

TABLE OF CONTENTS

TITLE SHEET	i
APPROVAL SHEET	ii
PERNYATAAN BEBAS PLAGIASI	iii
ACKNOWLEDGEMENTS	iv
ABSTRACT	v
INTISARI	vi
TABLE OF CONTENTS	vii
I. INTRODUCTION	1
1.1 Background of Choosing the Subject	1
1.2 Research Questions	3
1.3 Objectives of the Study	3
1.4 Focus and Scope of the Study	3
1.5 Method of Research	3
1.6 Literature Review	4
1.7 Presentation	7
II. THEORETICAL BACKGROUND	8
2.1 Pragmatics	8
2.2 Speech Acts	9
2.3 Apology Strategy	10
2.4 Factors Influence the Characters to Perform Apology	12



III. APOLOGY STRATEGY AND THE FACTORS WHICH INFLUENCE THE USE OF	
 APOLOGY	15
3.1 Apology Strategy	15
3.1.1 An Explicit Expression of Apology	16
3.1.2 An Explanation or Account of the Situation	26
3.1.3 An Acknowledgement of Responsibility	28
3.1.4 An Offer of Repair	38
3.2 Factors which Influence the Characters to do Apology.....	41
CONCLUSION	42
REFERENCES	43
LEMBAR PERNYATAAN PUBLIKASI	44
APPENDIX	45