



TABLE OF CONTENTS

APPROVAL SHEET	i
PERNYATAAN BEBAS PLAGIAT	ii
MOTTO	iii
DEDICATION.....	iv
ACKNOWLEDGMENTS	v
TABLE OF CONTENTS.....	vii
INTISARI	x
ABSTRACT	xi
LIST OF TABLES	xii
LIST OF ABBREVIATIONS	xiii
CHAPTER I.....	1
1.1. Background of Choosing the Subject.....	1
1.2. Research Questions	4
1.3. Research Objectives	4
1.4. Focus of the Study	5
1.5. Literature Review	5
1.6. Theoretical Framework	11
1.6.1. Communicative Competence	11
1.6.2. Speech act	12
1.6.3. Apology	13
1.6.4. Japanese Cultural Value.....	15
1.7. Research Methods	18
1.7.1. Method of Data Collection	19
1.7.2. Method of Data Analysis	21
1.8. Presentation	22
CHAPTER II.....	64
2.1. Apology Strategies Used by B1 CEFR Level Respondents.....	64
2.1.1. Illocutionary Force Indicating Device (IFID).....	66
2.1.2. Taking on Responsibility (ToR)	68
2.1.3. Explanation of the Situation (EOS)	69



2.1.4. Offer of Repair (OoR).....	70
2.1.5. Promise for Forbearance (PfF)	71
2.1.6. Concern for Hearer (CfH).....	72
2.2 Apology Intensification Used by B1 CEFR Level Respondents	73
2.2.1 Intensifying Adverbial (IA)	73
2.1.2 The word “Please” (P)	74
2.3. Apology Strategies Used by B2 CEFR Level Respondents.....	75
2.3.1. Illocutionary Force Indicating Device (IFID).....	76
2.3.2. Taking on Responsibility (ToR)	79
2.3.3. Explanation of Situation (EOS)	82
2.3.4. Offer of Repair (OoR).....	83
2.3.5. Promise for Forbearance (PfF)	84
2.3.6. Concern for Hearer (CfH).....	85
2.4 Apology Intensification Used by B2 CEFR Level Respondent	86
2.4.1 Intensifying Adverbial (IA)	86
2.4.2 Emotional Expression (EE)	87
2.4.3 Double Intensifier (DI)	87
2.4.4 The word “Please” (P)	88
2.5. Apology Strategies Used by C1 CEFR Level Respondents	89
2.5.1. Illocutionary Force Indicating Device (IFID).....	90
2.5.2. Taking on Responsibility (ToR)	93
2.5.3. Explanation of Situations (EOS).....	94
2.5.4. Offer of Repair (OoR).....	95
2.5.5. Promise for Forbearance (PfF)	96
2.5.6. Concern for Hearer (CfH).....	96
2.6 Apology Intensification Used by C1 CEFR Level Respondent	97
2.6.1 Intensifying Adverbial (IA)	97
2.6.2 Emotional Expression (EE)	98
2.6.3 The word “Please” (P)	98
2.7. Comparison of Apology Strategies Used by All EFL Categories and the Cultural Transfer	99



CHAPTER III	64
REFERENCES.....	68
APPENDIX	71