

REFERENCES

- Al-Zumor, A. W. Q. G. (2011). Apologies in Arabic and English: An inter-language and cross-cultural study. *Journal of King Saud University - Languages and Translation*, 23(1), 19–28.
<https://doi.org/10.1016/j.jksult.2010.02.001>
- Amalina, N.P. (2020). *Apology Strategies Produced by Indonesian and Australian Students* [Undergraduate Thesis, Universitas Gadjah Mada]. Electronic Theses and Dissertations Universitas Gadjah Mada.
- Blum-kulka, S., & Olshtain, E. (1984). Requests and apologies: A cross-cultural study of speech act realization patterns (CCSARP). *Applied Linguistics*, 5(3), 196–213. <https://doi.org/10.1093/applin/5.3.196>
- Byon, A. S. (2005). Apologizing in Korean: Cross-cultural Analysis in Classroom Settings. *Korean Studies*, 29. University Press of Hawaii.
<https://www.jstor.org/stable/23719530>
- Eslami, Z. R., Vanani, A., & Sarab, M.R. (2022). Variation Patterns in Interlanguage Pragmatics: Apology Speech Act of EFL Learners vs. American Native Speakers. *Contrastive Pragmatics*, 2(6).
<https://doi.org/10.1163/26660393-bja10068>
- Guan, X., Park, H. S., & Lee, H. E. (2009). Cross-cultural differences in apology. *International Journal of Intercultural Relations*, 33(1), 32–45.
<https://doi.org/10.1016/j.ijintrel.2008.10.001>
- Istifçi, I. (2009). The Use of Apologies by EFL Learners. *English Language Teaching*, 3(2). The Canadian Center of Science and Education.
- Irawan, S. M., & Hardjanto, T. D. (2022). A Gender-based Study of Apology Strategies Employed by Indonesian Students. *Lexicon*, 8(1), 12.
<https://doi.org/10.22146/lexicon.v8i1.65770>
- Kasper, G., & Blum-Kulka, S. (1993). *Interlanguage Pragmatics*. Oxford University Press.

- Lee, H. E. (2014). The effectiveness of apologies and thanks in favor asking messages: A cross-cultural comparison between Korea and the United States. *Journal of Language Social Psychology*, 31(3). Sage Publication.
<https://doi.org/10.1016/j.ijintrel.2014.10.004>
- Lee, H. E., Park, H. S., Imai, T., & Dolan, D. (2012). Cultural Differences Between Japan and the United States in Uses of ‘Apology’ and ‘Thank You’ in Favor Asking Messages. *Journal of Language and Social Psychology*, 31(3), 263–289. <https://doi.org/10.1177/0261927X12446595>
- Mathy, M., & Schleef, B.E. (2023). *Power Relations in Apologies: A Comparison of British and German Speakers of English* [Graduate Thesis, Paris Lodron University]. Paris Lodron University.
- Morrow, P. R., & Yamanouchi, K. (2020). Online apologies to hotel guests in English and Japanese. *Discourse, Context and Media*, 34.
<https://doi.org/10.1016/j.dcm.2020.100379>
- Park, H. S., & Guan, X. (2009). Culture, positive and negative face threats, and apology intentions. *Journal of Language and Social Psychology*, 28(3), 244–262. <https://doi.org/10.1177/0261927X09335249>
- Rastegar, S., & Yasami, F. (2014). Iranian EFL Learners’ Proficiency Levels and Their Use of Apology Strategies. *Procedia - Social and Behavioral Sciences*, 98, 1535–1540. <https://doi.org/10.1016/j.sbspro.2014.03.575>
- Salehi, R. (2014). A Comparative Analysis of Apology Strategy: Iranian EFL Learners and Native English Speakers. *Procedia - Social and Behavioral Sciences*, 98, 1658–1665. <https://doi.org/10.1016/j.sbspro.2014.03.590>
- Shibamoto-Smith, J. S. (2011). Honorifics, ‘politeness,’ and power in Japanese political debate. *Journal of Pragmatics*, 43(15), 3707–3719.
<https://doi.org/10.1016/j.pragma.2011.09.003>
- Usó-Juan, E., & Martínez-Flor, A. (2015). Assessing EFL Learners’ Performance of the Conventional Expressions of Complaining and Apologising. *Procedia - Social and Behavioral Sciences*, 173, 53–60.
<https://doi.org/10.1016/j.sbspro.2015.02.030>



Yule, G. (2010). *The Study of Language* (Fourth Edition). Cambridge University Press. www.cambridge.org/9780521765275

Yuliana, H. (2014). *Cultural Differences in the Situations of Expressing Gratitude Between Japanese and Indonesian College Students* [Graduate Thesis, Tohoku University]. Tohoku University Repository. <http://hdl.handle.net/10097/57620>