

The Questionnaire

Dear respondent,

The researcher is conducting a study entitled **The Use of Apology Strategies: A Comparative Study between Faculty of Letter's Teachers and English Native Speakers**. You are kindly requested to read and complete the dialogue of this questionnaire carefully and accurately. The information obtained for this research will be kept confidential and used only for the purposes of the academic research.

Thank you

Febe Erliana Dewi

I. General Information:

Sex: Male Female

Nationality :

II. Please respond to these questions as realistically and honestly as possible.

1. John and Jack are friends. John borrowed Jack's car. But while he was backing up, he hit a lamppost and damaged the rear of the car. John is returning the car to his friend.

Jack: I hope you are OK! What happened?

John:

2. Merry and Suzie are friends. Merry borrowed a magazine from Suzie. But a child at home tore the cover page. Now, they are at Suzie' home. Merry is giving back the magazine to Suzie.

Suzie: Oh! What happened to the magazine?

Merry:

3. A university teacher mistook one student's exam paper for another due to the similarity in their names and failed him. The teacher knew that he made a mistake, and the student knew what had happened and went to the teacher.

The student: What has happened, Sir?

The teacher:

4. A university student borrowed her teacher's book and promised to return it that day. When she arrived at university, she discovered that she forgot the book at home. Now she meets her teacher.

The teacher: Have you brought the book?

The student:.....

5. Jane wanted to visit Betty in her new office at the university. She went to the university and opened a door of an office and went in supposing that it was Betty's office, but she discovered that it was somebody else's office (it was Mike's). Jane and Mike don't know each other. Jane opened the door and went in suddenly while Mike was writing; he stopped writing and looked up Jane that it was the wrong office.

Jane:.....

6. While travelling, James placed a heavy bag on the bus shelf. The bus stopped suddenly and the bag fell on a passenger.

The passenger: Oh God! What was that?

James:

7. Tina and Terry are co-workers. Terry forgot to pass a private message to Tina, this is the second time he forgets to pass a message on to her. Tina knew Terry had a message for her and went to him.

Tina: I've been told that you have a message for me.

Terry:

8. Mona and Freddy are co-workers. Somebody in the office borrowed some money from Mona and did not give it back. She insisted that Freddy is the one who borrowed money from her. Freddy insisted that he did not borrow anything from her. She did not believe him. Suddenly another co-worker came into the room and heard the discussion. He told Mona that he was the one who borrowed the money, not Freddy.

Freddy: (angrily) Do you believe me now?

Mona:

9. A company manager is supposed to interview a man for a job, but he had been called to an unexpected meeting in another place, therefore, he arrived at his office half an hour late.

His secretary: This is Michael Mc. White. He has been waiting for you for half an hour.

The manager:

10. Jimmy Brokelyn applied for a job in a factory and had an interview with the manager. He was caught in a traffic jam and arrived half an hour late. Now the secretary takes him into the manager's office.

The secretary: This is Jimmy Brokelyn.

The manager: You are here at last?

Jimmy:

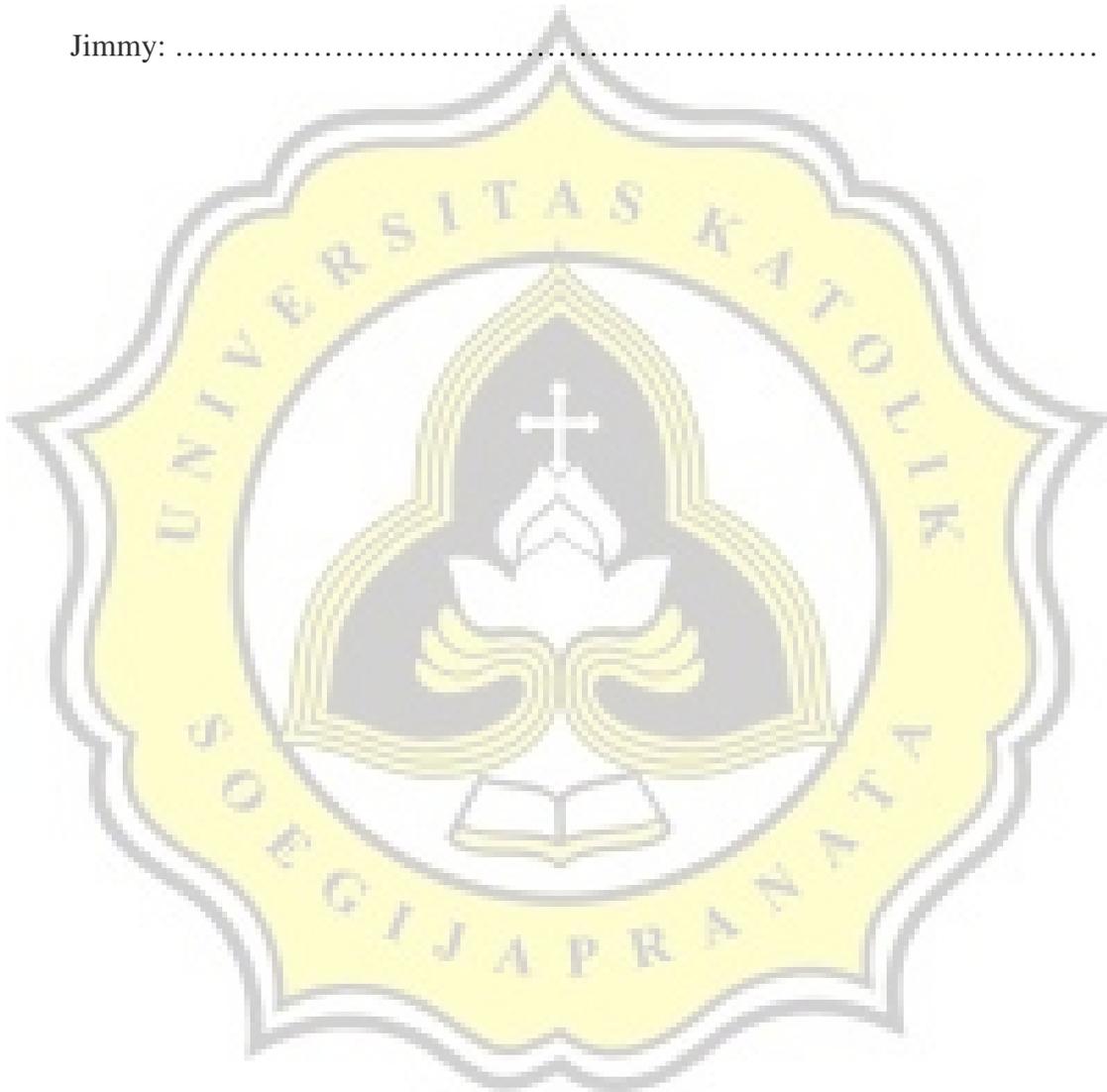


Table 1
Kinds of Apology Strategies used by The Indonesian English Teachers and Australian Native Speakers.

Indonesian Questionnaire no.1

Respondents	Responses	Strategies
1	Well, things went bad, I hit a lamppost. Sorry	Downgrading Responsibility (Justification)
2	Yes, I'm Ok. But I'm really sorry, I broke your car. I will change the damaged that. I've made. Once again sorry.	Offer of Repair
3	I'm so sorry. I just hit the lamppost. The rear was damaged. I'll find a way to repair/ change it.	Offer of Repair
4	I'm so sorry there's a little accident when.....	Up grader
5	I'm Okay, but sorry I mess up your car.	IFID
6	Thanks. I hit a lamppost.	Downgrading Responsibility (Justification)
7	Jack I am sorry for I have bumped into the lamppost. I was trying to be careful but my eyes couldn't see well.	Downgrading Responsibility (Excuse)
8	I am really sorry. I think I've just hit a lamppost.	Downgrading Responsibility (reducing severity of offense)
9	I am sorry, I have an accident.	Downgrading Responsibility (Excuse)
10	I accidentally hit the lamppost and damage your rear. I'm terribly sorry & I will pay all the cost to fix it.	Offer of Repair

Australian Questionnaire no 1

Respondents	Responses	Strategy
1	I am so sorry, I accidentally hit a lamp post. So sorry!!!	Downgrading Responsibility (Justification)
2	Oh my God I'm so sorry! I feel terrible.	Taking on responsibility (self-blame)
3	I had an accident with your car I am so sorry. I will pay for the damage.	Offer of Repair
4	I'm really sorry. I damaged your car.	Taking on Responsibility (Admission of fact)
5	I'm so sorry I damaged your car! I wasn't looking carefully.	Taking on responsibility (self-blame)
6	Fucking lamp post was too dark to see,,, sorry mate..	Downgrading Responsibility (reducing severity of offense)
7	Sorry mate, I hit a post, I'll pay for the damage.	Offer of Repair
8	I'm really sorry. I hit a post when I was doing a reverse park.	Downgrading Responsibility (Justification)
9	So sorry John. I feel awful. I just didn't see the post. I will pay for all costs to get it fixed.	Offer of Repair
10	I'm very sorry but I hit a lamppost when I was backing up and damaged our car, I will pay to repair the damage.	Offer of Repair

Indonesian Questionnaire no.2

Respondents	Responses	Strategy
1	Sorry, it's my fault. I didn't pay attention to it.	Taking on responsibility (self-blame)
2	Yes, I'm sorry for that. I didn't do it on purpose really. Can I buy you another magazine?	Verbal redress
3	Oh, I'm so sorry.... My son tore the cover unaccidentally. Where do you buy this? I'll change with the new one.	Offer of Repair
4	Please forgive me.... My child.....	IFID
5	Well, I guess you won't mind. It's the old one, isn't it?	Verbal redress
6	Sorry about this.	IFID
7	Please forgive me for my son has torn your magazine accidentally. How if I buy a new magazine for you?	Verbal redress
8	Ehm, I am so sorry about the magazine. Is there any way to replace the magazine?	Verbal redress
9	Suzie gives me an apologize because of child's mistaken	Downgrading Responsibility (Excuse)
10	My son tore it, sorry. I'll give you the new one.	Offer of Repair

Australian Questionnaire no. 2

Respondents	Responses	Strategy
1	Sorry Suzie, my daughter tore the page.	Downgrading Responsibility (Excuse)
2	I'm really sorry, hope it's OK.	Verbal redress
3	I am so sorry, my child tore the page, I can buy you next months magazine if you like.	Verbal redress
4	I'm terribly sorry but my son tore your magazine.	Downgrading Responsibility (Excuse)
5	I'm sorry I left it lying around my child ripped it! I'll buy you another one if you want!	Verbal redress
6	My little one tore the page away.. I'll get you a new one for the next publication.	Offer of Repair
7	Oh the kids were playing it and tore it, sorry	Downgrading Responsibility (Excuse)
8	Junior tore it when she found it on the table. Would you like me to buy you the next issue to make up for it?	Verbal redress
9	Oh Suzie, I feel so embarrassed about this but my child tore the cover. Can I buy you a new one for you?	Verbal redress
10	I'm very sorry Suzie but a child tore a page out at home, can I buy you another magazine?	Verbal redress

Indonesian Questionnaire no.3

Respondents	Responses	Strategy
1	I made a terrible mistake. I apologize....	Taking on Responsibility (Admission of fact)
2	Yes, I realize that I've made a mistake. I will repair it for you. I'm sorry.	Offer of Repair
3	Well, I do apologize for this misunderstanding. I'm still on the progress to change your mark.	Offer of Repair
4	I think I have made a mistake after I checked my file. I found that	Taking on Responsibility (Admission of fact)
5	I apologize for this mistake.	IFID
6	I made a mistake. I'm sorry.	Taking Responsibility (Admission of fact)
7	I am sorry for my mistake. I didn't check it well. Don't worry. I have fixed it.	Offer of Repair
8	Ah yes, I am really sorry about what happened but I'll make sure that I'll revise it as soon as possible.	Offer of Repair
9	Sorry, I have made a mistake.	Taking on Responsibility (Admission of fact)
10	Apparently I mistake yours with someone else's. but, the problem is fixed now, very sorry for the inconvenient	Offer of Repair

Australian Questionnaire no. 3

Respondents	Responses	Strategy
1	I am so sorry, I will have issue fixed immediately.	Offer of Repair
2	Oh, I'm sorry, there was a mix up with the marks, hope you understand.	Taking on Responsibility (Admission of fact)
3	I have made a mistake with the papers, I am sorry. I will remark your paper.	Offer of Repair
4	I apologize for the error, I'll change the grade immediately.	Offer of Repair
5	I made a mistake when I marked your exam- I failed the wrong person. I'm sorry. I'll change the grade.	Offer of Repair
6	I messed up with the papers.. I've corrected the grading this morning, so you don't need to about failing.	Offer of Repair
7	I made a mistake, sorry about that.	Taking on Responsibility (Admission of fact)
8	Your paper had a number of errors in it.	Downgrading Responsibility (Denial)
9	I just don't know how this happened, I am so particular and this exam is so important. I will reverse the marks with the other student. I apologize for this mistake. It should not have happened.	Offer of Repair
10	I mistook your name for another student's exam paper, I apologize for the mistake and I will remark the paper and fix the problem.	Offer of Repair

Indonesian Questionnaire no.4

Respondents	Responses	
1	No, sir. I forget to bring it.	Taking on Responsibility (Admission of fact)
2	No Mam, I'm really sorry because I forget bring the book. Can I return it tomorrow?	Verbal Redress
3	Oh, I do apologize, ma'am? I forgot to bring it. I promise to return it to you tomorrow morning.	Offer of Repair
4	I should apologize to you because I forget to bring your book. I promise to take it back after this.	Offer of Repair
5	I do beg your pardon, Sir. I forget to bring it. May I bring it to your house tonight?	Verbal Redress
6	I'm sorry. I forget.	Taking on Responsibility (Admission of fact)
7	Please forgive me Sir, I forget to bring the book for I was in rush.	Taking on Responsibility (Admission of fact)
8	I am sorry. I forgot to bring the book. Is it possible for me to return it tomorrow?	Verbal Redress
9	Yes, Mom, but I forgot to bring it now.	Taking on Responsibility (Admission of fact)
10	No, sir. I forget for bring it. Sorry, I promise for bring it tomorrow.	Offer of Repair

Australian Questionnaire no. 4

Respondents	Responses	Strategy
1	I have accidentally left the book at home, I'm sorry I hope this is not an inconvenience, I will bring it tomorrow I promise.	Offer of Repair
2	No, I'm really sorry I forgot it. Do you need it immediately?	Verbal Redress
3	Look I am so sorry. I left the book at home. I can get it this afternoon or can I bring it tomorrow?	Verbal Redress
4	No, unfortunately I left it at home. Sorry.	Taking on Responsibility (Admission of fact)
5	I'm sorry but I left your book at home!	Taking on Responsibility (Admission of fact)
6	I'm really sorry, I forgot to bring the book this morning. I promise to bring it tomorrow or if you want I can come back this afternoon to drop it off at your locker.	Offer of Repair
7	No I so sorry. I left it at home.	Taking on Responsibility (Admission of fact)
8	I'm sorry that I left it behind. I will bring it in tomorrow.	Offer of Repair
9	No, I am so sorry, I will go home immediately and get it for you. Where will I find you?	Offer of Repair
10	I'm very sorry but I forgot to bring the book today I will bring it to you tomorrow.	Offer of Repair

Indonesian Questionnaire no.5

Respondents	Responses	
1	Ups! Sorry, Wrong place	Downgrading Responsibility (justification)
2	I'm sorry, I think I get in the wrong office. Sorry to bother you.	Downgrading Responsibility (claiming ignorance)
3	Ooops, I'm so sorry. I think I've been entering the wrong office.	Downgrading Responsibility (claiming ignorance)
4	O....o..... Sorry.... I think I enter the wrong office.	Downgrading Responsibility (claiming ignorance)
5	I'm sorry. I thought it's my friend's office. Do you mind showing me the right one?	Downgrading Responsibility (reducing severity offense)
6	Sorry, wrong room.	Downgrading Responsibility (justification)
7	Sorry, I thought it is Betty's office. I didn't check it.	Taking on Responsibility (Admission of fact)
8	I am sorry. I am looking for Betty. But I think that I went to the wrong office.....Excuse me....	Downgrading Responsibility (claiming ignorance)
9	Sorry, I disturb you, I do wrong office.	Downgrading Responsibility (justification)
10	Uhm, Sorry, I thought it was Betty's office. Do you know where it is?	Downgrading Responsibility (reducing severity offense)

Australian Questionnaire no. 5

Respondents	Responses	Strategy
1	Sorry Sir, I am looking for Betty's office.	Downgrading Responsibility (justification)
2	Oh I'm sorry, wrong office! Was looking for Betty?	Downgrading Responsibility (reducing severity offense)
3	I am very sorry, I have made a mistake, I am looking for Betty's office.	Downgrading Responsibility (justification)
4	Oh, is this Betty's office? I'm sorry, can you please tell me where it is? Thank you.	Downgrading Responsibility (reducing severity offense)
5	I'm sorry, I thought this was Betty's office!	Downgrading Responsibility (claiming ignorance)
6	Oops sorry, my bad...	Taking on Responsibility (Admission of fact)
7	Oh sorry, wrong room	Downgrading Responsibility (justification)
8	Excuse me, I'm looking for Betty's office.	Downgrading Responsibility (justification)
9	Oh I'm so sorry for barging in like that. I thought it was my friend's office. It was so rude of me, I should have checked. Jane is new to the university. Do you know where her office is?	Downgrading Responsibility (reducing severity offense)
10	I'm terribly sorry to interrupt I thought this was Betty's office please excuse me.	Downgrading Responsibility (claiming ignorance)

Indonesian Questionnaire no.6

Respondents	Responses	Strategy
1	Forgive me, Sorry. It's my bag.	Taking on Responsibility (Admission of fact)
2	Oh my God, I'm terribly sorry for that.	Up grader
3	I'm so sorry Madam. It's my bag.	Taking on Responsibility (Admission of fact)
4	Oh my God! I'm so sorry Sir... It's my stuff.	Taking on Responsibility (Admission of fact)
5	Ups! It's mine Sir. I hope you're just fine. I'll move it here.	Verbal redress
6	It was my bag. I'm sorry. Are you Ok?	Verbal redress
7	Ups Sorry, It fell on to you. It slipped from the shelf. I didn't put place it well.	Taking on Responsibility (Lack of intent)
8	Oops sorry, my mistake. It's my bag. Are you all right?	Verbal redress
9	Excuse me.	IFID
10	Oh, terribly sorry. It's my beg. Let me put it here.	Verbal redress

Australian Questionnaire no. 6

Respondents	Responses	Strategy
1	Sorry about that, this is my bag, it must have fallen down with the bus stopping so suddenly.	Downgrading Responsibility (justification)
2	Oh I'm sorry, my bag fell from the shelf. Are you OK?	Verbal redress
3	That was my bag I am so sorry, are you OK?	Verbal redress
4	Sorry mate, I didn't mean for that to happen	Taking on Responsibility (Lack of intent)
5	I'm so sorry! My bag fell on you. Are you OK?	Verbal redress
6	Bloody bus driver is stopping abruptly causing my bag to fall on you, you ok?	Verbal redress
7	I'm so sorry, are you OK?	Verbal redress
8	Are you hurt?	Verbal redress
9	Oh my God! What was that?	Downgrading Responsibility (claiming ignorance)
10	That was my bag I 'm terribly sorry are you ok?	Verbal redress

Indonesian Questionnaire no.7

Respondents	Responses	
1	Gosh! Yeah. I forget it. Sorry for not telling you.	Taking on Responsibility (Admission of fact)
2	Oh ya, I'm sorry. I completely forget. Please forgive me.	Taking on Responsibility (Admission of fact)
3	Yes, But I'm so sorry. I forget to give it to you.	Taking on Responsibility (Admission of fact)
4	Oh yes! I'm sorry I forget to tell you.	Taking on Responsibility (Admission of fact)
5	Yes, I was about to tell you about it. Sorry it's a little late again.	Verbal redress
6	Oh yes, Sorry, I completely forget it.	Taking on Responsibility (Admission of fact)
7	I am sorry Tina, I forgot to tell you the message. I am too busy lately.	Taking on Responsibility (Admission of fact)
8	Oh my God. Sorry. I forgot. Don't be angry, will you?	Verbal redress
9	Sorry, I forget to tell you.	Taking on Responsibility (Admission of fact)
10	Oh... Ya! Sorry I forget about that. Here!	Offer of Repair

Australian Questionnaire no. 7

Respondents	Responses	Strategy
1	Sorry Tina, I have a terrible memory. Here is the message.	Offer of Repair
2	Oh yeah, I forgot to tell you before, Sorry!	Taking on Responsibility (Admission of fact)
3	I am sorry Tina, I forgot to pass on the message! Won't let it happen again.	Verbal redress
4	Oh God yes, sorry I just remembered I've got a terrible memory.	Taking on Responsibility (self-blame)
5	I did but I forgot the message again. I'm sorry.	Taking on Responsibility (Admission of fact)
6	A message. What message?	Downgrading Responsibility (claiming ignorance)
7	Yeah sorry, here it is.	Offer of Repair
8	I'm glad you reminded me.	Downgrading Responsibility (reducing severity offense)
9	Yes, I'm so sorry I have forgotten again. I just find it so hard to remember everything. I must start waiting things down. I hope the message was not too important.	Downgrading Responsibility (reducing severity offense)
10	Yes I have, I'm sorry I had forgotten to pass the message on to you, here is the message.	Offer of Repair

Indonesian Questionnaire no.8

Respondents	Responses	Strategy
1	My mistake. I do apologize for being so suspicious	IFID
2	Yes, I am really sorry about that...	Up grader
3	Yes, Freddy. I'm so sorry. I didn't mean to judge you. Please forgive me for this misunderstanding.	Taking on Responsibility (Lack of intent)
4	I'm sorry Freddy. I should not have done it to you.	Downgrading Responsibility (claiming ignorance)
5	Come on Freddy, this is the first time you didn't borrow money from me, anyway, I'm sorry for being so rude to you.	Downgrading Responsibility (reducing severity offense)
6	Sorry.	IFID
7	I am sorry Freddy. I miss judged you, for I am too stupid.	Taking on Responsibility (self-blame)
8	I do apologize. I thought it was you. Forgive me. I'll do everything to make you feel better.	Verbal redress
9	Yes, I am sorry about that	IFID
10	Yes, I do. Sorry, I was so confused about who had borrowed my money because I need it badly now. Very sorry.	Downgrading Responsibility (reducing severity offense)

Australian Questionnaire no. 8

Respondents	Responses	Strategy
1	I apologize, I shouldn't have jumped to the conclusion so quickly.	Downgrading Responsibility (reducing severity offense)
2	Yes, I'm sorry I doubted you. I shouldn't have just assumed it was you.	Downgrading Responsibility (claiming ignorance)
3	I am really sorry. I was just worried that's all.	Up grader
4	I don't know what to say. I didn't mean to accuse you.	Taking on Responsibility (Lack of intent)
5	I do. I'm so sorry that I thought it was you. Can you forgive me?	Downgrading Responsibility (claiming ignorance)
6	I'm very sorry, I was a bit upset then.	Taking on Responsibility (Self blame)
7	Sorry, I should have believed you.	Downgrading Responsibility (claiming ignorance)
8	I obviously made a mistake. I'm sorry.	Taking on Responsibility (Admission of fact)
9	I'm so sorry I really thought that it was you that owed me the money. Please forgive me for not believing you.	Downgrading Responsibility (claiming ignorance)
10	I am very sorry for accusing you Freddy please accept my apology.	Upgrader

Indonesian Questionnaire no.9

Respondents	Responses	Strategy
1	Oh dear. Supposed if I phoned first telling the man to wait for a moment	Downgrading Responsibility (reducing severity offense)
2	I'm sorry for coming late, I have an expected meeting just now.	Downgrading Responsibility (justification)
3	I do apologize for this. It's because I had an unexpected meeting.	Downgrading Responsibility (justification)
4	I'm sorry to keep you waiting...	IFID
5	Oh hi Mr. White, Sorry for keeping you wait, shall we start the interview now?	Offer of Repair
6	Oh hi... I'm sorry to make you waiting.	IFID
7	I am so sorry for my being late. I should attend an urgent meeting just now.	Downgrading Responsibility (justification)
8	I am sorry for the inconvenience, Sir. I had some unexpected meetings, I hope it is all right with you.	Downgrading Responsibility (justification)
9	Forgive me.	IFID
10	Good morning thank you for waiting. I hope I don't cause you in any trouble for the delay. I do apologize.	Verbal redress

Australian Questionnaire no. 9

Respondents	Responses	Strategy
1	Sorry about the wait Sir, I will be happy to interview you right away.	Offer of Repair
2	I'm sorry Michael, I got caught up in a meeting. Hope you weren't waiting too long.	Verbal redress
3	I'm sorry. You had to wait, I appreciate your patience. I was called to an emergency meeting.	Downgrading Responsibility (justification)
4	I'm terribly sorry I'm late. I had a meeting that ran late- no excuse! Anyway, shall we get started?	Offer of Repair
5	Thank you for waiting. I had an unexpected meeting. I'm sorry.	Downgrading Responsibility (justification)
6	Hi, Michael, I'm sorry to keep you waiting, something came up.	Downgrading Responsibility (justification)
7	Sorry Mr. White, I was held up.	IFID
8	Hello Michael. I'm sorry I was late. I was called by urgent business.	Downgrading Responsibility (justification)
9	Thank you for waiting for me. I was called away unexpectantly. I know time your time is valuable and I apologize for holding you up.	Downgrading Responsibility (justification)
10	Thank you for waiting Michael. I'm sorry about the delay.	IFID

Indonesian Questionnaire no.10

Respondents	Responses	Strategy
1	The traffic went so crowded and jammed. My mistake for not anticipating it.	Taking on Responsibility (Admission of fact)
2	Yes Sir. I apologize because I'm late. I was trapped in a traffic jam.	Downgrading Responsibility (justification)
3	I'm so sorry sir. I was caught in a traffic jam. I do apologize for this.	Downgrading Responsibility (justification)
4	First I have to apologize. It's really beyond my control. Really appreciate you and your management to give me this chance. I'm sorry....	Downgrading Responsibility (reducing severity offense)
5	Yes, sir. After long struggling with the traffic. I am very sorry for being late.	Downgrading Responsibility (justification)
6	I'm so sorry. I was caught in a traffic jam.	Downgrading Responsibility (justification)
7	I am really sorry for my being late but I was caught on an unexpected traffic jam.	Downgrading Responsibility (justification)
8	I do apologize. I should have known that the traffic is heavy, these hours around this area. I wonder if you're still expecting me for the interview.	Downgrading Responsibility (Problematizing a precondition)
9	No, Sir. I am sorry I have arrived just now.	IFID
10	Yes, Sir. I'm very sorry to keep you waiting. I should've come earlier or anticipate the traffic jam. Now I'm ready to be interviewed.	Downgrading Responsibility (Problematizing a precondition)

Australian Questionnaire no. 10

Respondents	Responses	Strategy
1	I am so sorry Sir, I am not usually like this, there was a major traffic jam! Please still consider me for the job.	Downgrading Responsibility (justification)
2	I'm really sorry I couldn't get here earlier, I was stuck in bad traffic, sorry to have inconvenienced you.	Downgrading Responsibility (justification)
3	I am really really sorry, I was caught in a traffic jam, I know it's unacceptable.	Downgrading Responsibility (justification)
4	I realize how this must look but please believe me when I say that always on time. Sorry.	Taking on Responsibility (Lack of intent)
5	I'm sorry I got caught in a traffic jam.	Downgrading Responsibility (justification)
6	I know this is not an excuse but I'm really sorry to keep you waiting. I promise this won't happen again, sir.	Verbal redress
7	I'm so sorry, I was caught in a traffic.	Downgrading Responsibility (justification)
8	I'm sorry I'm late. I didn't realize there would be a traffic jam.	Downgrading Responsibility (Claiming ignorance)
9	I'm so sorry. I should have allowed for a traffic jam. Thank you very much for still seeing me. I would have understood if you had not. This job is very important to me.	Downgrading Responsibility (Claiming ignorance)
10	I'm very sorry. I'm late. I was caught in a traffic jam.	Downgrading Responsibility (justification)

Table 2

Table of Kinds of Apology Strategies used by The Indonesian English Teachers and Australian Native Speakers.

	SITUATION	1		2		3		4		5		6		7		8		9		10		T	
		I	A	I	A	I	A	I	A	I	A	I	A	I	A	I	A	I	A	I	A		
A P O L O G Y S T R A T E G I E S	IFID	1	0	2	0	1	0	0	0	0	0	1	0	0	0	3	0	3	2	1	0	14	
	Upgrader	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	2	0	0	0	0	5	
	Taking of Responsibility	Self-Blame	0	2	1	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	6
		Lack of Intent	0	0	0	0	0	0	0	3	0	0	1	1	0	0	1	1	0	0	0	1	8
		Admission of fact	0	1	0	0	4	2	4	0	1	1	3	0	7	2	0	1	0	0	1	0	27
	Downgrading Responsibility	Excuse	2	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
		Justification	2	2	0	0	0	0	0	0	3	4	0	1	0	0	0	0	4	5	5	6	32
		Claiming ignorance	0	0	0	0	0	0	0	0	4	2	0	1	0	1	1	4	0	0	0	2	15
		Problemating a precondition	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
		Denial	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
		Reducing severity of offense	1	1	0	0	0	0	0	0	2	3	0	0	0	2	2	1	1	0	1	0	14
		Offer of Repair	3	4	2	1	5	7	3	5	0	0	0	0	1	3	0	0	1	2	0	0	37
	Verbal Redress	0	0	4	6	0	0	3	2	0	0	4	7	2	1	1	0	1	1	0	1	33	
	TOTAL	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	100	