

**A STUDY ON GENDER-BASED DIFFERENCES IN
APOLOGY STRATEGIES OF ENGLISH DEPARTMENT STUDENTS
IN CAMPUS SETTING**

THESIS

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THESIS

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ABSTRACT

Ayubadiah, Fitrihnanda. 2014. **A Study on Gender-Based Differences in Apology Strategies of English Department Students in Campus Setting.** Study Program of English, Department of Languages and Literature, Faculty of Cultural Studies, Universitas Brawijaya, Malang. Supervisor: Emy Sudarwati. Co-Supervisor: Tantri Refa Indhiarti.

Key words: speech act, apology strategies, gender

This study is aimed to find out the apology strategies used by students of English Department Universitas Brawijaya. There were two problems of the study: (1) what are the types of apology strategies used by male and female students of English Department Universitas Brawijaya and (2) what are the factors that facilitate the differences of apology strategies used by male and female students of English Department Universitas Brawijaya.

This study used qualitative approach since the data collected are in the form of sentences. This research design was content analysis since this study analyzed the utterances of male and female students. Ten students consisting of 5 male and 5 female students are chosen with certain criteria.

This study found there are four strategies used by male students namely (1) explanation or account of situation, (2) expression of apology, (3) offer of repair, and (4) acknowledgement of responsibility. Female students use six strategies namely (1) expression of apology, (2) explanation or account of situation, (3) offer of repair, (4) acknowledgement of responsibility, (5) promise for forbearance and (6) concern for hearer. The result reveals that male and female students tend to use different strategies in making apology. Male students tend to use explanation or account of situation strategy while female students tend to use expression of apology strategy. Female students use acknowledgement of responsibility strategy toward friends more while male students only use this strategy toward lecturers. Direct offer of repair are mostly used by male students.

The factors that facilitate the use of different apology strategies are female usually involves personal feeling, emphasizes in intimacy and solidarity and apologizes for light offences whereas male uses logical thinking, emphasizes in power and status and prefer getting or giving solution rather than to sympathy.

The writer suggests the next researcher investigate apology strategies from different aspects: ages, social status and so on. The next researcher may investigate the differences in apology responses especially in using Bahasa Indonesia. Last, the next researcher can use other theories about apology strategies classification.

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