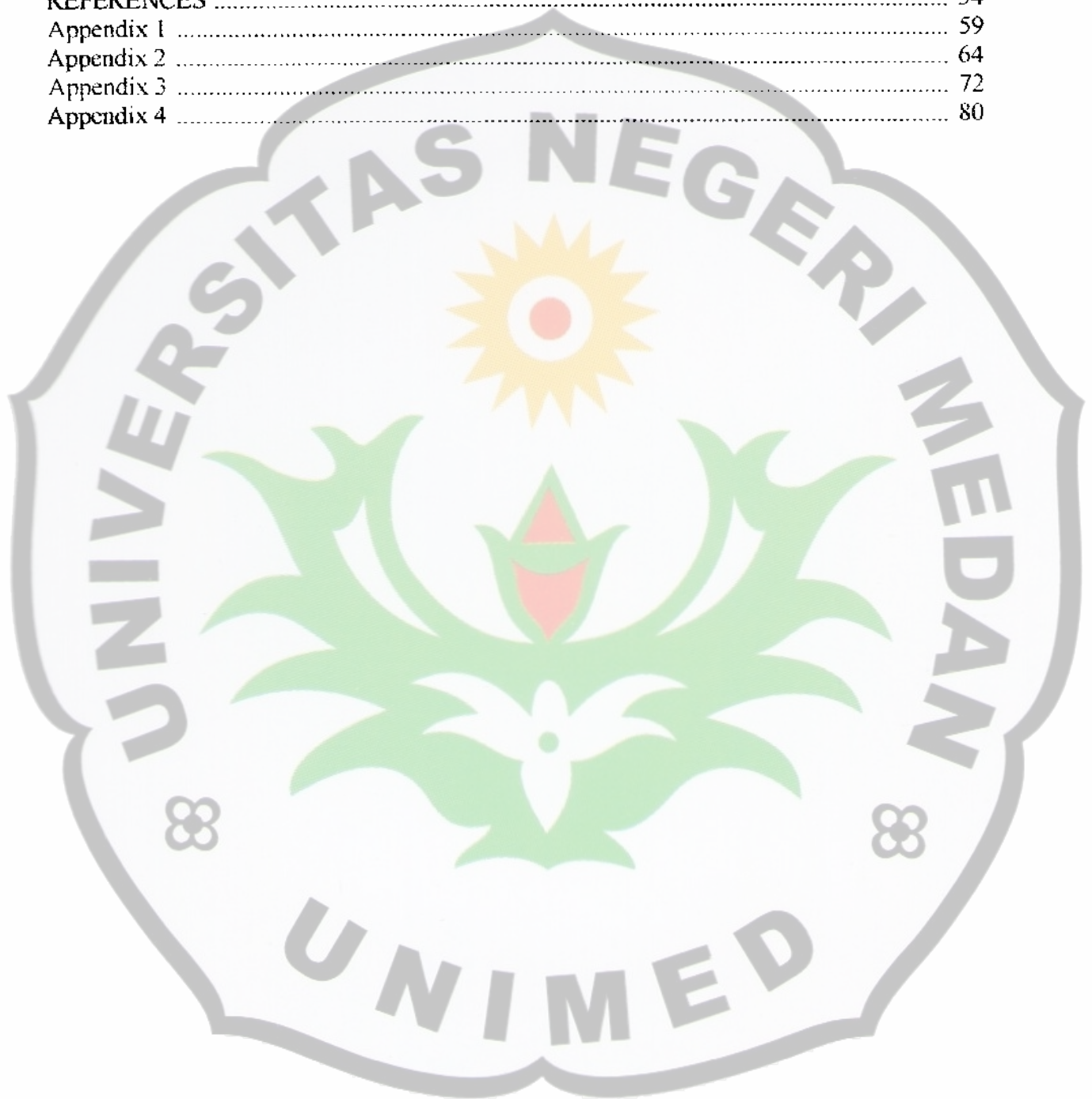


Table of Contents

	Page
ABSTRACT	i
ABSTRAK	ii
ACKNOWLEDGEMENT	iii
Table of Contents	v
List of Abbreviations	vii
List of Tables	viii
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Problems	5
1.3 Scope or Limitation	6
1.4 Objectives	7
1.5 Significance of Study	8
1.6 Basic Assumption	8
CHAPTER II REVIEW OF RELATED LITERATURE	10
2.1 Theoretical Framework	10
2.2 Theories of Speech Act	10
2.3 Speech Act Categories	15
2.4 Apology	17
2.4.1 Defining an Apology	17
2.4.2 Apologizing and Politeness	21
2.4.3 Apologies and Face	23
2.4.4 Apologies Strategies	24
2.4.5 Apologies and Social Factors	27
2.5 Characteristics of Offence	29
2.6 Learning Speech Act in English as a Foreign Language	29
CHAPTER III RESEARCH METHODOLOGY	32
3.1 Nature of Study	32
3.2 Source of Data and Subjects	32
3.3 Techniques for Collecting Data	33
3.4 Technique of Analyzing Data	35
CHAPTER IV RESULT AND DISCUSSIONS	37
4.1 Realization Pattern	37
4.2 Frequency of Use	42
4.3 Deviation of Usage	45
4.4 Distribution of Strategies across Situations	47
4.5 Apology and Social Factors	49

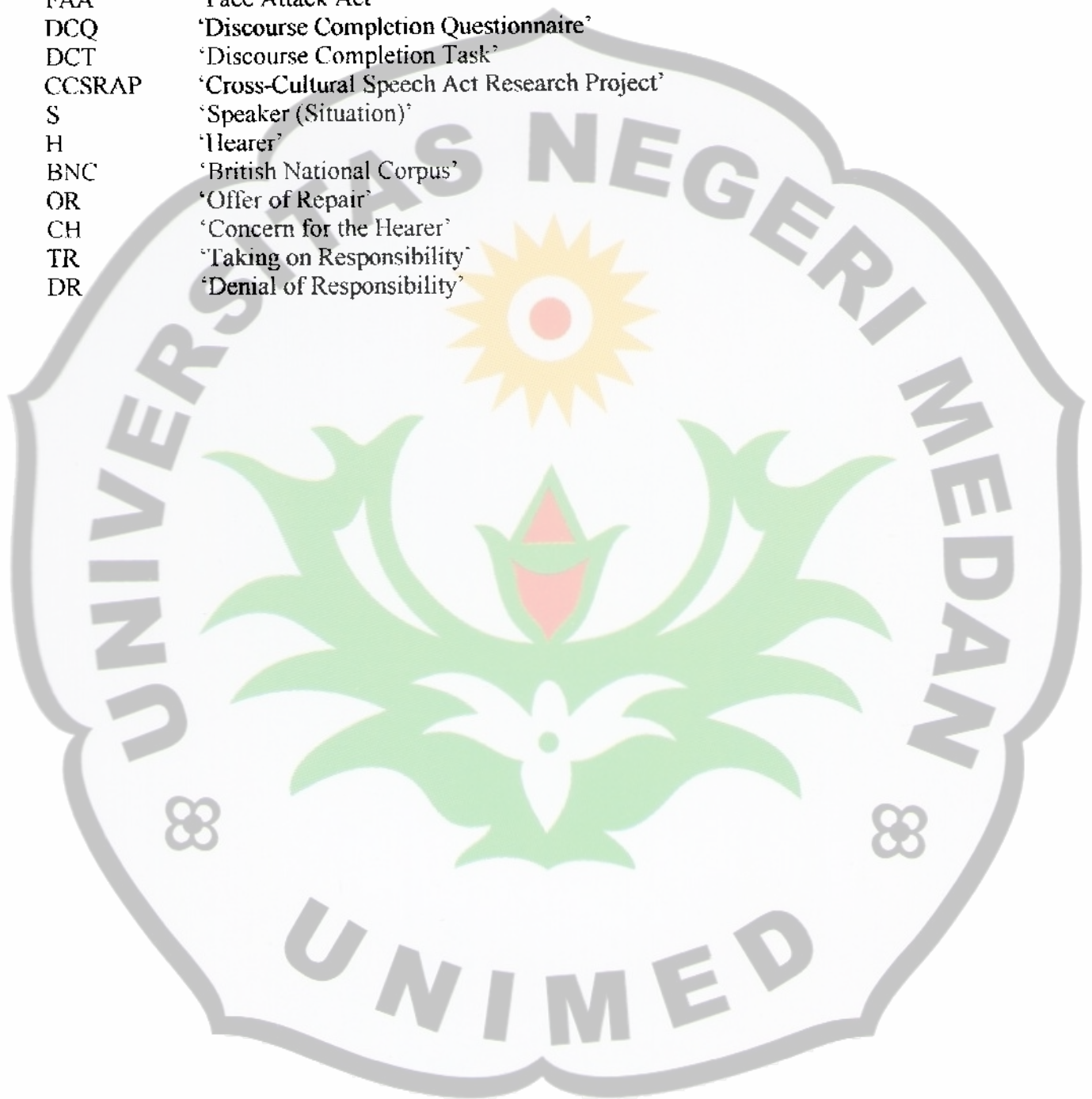
CHAPTER V CONCUSSIONS AND SUGGESTIONS	51
5.1 Conclusions	51
5.2 Suggestions	52
REFERENCES	54
Appendix 1	59
Appendix 2	64
Appendix 3	72
Appendix 4	80



List of Abbreviations

Abbreviations:

IFIDs	'Illocutionary Force Indicating Devices'
FTAs	'Face Threatening Acts'
FAA	'Face Attack Act'
DCQ	'Discourse Completion Questionnaire'
DCT	'Discourse Completion Task'
CCSRAP	'Cross-Cultural Speech Act Research Project'
S	'Speaker (Situation)'
H	'Hearer'
BNC	'British National Corpus'
OR	'Offer of Repair'
CH	'Concern for the Hearer'
TR	'Taking on Responsibility'
DR	'Denial of Responsibility'



List of Tables

	Page
Table 1. An Overview of the Speech Act Categories in British English	17
Table 2. The Realization Pattern of the Apology Speech Act	39
Table 3. Distribution of forms in IFIDs	40
Table 4. Distribution of Apology Strategies	42
Table 5. Frequency of Use in IFIDs	43
Table 6. Frequency of Use in Apology Strategies	44
Table 7. Distribution of Apology Strategies across Situations	48
Table 8. Social Factors and Situations	49

