsibility.

#### **4.4 Strategies Used in Situation 4 (canceling to watch a movie)**

There were five apology strategies and some of them were used by the respondents in response to Situation 4. The writer presented the strategies applied into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 4. Primary Apology Strategies in Situation 4**

#### 4.4.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation, the participant said “*Sorry*”. It means the participant regretted with his mistake because he had promised his little brother to watch a movie. So it was categorized as the expression of regret

The second that is frequently used is Remedial Support. It was an offer of a repair because the participant said “*I’ll pay you for a beer*”. It means the participant offered his or her brother a beer. The participant might have known that his or her brother liked drinking beer. So, as a way to minimise the mistake he had done for breaking the promise, he offered his brother or sister a bottle of beer.

The third that is frequently used is Indirect Apologies. In this situation, the brother/sister canceled his/her appointment with his little brother. He/she said *“I have an important work”*. It means he implicitly gave an explanation to the little brother.

The fourth or the least frequently used is Opting Out. In this situation the participant answered *“April mop”*. It is an explicit denial of responsibility, which means the participant tried to avoid his responsibility.

#### 4.4.2 Female Respondents

The male respondents used three strategies among the five available strategies. In this strategy there is no difference between male and female in applying this strategy. The most frequently used strategies is Direct Apologies. In this situation, the participant said *“Sorry”*. It means the participant regretted his mistake because she has promised her little brother to watch a movie. So it was categorized as an expression of regret.

The second strategy that is frequently used is Remedial Support. It was an offer of a repair because the participant said *“Can we change it into another day?”*. It means the participant offered another day to watch a movie.

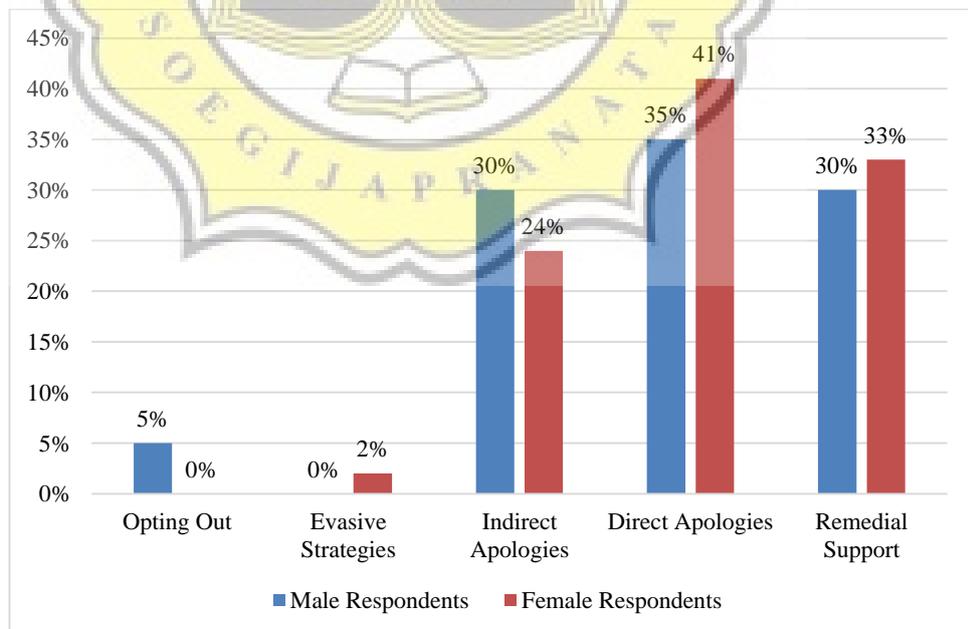
The third strategy or the least frequently used is Indirect Apologies. In this situation the brother/sister said *“I can't go to the*

movie". It was an explicit explanation, which means she had to cancel her appointment with her little brother.

In conclusion, both male and female said sorry and solved the problem. It is a polite figure to do as in Eastern culture people tend to save someone else's feeling. Meanwhile, there is an impolite figure as well, one of the male participants tried to avoid his responsibility. It might happen because he is affected by his friends or someone else.

#### 4.5 Strategies Used in Situation 5 (losing a flash disk)

There were five apology strategies and all of them were used by the respondents in response to Situation 5. The writer presented the strategies applied into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 5. Primary Apology Strategies in Situation 5**

#### 4.5.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. The participant answered *"I'm sorry"*. In this answer, the expression was categorized as the expression of regret. It could be seen that the participant regreted his mistakes. This is a familiar attitude in our culture. When we lost our best friend's things, we should say sorry to him/her.

The third mostly used strategies are Remedial Support and Indirect Apologies. One example of the Remedial Support strategies which were applied by the respondent was the use of *"I will buy a new one for you"*, which mean he will buy a new flashdisk.

Meanwhile the Indirect Apology was used when the respondent answered, *"I know that there is an important file inside"*, which meant the participant admitted his mistakes. This answer was categorized as an explicit acknowledgement.

The third strategy or the least frequently used is Opting Out. In this situation, the participant said *"I'm still using it"*, which meant the participant did not tell the truth to his/her friend because at the beginning of the questionnaire the writer wrote that in situation 5, the respondent had lost the flash disk. Instead of admitting that he had lost

it, he said that he was still using it. So it can be categorized as an explicit denial responsibility.

#### 4.5.2 Female Respondents

The female respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. The participant said *"I apologize for it"*. It was an offer of apology. In this situation, the participant asked for an apology to her friend for the inconvenience.

The second strategy that was frequently used is Remedial Support. This expression was categorized as an offer of a repair. The participant said *"I will buy a new one for you"*, which mean he would buy a new flash disk.

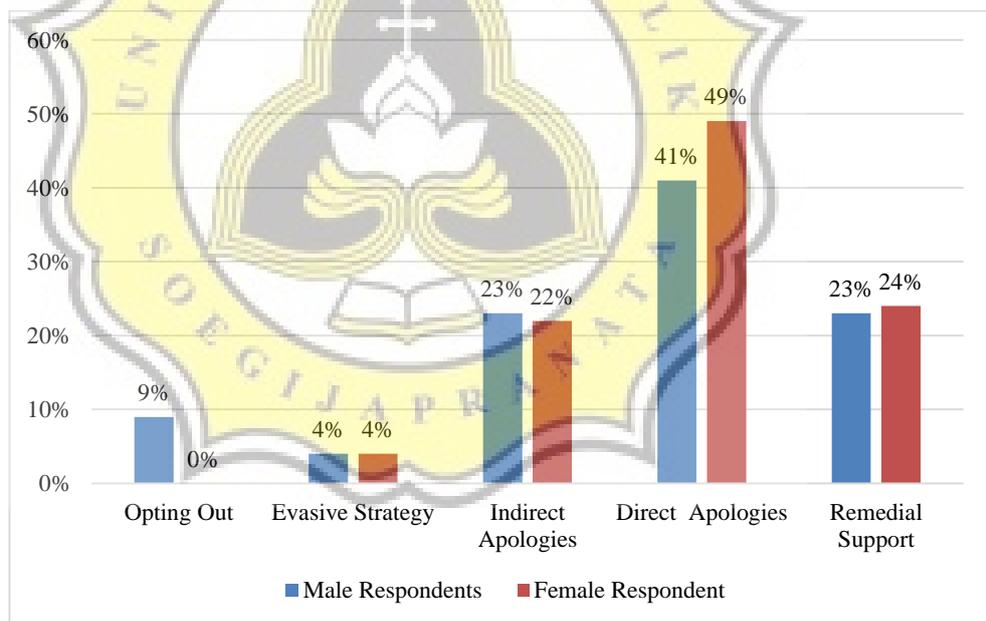
The third strategy that was frequently used was Indirect Apology. In this situation, the participant lost her friend flash disk. The participant said *"I didn't mean to"*, which means the participant did not have any intention to offend. It was an explicit lack of intent.

The fourth strategy or the least frequently used is Evasive Strategy. The participant said *"This is my flash disk, you can lose it too"*. In this strategy, the participant did not actually make the owner of the flash disk lose his or hers flash disk as a fair revenge for losing it. He or she knew that it was a bad action to lose the thing that he or she borrowed. To minimise the guilty feeling, the participant actually tried to replace the lost flash disk with his or her own.

In this situation, the male and female answers were almost the same in their responses. This might be affected by their culture and environment because in Eastern culture people learned how to apologize to the other to minimize the problem.

#### 4.6 Strategies Used in Situation 6 (damaging your brother's motorcycle)

There were five apology strategies and all of them were used by the respondents in response to Situation 6. The writer presented the strategies applied into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 6. Primary Apology Strategies in Situation 6**

##### 4.6.1 Male Respondent

The male respondents used five strategies among the five available strategies. The most frequently used strategies is Direct Apologies.

The male participant said *“I apologize to you so much”*. This answer was identified as an offer of apology because the male participant asked for a deep apology to his brother for damaging his motorcycle.

The third mostly used strategies are Remedial Support and Indirect Apologies. One example of the Remedial Support strategies which the respondent used is the use of *“Can I fix it for you?”*. It meant the male participant tried to repair his brother’s motorcycle because he borrowed it without his permission and damaged it.

Meanwhile the Indirect Apologies were used when the respondent answered, *“I was afraid to tell you yesterday”*. It was classified as an implicit explanation because the male participant tried to explain implicitly about the situation which led into the mistake made by the male participant.

The third strategy that was frequently used is Opting Out. The male participant said *“It’s an art, you don’t understand it”*. When the male participant used the motorcycle, it had been an act against the older brother’s permission. Furthermore, it even fell down and got some scratches. It made the male participant feel scared. He did not dare to face his brother and acknowledged his mistake. Instead he tried to run from his responsibility by saying that the scratch was some kind of act.

The fourth strategy or the least frequently used is Evasive Strategy. In this situation, the male participant damaged his brother’s motorcycle. His brother found out about it and got angry with his little

brother. His little brother said *“Please don’t get angry and calm down”*. This answer was classified as minimizing.

#### 4.6.2 Female Respondent

The female respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation the brother got angry because his little brother damaged his motorcycle. The little brother apologized for his mistake. He said *“Apologize me, please”*. It was actually semantically improper. The correct one should have been *“Forgive me, please”*. However, the writer kept writing it that way as that was one of the respondents’ answers. Therefore, this answer was categorized as a request for forgiveness.

The second strategy that was frequently used is Remedial Support. In this situation, the little brother had borrowed her brother’s motorcycle without his permission and he damaged the side mirror. The little brother said *“I’ll buy the new one”*, which meant he would buy the new side mirror for his brother’s motorcycle.

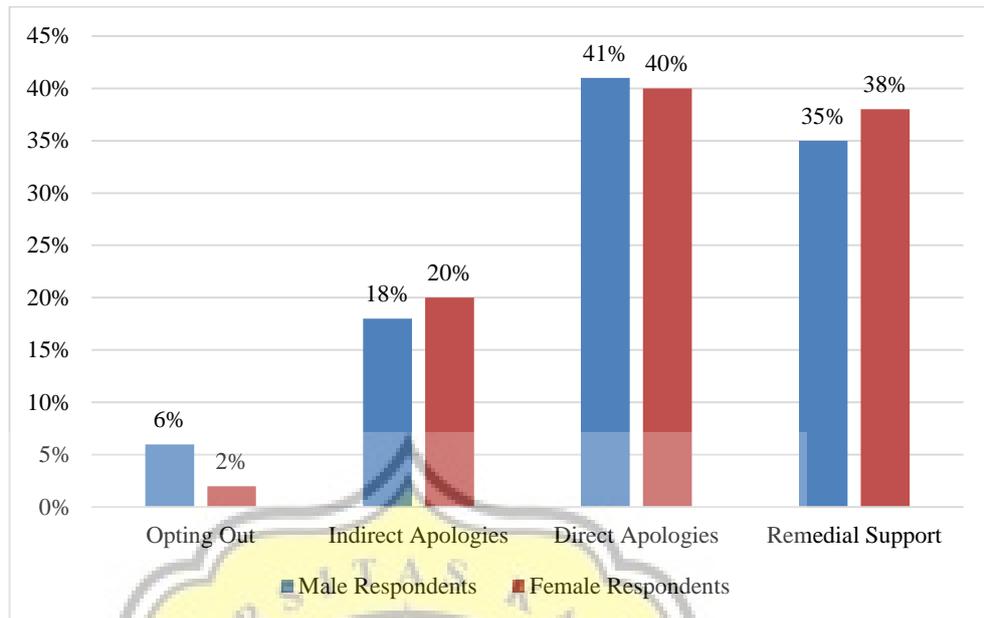
The third strategy that was frequently used is Indirect Apologies. In this situation the little brother damaged his brother’s motorcycle. He said *“I got an accident yesterday”* to his brother. It was an explicit explanation. The little brother tried to explain to his brother the real situation that had happened which led into the mistake made by the little brother.

The fourth strategy or the least frequently used is Evasive Strategy. The little brother said *“Just calm, that’s not a big deal”*. This answer was identified as minimizing because this answer minimized the problem when the offense comes to them. So, his brother felt less angry with this problem. The female participants also would like to emphasize that the scratch or damage on the motorcycle was only a minor one. They indirectly said that it was easy to fix the damage.

Based on the above, It could be seen that actually there was almost no difference in the way male and female participants answered the questionnaire as long as they applied the same apology strategy. This might happen because they had been affected by the culture and the environment. When they did some mistakes, they needed to say sorry and solved the problem.

#### **4.7 Strategies Used in Situation 7 (losing a student’s final paper)**

There were five apology strategies and some of them were used by the respondents in response to Situation 7. The writer presented the strategies in two charts. The first chart shows the male respondents’ responses while the second chart shows the female respondents’ responses.



**Figure 7. Primary Apology Strategies in Situation 7**

#### 4.7.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. The lecturer said “*I’m so sorry*”. It was an expression of regret. This answer showed that the lecturer regretted his mistakes.

The second strategy that was frequently used is Remedial Support. In this situation, the lecturer had lost the student’s final paper. The lecturer would give A to all students. Therefore, this answer is categorized as an offer of repair.

The third strategy that was frequently used is Indirect Apologies. In this situation, the lecturer said “*It’s my mistakes*”. It means the lecturer admitted his mistake for losing the student’s final paper. Therefore, this answer was categorized as an explicit acknowledgement.

The fourth strategy or the least frequently used is Opting Out. In this situation, the lecturer lost the student's final paper. He said *"I'm the one who have the power here. Make another one"*. It means the lecturer tried to avoid his responsibility and asked the student to make a new final paper. It was an explicit denial of responsibility.

#### 4.7.2 Female Respondents

The female respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation, the lecturer said *"I would like to apologize to you guys"*. It was considered as an offer of apology because the lecturer asked apology to the student for his mistake.

The second strategy that was frequently used is Remedial Support. The lecturer said *"We will re-test again"*. This answer was categorized as an offer of a repair because the lecturer will do a re-test.

The third strategy that was frequently used is Indirect Apologies. The lecturer said *"I have so many paper. I'm forgot where I save it"*, which means the lecturer tried to explain to the student the real situation that has happened which led into the mistake made by the lecturer. Therefore, this answer was categorized as an explicit explanation.

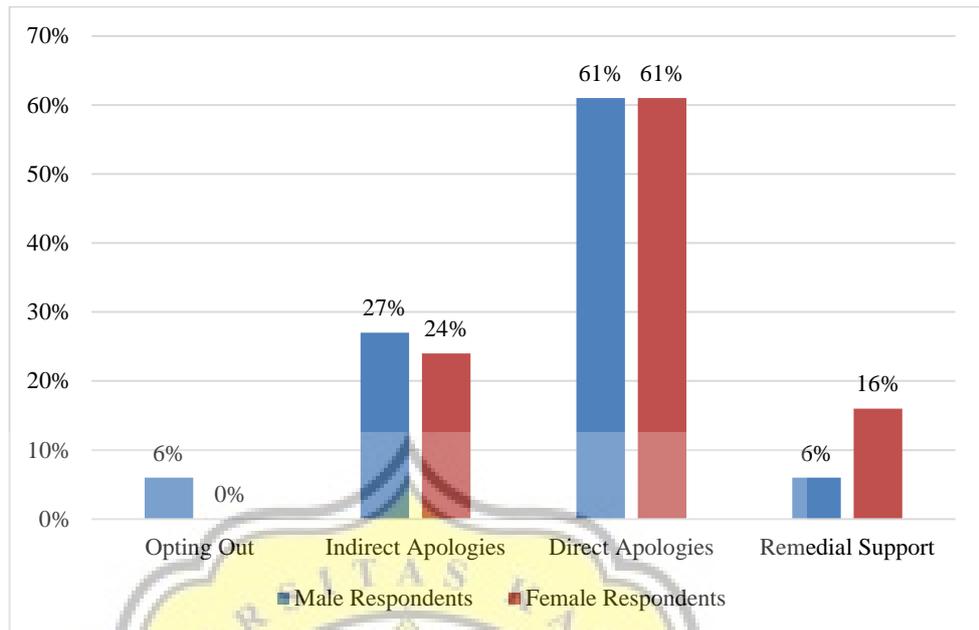
The fourth strategy or the least frequently used is Opting Out. The lecturer said *"You will make a new one"*. It was actually an uncommon opinion from one of the participants. The participant did not want to

admit that it was his mistake for losing the paper, instead he blamed the student to redo it or made a new one. Maybe the participant was too shy to ask for the student's apology. One of the reasons can be because the participant was a lecturer who was older and had an authority over the student.

At the end, both male and female's answers are almost the same. They like to apologize and offer something to solve the problem. This might be affected by their own family, culture, and friends. When they were really young, their family would have given significant influence in character building. Certainly, their family did not want their children to have bad habits. After a while, they grew up and they started to socialize. In this stage, friends would start to give some influences to them as well.

#### **4.8 Strategies Used in Situation 8 (bumping into a child)**

There were five apology strategies and some of them were used by the respondents in response to Situation 8. The writer presented the strategies into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 8. Primary Apology Strategies in Situation 8**

#### 4.8.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation, the participant accidentally bumped into a child and he/she regretted this accident. Therefore, he said “*I’m so sorry*”, which was categorized as an expression of regret.

The second strategy that was frequently used is Remedial Support. In this situation, the participant used an offer of a repair to solve this problem. The participant tried to give a lollipop to a child, so he did not get upset.

The third strategy that was frequently used is Indirect Apologies. In this situation, the participant bumped into a child and he got upset. The participant said “*I bumped you*”, it meant he/she admitted his/her

mistakes. Therefore, the writer put this answer into the explicit acknowledgement category.

The fourth strategy or the least frequently used is Opting Out. The participant said *“You’re so short. I didn’t saw you”*, which meant he/she tried to evade responsibility. This answer was implicit denial of responsibility.

#### 4.8.2 Female Respondents

The female respondents used three strategies among the five available strategies. The most frequently used strategies is Direct Apologies. It was a request for forgiveness because the participant regretted what she had done to a child. So, she said *“Ah, forgive me kiddo”*, which means she begged an apology for her mistake.

The second strategy that was frequently used is Remedial Support. This answer was categorized as an offer of a repair. In this situation, the participant said *“Here some money to buy candies”*, which meant the participant give some money to a child so they could have good relation.

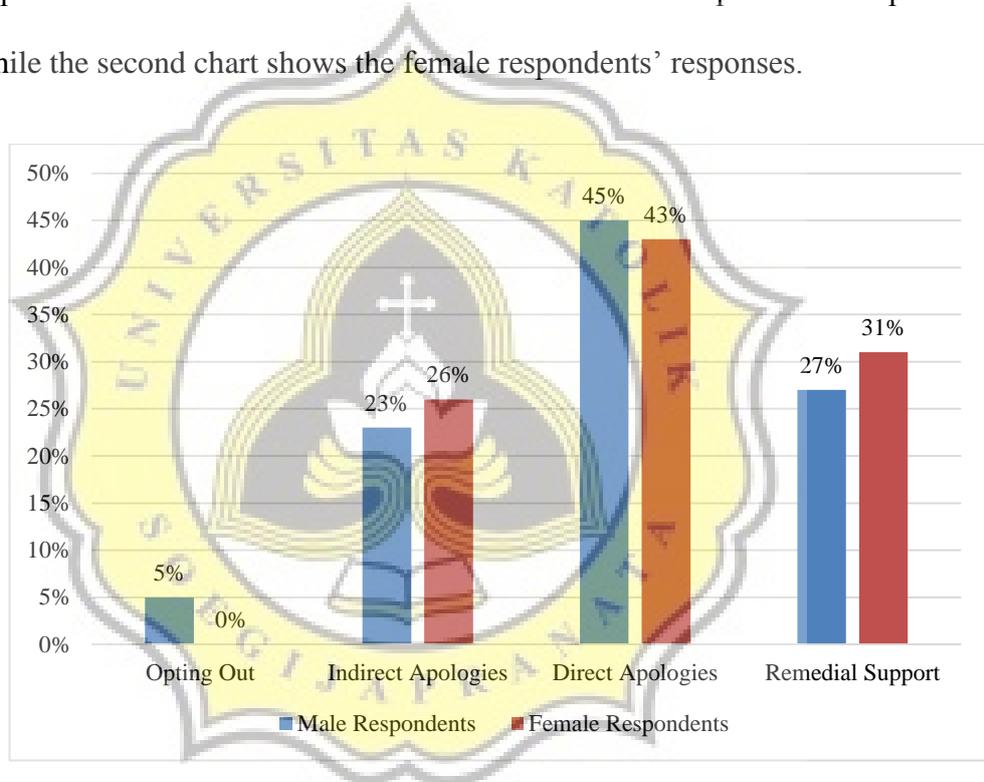
The third strategy or the least frequently used is Indirect Apologies. The participant said *“I didn’t mean”*. This answer means he/she did not have any intention to offend the child on purpose. So, this answer was categorized as an expression of lack of intent.

In the above answer, the male and female participants used almost the same answer. They did a polite thing because they said sorry and

tried to minimize the problem. This polite thing might be an influence from their family and environment.

#### 4.9 Strategies Used in Situation 9 (forgetting to buy a book)

There were five apology strategies and some of them were used by the respondents in response to Situation 9. The writer presented the strategies applied into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 9. Primary Apology Strategies in Situation 9**

##### 4.9.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. The participant said “*Sorry dad*”. This answer was categorized as an

expression of regret. The participant regretted what he/she had done. They hoped his/her father would forgive him/her.

The second strategy that was frequently used is Remedial Support. In this answer, the participant said “ *I’ll buy it tomorrow*”. It means the participant tried to offer a repair with his/her father and he/she would buy his/her father a new book tomorrow. This answer was categorized as an offer of a repair.

The third strategy that was frequently used is Indirect Apologies. The participant forgot to buy a book for his/her father. The participant said “ *I’m forgot to buy your book*”, it means the participant did not have any intention to offend his/her father. It was an expression of lack of intent

The fourth or the least frequently used is Opting Out. The participant said “ *Well, you can call me daddy*”. In this response, the participant did not remember his father’s request. However, he did not want to admit it. He even blamed his daddy for not reminding him with a phone call.

#### **4.9.2 Female Respondents**

The female respondents used three strategies among the five available strategies. The most frequently used strategies is Direct Apologies. That participant said “ *Dad forgive me*”. It was a request

for forgiveness. The participant asked an apology to her dad because she has forgotten to get a book for her father.

The second strategy that was frequently used is Remedial Support. The participant said *"I'll go again"*. The participant forgot to get a book for her father. She tried to repair this problem in a way, she would go again to the bookstore. Therefore, this answer belongs to the offer a repair category.

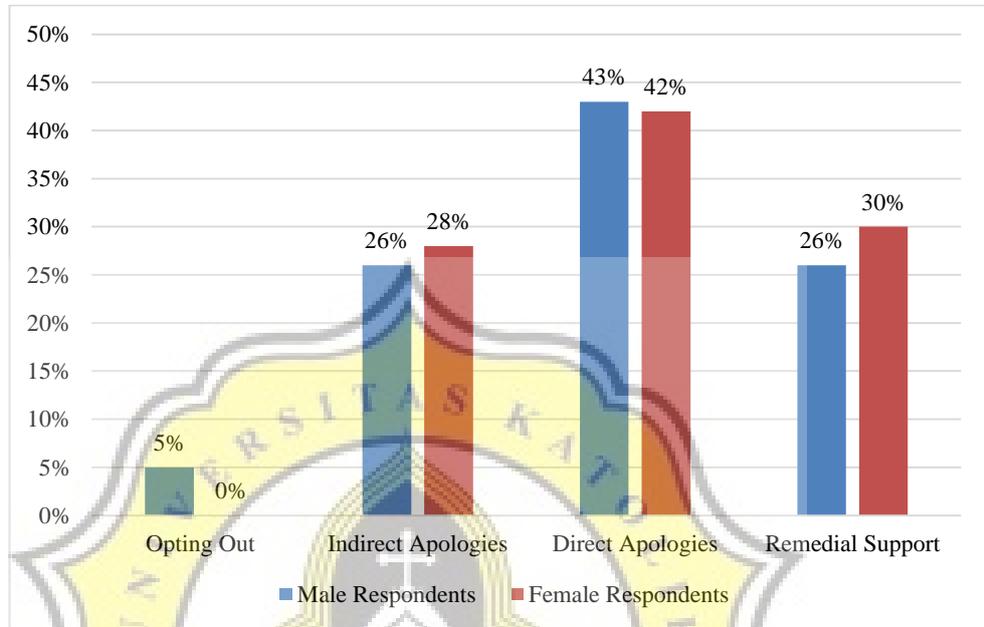
The third strategy or the least frequently used is Indirect Apologies. The participant said *"I'm to excited to see the other book"*. This means the participant forgot to buy a book for her father, but the participant tried to explain to her father the real situation that has happened which led into the mistake made by the participant. Therefore, this answer was categorized as an explicit explanation.

In conclusion, both male and female answers are almost the same. They did a polite thing such as making apologize and offering some help to solve their problem. It happened as the situation was between a father and his child. Generally when a child forgot to do his or her father's request, he or she would have a kind of guilty feeling. Therefore, apologizing was a normal thing to do when this kind of situation happened.

#### **4.10 Strategies Used in Situation 10 (canceling an appointment)**

There were five apology strategies and some of them were used by the respondents in response to Situation 10. The writer presented the strategies

applied into two charts. The first chart shows the male respondents' responses while the second chart shows the female respondents' responses.



**Figure 10. Primary Apology Strategies in Situation 10**

#### 4.10.1 Male Respondents

The male respondents used four strategies among the five available strategies. The most frequently used strategies is Direct Apologies. The principal said “*I’m sorry*”, which means he/she regretted his/her mistakes. This answer was categorized as an expression of regret.

The second mostly used strategies are Remedial Support and Indirect Apologies. One example of the Remedial Support strategies which the respondent used is the use of “*Can we make the appointment again?*” sentence. In this answer, the principal asked a repair with one to a senior teacher because the principal cancelled the appointment. So,

they could maintain a good relation. It was classified as an offer of a repair

Meanwhile the Indirect Apologies was used when the respondent answered, *"I have something to do"*. It was an implicit explanation. In this situation, the principal wanted to cancel the appointment to one of the senior teacher. The principal tried to give an explanation to the senior teacher.

The third strategy or the least frequently used is Opting Out. The principal said *"Accept it or you fired"*. It was another uncommon response, too. It is too rude to be said to a person.

#### **4.10.2 Female Respondents**

The female respondents used three strategies among the five available strategies. The most frequently used strategies is Direct Apologies. In this situation, the principal cancelled his/her appointment with one of the senior teacher. The principal said *"I apologize"*, it means the principal asked for an apology to the senior teacher because the principal had to cancel the appointment. This answer was categorized as an offer of apology

The second strategy that was frequently used is Remedial Support. In this situation, the principal cancelled the appointment. The principal tried to change to another day with the senior teacher. The principal said *"How if tomorrow?"*. Therefore, this answer was categorized as an offer of a repair.

The third strategy or the least frequently used is Indirect Apologies. In this situation the principal said *“I forgot to tell you that I have another appointment”* to one of the senior teachers. In this answer the principal tried to give an explanation why she cancelled the appointment. It was classified as an explicit explanation.

In the end, the answers of both male and female were indifferent. They did a polite thing although, they are younger than the teacher and they have high position. This might be affected by their Eastern culture because in the Eastern culture young people are taught to be polite to the senior teacher.

The aforementioned analysis had different number of each strategy chosen. There were some situation which had the Direct Apologies as the most frequent strategy chosen. Meanwhile, there was another situation which had the Remedial Support as the most frequent strategy chosen. Totally there were nine situations which had the Direct Apologies as the most frequent strategy chosen and there was one situation which had the Remedial Support as the most frequent strategy chosen.

Beside finding the most frequent strategy chosen, the writer also found the least one. It was Evasive Strategy. It became the least frequent strategy used in all of the ten given situations. Furthermore, there were even some situations in which none of the respondents did not choose this strategy at all.