The Realization of Apologies by Indonesian Speaking in Indonesian and English as a Foreign Language

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Article History	**Abstract**
	Interlanguage Pragmatics examines how people with different first languages and cultural backgrounds use a common language system during social interactions. This research aimed to examine apology strategies employed by native speakers of Indonesia and Indonesian learners of English as a Foreign Language (EFL). A total of 40 people took part in the study, 20 native speakers of Indonesia and 20 learners of Indonesian as a foreign language (EFL). The study utilized a Discourse Completion Test (DCT) consisting of 6 different situations. The data were analyzed using the Banikalef (2015) methodology, which was obtained from the Olshtain and Cohen (1983) framework. The data demonstrate that they employ different strategies when offering apologies. Some of these strategies are IFID, explanation of account, acknowledgement of responsibility, offer of repairs, denial of responsibility, and concern for the hearer. It analyses the correlation between the utilization of politeness in social factors, such as power and social distance. Furthermore, gender differences cannot be overlooked.

INTRODUCTION

It is extremely crucial for students studying English as a foreign language to practice using polite language when communicating. Politeness is essential to the study of interlanguage pragmatics. According to Yule (1996), it is regarded as an interpersonal relations system created to reduce conflict in interpersonal interactions. To put it another way, being courteous is the act of engaging in conduct that promotes the growth of positive relationships between those involved in a particular engagement.

Interlanguage Pragmatics, or ILP for short, is a relatively young subfield of pragmatics that focuses on the intersection of interlanguage communication and language use. According to Kasper and Rose (2002), interlanguage is defined as the ability of non-native speakers to understand and carry out activities in the

target language, in addition to the growth of that language. With a theoretical framework in a cross-cultural setting, interlanguage pragmatics explains how to comprehend the words and actions. Interlanguage is also developed in a non-native language environment; the speaker must come from a completely different cultural background. Therefore, In order to assess the language usage of non-native speakers, such as Indonesian, it is more appropriate to undertake an interlanguage pragmatics research, which focuses on the use and acquisition of target language knowledge.

This research study provides a concise overview of the historical development of research in the field of interlanguage. The study of interlanguage pragmatics related to requests is a significant area of research. Nafiseh Hesam and Ma'ssoumeh Bemani Naein (2017) examines the request strategies employed by Iranian English as a Foreign Language (EFL) learners. The study focuses on the contrastive pragmatics aspect of the learners' use of request strategies, specifically in relation to their Persian L1 and English L2. Similarly, the study conducted by Min and Chung (2012) aims to examine the use of English language among Korean learners, with a particular focus on their usage and response to the speech act of requesting permission in English. Then, as conducted by Wisma Wijayanti, Agus Wijayanti, and Sri Marmanto (2019), the current study investigates the strategies employed by Indonesian English as a Foreign Language (EFL) learners to convey civility in their use of request speech acts. The final topic pertains to the politeness strategy employed by international debaters in interlanguage pragmatics of request, as discussed by Jessica Yunanda Bachtiar in 2022. The present research centers on the examination of request speech acts and the utilization of politeness strategies among international debaters who possess diverse cultural backgrounds. Then, international debater's politeness strategy in interlanguage pragmatics of request.

The present study entails a comparative analysis of the utilization of speech act apology among Indonesian English as a Foreign Language (EFL) speakers and Indonesian Native speakers. Additionally, it examines the gender-based apologies in Indonesia by comparing Indonesian EFL learners and Indonesian Native speakers. However, the existing research in this area remains limited. Also, there appears to be a lack of scholarly inquiry into the utilization of apologies by individuals who have not received formal education in the English language. Lastly, there has been no comparative analysis conducted on the politeness strategies employed in English language usage and the variations in apology techniques between Indonesian English as a Foreign Language (EFL) speakers and Indonesian Native speakers. Therefore, this study aims to fill in the gaps about non-native students' interlanguage pragmatic competence of speech acts of apologizing in the English language as non-native languages and native people in their mother tongue while taking into account gender and contextual factors (social distance and social power).

Based on the aforementioned limitations, this study will investigate how Indonesian EFL learners and Indonesian native speakers (INs) with different gender produce apology strategies. The purpose of the research are described as follows: 1) To find out **how** the male and female Indonesian Native speaker apologize in Bahasa Indonesia. 2)To find out **how** the male and female Indonesian

EFL learners apologize in English and to find out the differences between them when they produce apology strategies.

METODE

The methodology that was applied to the research is discussed in this chapter. The research type, subject of the study, instruments, data collection, and data analysis are all discussed in this section. This study employed a descriptive quantitative research type. The subjects of this study consist of native Indonesian speakers and EFL students who had taken a pragmatics course in Universitas Negeri Padang. The major instruments in this study is the Discourse Completion Task (DCT).

The researcher utilized the Discourse Completion Task using a role-play in order to gather data for this study. Six situations for role-playing apologies were created. Males and females' Native Indonesian speakers will receive a hand-out and participate in role plays in pairs while their performances are audio-recorded to answer research question number one. Male and female EFL students will receive a hand-out and participate in role plays in pairs while their performances are audio-recorded for the second research study. After collecting all data, the researcher will transcribe the audio recordings for analysis to answer the three research question. The hand-out containing an explanation of the situations, as well as sufficient time to examine them. Upon completion of the six scenarios, the subsequent pair commenced the protocol. We will have a total of 120 apologies.

The subsequent steps outline the data analysis procedures that the researcher will utilize to derive responses to the research inquiries The first research question, 'how do the males and females Indonesian Native Speakers (INs) apologize in Bahasa Indonesia?' The second question, 'how do the males and females Indonesian EFL learners apologize in English?'. The choice and creation of apologies in both Indonesian and English are the topics of the question. The apology responses of the male and female students were analyzed using a framework for apologetic strategies created by Olshtain & Cohen (1983) and Trosborg (1987), which Banikalif (2015) modified. Based on this classification, the researcher examined data from INs and Indonesian EFL learners about the implementation of apologetic methods in Indonesian and English as one of their non-native languages. In other words, the participants' replies to the six circumstances in both Indonesian and English are being categorized using the same methods.

To respond to question number three, do INS produce different apologizing strategies as compare to Indonesian EFL learners. The analysis focused on the length and content of the responses obtained from the role plays. To ascertain the total number of excuses the participants had provided, the researcher would combine the data from each approach.

RESULT AND DISCUSSION

This chapter contains finding and discussions. The primary result consists of a table that presents the apology strategies employed by English as a Foreign Language (EFL) students in response to the first study question. Next, the researcher gives a table displaying the number of native speakers in Indonesia in

order to address the second study question. Thirdly, the researcher continues to provide a comparison between English as a Foreign Language (EFL) students and native speakers of Indonesia. The chapter concludes with a discussion section that provides an interpretation of the study's findings.

Data Description

The data was gathered from male and female Indonesia learners of English as a Foreign Language (EFL), as well as Indonesia native speakers. There are twenty female participants and twenty male participants in this study. The study used a discourse completion task (DCT) to gather data in order to examine the apology strategies employed by Indonesia learners of English as a Foreign Language (EFL) learners and native Indonesian speakers. The research also aimed to investigate any gender differences in the utilization of apology strategies, as well as to compare the apology strategies used by Indonesia learners of EFL and native Indonesian speakers. The participants were instructed to participate in a role-play that focused around six different situations.

Realization of Apology by Male and Female Indonesia Native Speakers in Bahasa Indonesia

Power

An asymmetrical relationship between the speaker and the listener is known as relative power. Power is the primary factor that determines someone's position in society and the roles they play within it. To figure out if someone has power or not, one can look at their material control and spiritual control. This element impacts a people decision to adopt specific politeness strategies.

Context: More Powerful to Less Powerful

Table 1. Types of Apologies Strategies Used by Indonesian Native Speaker

NO	Types of Apology Strategies	Indonesian Native Speaker			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	4	4	4	5
2.	**Explanation of Account**	0	0	1	0
3.	**Acknowledgement of Responsibility**	0	0	0	0
4.	**Denial of Responsibility**	0	0	0	0
5.	**Offer of Repair**	0	0	0	0
6.	**Concern for the Hearer**	0	0	0	0

Script 1:

Situation when a customer with higher social power (+power) apologizes to waiters with lesser social power (-power).

- **Male to Female**

Sample 1:
- Male Customer : (Memanggil) Kak!
- Female Waiter : Iya, ada yang mau ditambah?
- Male Customer : Maaf kak, saya mau tukar pesanan.

Sample 1:
- Female Customer : (memanggil) Mas!
- Male waiter : Iya, ada yang bisa dibantu?
- Female Customer : Maaf mas, pesanan sayan yang tadi tidak jadi. Saya jadinya pesan yang ini saja.

- **Male to Male**

Sample 1:
- Male Customer : *(memanggil)* Mas!
- Male Waiter : Iya pak, ada yang bisa dibantu?
- Male Customer : Mohon maaf Mas, apa pesanan tadi bisa diganti karena setelah saya lihat menu disebelahnya saya lebih tertarik.

- **Female to Female**

Sample 1:
- Female Customer : Mba kesini mba (memanggil
- Female Waiter : Ada yang bisa saya bantu bu?
- Female Customer : Pesanan tadi ngak jadi, saya mau ganti menu aja. Maaf ya

Table 1 shows the strategies used when a customer with higher social power (+power) apologizes to waiters with lesser power (-power) because a customer wants to change the order. Table 1 clearly demonstrates that Indonesian native speakers both male and female employ IFID Strategies in this particular situation. The examples are considered to be examples of someone who has more power apologizing to someone who has less power. As can be seen from the example given above, they employed the IFID strategy because the words "Maaf" were present in the sample. These male and female customers used this strategy to express remorse for the choices they had made in the past. The male and female customer made use of the IFID and combined it with an addressing term and intensifier. As an expression of politeness to the waiter, the respondent's use of "Maaf" (meaning "sorry" in English) followed by the honorific "mas", "Bang", "Mba", and "Kak" in samples 1 and 2 in each gender can be identified.

Context: Less Powerful to More Powerful

Table 2. Types of Apologies Strategies Used by Indonesian Native Speaker

No	Types of Apology Strategies	Indonesian Native Speaker			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	11	12	9	8
2.	**Explanation of Account**	11	12	10	7
3.	**Acknowledgement of Responsibility**	1	0	2	1
4.	**Denial of Responsibility**	0	1	0	1
5.	**Offer of Repair**	0	0	0	0
6.	**Concern for the Hearer**	0	0	0	0

Script 2:

Situation where student with less power (-power) apologizes to lecturer with higher power (+power) because she/he come late to the class.

- **Male to Female**

Sample 1:
- Male Student   : Permisi bu, boleh saya masuk kelas?
- Female Lecturer   : Lihat sudah jam berapa ini. Kenapa Anda terlambat?
- Male Student   : Maaf bu, saya terlambat karena ada masalah di jalan bu

- **Female to Male**

Sample 1:
- Male Lecturer   : Anda, silakan keluar
- Female Student   : Maaf pak, tadi di jalan ada kendala ada kecelakaan lalu lintas**.** Izinkan saya masuk ya pak, lain kali tidak akan saya lakukan lagi.

- **Male to Male**

Sample 1:
- Male Lecturer   : Kamu tidak bisa mengikuti perkuliahan saya
- Male Student   : Mohon izin menjelaskan pak, hari ini saya kecelakaan yang menyebabkan saya terlambat hadir di perkuliahan bapak. Mohon izinkan saya untuk mengikuti perkuliahan ini pak

Sample 2:
- Male Lecturer   : Silakan keluar. Anda tidak diizinkan masuk ke kelas saya.
- Male Student   : Mohon maaf pak. Minta pertimbangannya karena di perjalanan menuju kampus terjadi kendala pak.

- **Female to Female**

Sample 1:
- Female Lecturer   : Anda tidak bisa mengikuti perkuliahan saya
- Female Student   : Bu, mohon maaf sebelumnya. Tadi di jalan ada kecelakaan sehingga saya terlambat. Apakah saya boleh mengikuti perkuliahan pada hari ini bu? Saya mohon maaf sebesar-besarnya. Ini di luar kendali saya bu

The strategies employed in the mentioned samples are IFID and Explanation of Account. In addition to applying the IFID strategy, the speaker in these circumstances also used the explanation of account strategy to explain the events that led to their offense. In order to persuade the listener with more power not to take offense, the speaker with less power used this strategy in response to unforeseen circumstances. Table 2 makes clear that explanation of account is one of the most often employed strategies.

Script 3:

Situation when a tenant with lesser social power (-power) apologizes to a landlord with higher social power (+power) due to their existing social relationship.

- **Male to Female**

Sample 1:

- Female Landlord   : Tanggal pembayaran kos nya sudah lewat. Kapan kamu bisa bayar?
- Male Tenant   : Maaf bu sebelumnya atas keterlambatan saya membayar biaya kos bulan ini dikarenakan orang tua saya terlambat mengirimkan uang kepada saya. Dikarenakan orang tua saya mengalami kejadian tidak terduga bu. Saya akan membayar uang kos ini segera bu. Terima kasih bu atas pengertiannya.

- **Female to Male**

Sample 1:
- Male Landlord   : hari ini batas waktu pembayaran kos. Kapan anda bisa bayar?
- Female Tenant   : Pak maaf sebelumnya, orang tua saya akan mengirimkan uang kos besok. Apakah boleh saya terlambat sehari? Karena kondisi keuangan keluarga saya sedang tidak stabil.

- **Male to Male**

Sample 1:
- Male Landlord   : kamu sudah menunggak uang kos bulan ini, kapan kamu membayarnya?
- Male Tenant   : Maaf pak saya terlambat bayar uang kos karena baru saja dikirim
-

- **Female to Female**

    Sample 1:
- Female Landlord   : kamu terlambat membayar uang kos. Kapan kamu bisa bayar?
- Female Tenant   : Maaf bu, memang salah saya, kiriman dari orang tua saya datang terlambat, kalau malam nanti sudah dikirim langusng saya bayar.

The strategies utilized in the previous samples are Explanation of Account and IFID. To explain the circumstances that led to their offense, the speaker used both the IFID Strategy and the explanation of account strategy in situations like this. The speaker with less power faced unpredictable circumstances and utilized this approach to persuade the listener with more power not to feel offended by employing this strategy. The speaker meets an unexpected circumstance where they are unable to fulfil the rent payment due to a problem. To avoid any misunderstanding or offense, they provide a detailed account explanation to the landlord. Table 2 demonstrates that the Explanation of Account strategy is widely utilized.

Social Distance

Social distance refers to different levels of familiarity between people engaged in communication (Brown & Levinson, 1987). Put simply, it relates to the various connections between people, such as those that are close or distance. It can be conceptualized as a spectrum with two extremes, one being the closest

people such as parents and relatives, while the other represents complete strangers.

Context: Unfamiliar
Table 3. Types of Apologies Strategies Used by Indonesian Native Speaker

No	Types of Apology Strategies	Indonesian Native Speakers			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	6	5	4	5
2.	**Explanation of Account**	3	2	1	0
3.	**Acknowledgement of Responsibility**	5	3	3	4
4.	**Denial of Responsibility**	0	0	0	0
5.	**Offer of Repair**	5	0	2	4
6.	**Concern for the Hearer**	1	1	1	1

Script 1:
This context of the situation is someone apologizes to an elderly. Where their unfamiliarity creates a significant social distance (+distance).
- **Male to Female**
Sample 1:
- An old lady   : Aduh. Jalan lihat lihat dong pak!
- A Man   : Mohon maaf bu, saya kurang teliti dan tidak melihat ibu, sini bu saya bantu. Sekali lagi saya mohon maaf, sepertinya kaki ibu terluka. Saya minta maaf dan akan bertanggung jawab

- **Female to Male**
Sample 1:
- An old man   : aduhh,
- A lady   : aduh pak, maaf betul saya terburu buru tadi pak, nggak sengaja keinjak kakinya bapak sekali lagi saya mohon maaf ya pak

- **Male to Male**
Sample 1:
- An old man   : kalau jalan tu diperhatikan ya
- A man   : Maaf pak, saya tidak sengaja. Kaki bapak terluka, mari saya obati

- **Female to Female**
Sample 1:
- An old lady   : aduhh, sakit
- A woman   : maaf bu saya tidak sengaja, sini bu saya bantu, mari bu kita ke klinik untuk megobati luka ibu.

When apologizing to an elderly person, the approaches taken are detailed in Table 3. Due to their unfamiliarity, both of them maintain a substantial social distance (+distance). Based on the information presented in Table 3, the IFID is the method most frequently utilized by groups of speakers. More precisely, ten native Indonesian male speakers and ten native Indonesian female speakers

exhibit a preference for it. Among Indonesian native speakers, the Acknowledgement of Responsibility strategy is the second most favoured.

Context: Familiar
Table 4. Types of Apologies Strategies Used by Indonesian Native Speaker

No	Types of Apology Strategies	Indonesian Native Speakers			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	15	5	5	12
2.	**Explanation of Account**	8	0	0	8
3.	**Acknowledgement of Responsibility**	4	4	2	1
4.	**Denial of Responsibility**	0	0	0	0
5.	**Offer of Repair**	10	2	4	13
6.	**Concern for the Hearer**	0	0	0	0

Script 2:
This context of the situation is someone apologizes to his/her friend. Where their familiarity creates a significant social distance (-distance).

- **Male to Female**

Sample 1
- Female friend   : ya ampun, vase saya pecah
- Male friend   : Maaf ya, anak saya emang nakal. Nanti kami ganti ya, ganti yang bagus. Sekali lagi maaf ya

- **Female to Male**

Sample 1
- Male friend   : ga apa apa, di beresin dulu sini
- Female   : Ya ampun, maaf sekali, anakku tidak sengaja

- **Male to Male**

Sample 1
- Male friend   : lah kok bisa pecah
- Male   : Aduh, mohon maaf ni bang. Gara-gara anak saya main disini, vas nya jadi jatuh. Ini gimana jadinya? Saya ganti ya

- **Female to Female**

Sample 1
- Female friend   : ya ampun, vase kesayangan aku pecah
- Female   : Aduhh maaf ya jeng, vas bunga kamu jadi pecah sekali lagi maaf ya nanti aku ganti kok vas bunganya

Script 3
This context of the situation is someone apologizes to his/her mother. Where their familiarity creates a significant social distance (-distance).

- **Male to Female**

Sample 1
- Mother   : belum di cuci juga piringnya?

- Son   : Maaf bu, saya lupa. Akan saya kerjakan sekarang.

- **Female to Female**

Sample 1
- Mother   : nak udah cuci piring belum?
- Daughter   : Mak maaf saya tadi lupa cuci piring tadi mak, saya janji tidak akan mengulanginya lagi

The strategies employed when a person apologizes to a friend while maintaining a social distance owing to their level of closeness are outlined in Table 4. Based on the frequencies listed in Table 4, IFID is the most commonly used method by native speakers of Indonesian. Both Indonesian male and female native speakers are included in this case. In addition, this refers to the strategies employed by a child when apologizing to their mother, taking into account the social distance and level of familiarity between them.

Realization of Apology by Male and Female Indonesian EFL Learners in English

Power

Relative power is the term used to describe an uneven power dynamic between the speaker and the listeners. Power is the predominant determinant of a people social status and the responsibilities they assume within society. In order to ascertain a person's power status, one may examine both their material and spiritual control. This factor influences a people choice to use particular politeness strategies.

Context: More Powerful to Less Powerful

Table 5. Types of Apologies Strategies Used by Indonesian EFL Learners

No	Types of Apology Strategies	Indonesian EFL Learners			
		M > F	F > M	M > M	F > F
7.	**Illocutionary Force Indicating Device (IFID)**	5	5	4	5
8.	**Explanation of Account**	0	0	0	0
9.	**Acknowledgement of Responsibility**	0	0	0	0
10.	**Denial of Responsibility**	0	0	0	0
11.	**Offer of Repair**	0	0	0	0
12.	**Concern for the Hearer**	0	0	0	0

Script 1:

Situation when a customer with higher social power (+power) apologizes to waiters with lesser social power (-power).

- **Male to Female**

Sample 1
- Customer   : Excuse me?
- Waiter   : Yes, what can I help you?
- Customer   : About my earlier order, I want to change it, is it still possible? Sorry for the inconvenient

- **Female to Male**

Sample 1
- Customer   : Excuse me
- Waiter   : yes
- Customer   : I'm sorry, can I change the food?

- **Male to Male**

Sample 1
- Customer   : Excuse me
- Waiter   : yes, what can I help you?
- Customer   : I would like to change my order please. I order the wrong item

- **Female to Female**

Sample 1
- Customer   : Hi, excuse me
- Waiter   : what can I help you?
- Customer   : sorry to bother you again. I ordered an iced tea, but I want to change it to chocolate milkshake. Would you mind changing the order for me please? Thank you

The strategies utilized in a situation where the customer holding higher social power (+power) apologizes to waiter having lesser social power (-power) are outlined in Table 4. Indonesian EFL learners clearly employ IFID (IFID) Strategies in this particular scenario, as evidenced by Table 4. Unlike native Indonesian speakers who use IFID paired with terms and intensifiers, Indonesian EFL learners do not.

Context: Less Powerful to More Powerful

Table 6. Types of Apologies Strategies Used by Indonesian EFL Learners

No	Types of Apology Strategies	Indonesian EFL Learners			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	8	12	11	7
2.	**Explanation of Account**	7	10	11	7
3.	**Acknowledgement of Responsibility**	1	1	0	1
4.	**Denial of Responsibility**	0	1	4	1
5.	**Offer of Repair**	0	0	0	0
6.	**Concern for the Hearer**	0	0	0	0

Script 2:

Situation where student with less power (-power) apologizes to lecturer with higher power (+power) because she/he come late to the class.

- **Male to Female**

Sample 1
- Female Lecturer   : why are you being late?
- Male Student   : I'm so sorry for being late ma'am. Could you give me one more chance? I promise this is the last

- **Female to Male**

Sample 1

- Male lecturer	:	you are late, please get out!
- Female student	:	Sorry I'm late again sir but this time it is because of a traffic jam sir. I admit I was wrong because I was late more than three times sir. If you don't let me, come to the class, it's okay sir I understand

- **Male to Male**

Sample 1

- Male lecturer	:	you already late for three times. You can't come in.
- Male student	:	Excuse me sir, can I come in? Umm, sorry for being late again because there was an accident, I couldn't pass that way. So, I'm so sorry sir. I believe this is not my fault because it was a traffic accident

- **Female to Female**

Sample 1

- Female lecturer	:	get out!
- Female student	:	I really apologize for coming late Ma'am. But I got stuck in a traffic jam, so it made me come late. I hope you can give me another chance because that's not purely my fault

Script 3:

Situation when a tenant with lesser social power (-power) apologizes to a landlord with higher social power (+power) due to their existing social relationship.

- **Male to Female**

Sample 1

- Female landlord	:	your rent bill it's already overdue
- Male tenant	:	Ma'am, I'm sorry. I can't pay the rent for now because my father hasn't transferred money for me for this month. He said to me that probably the money will be transferred about one week from now. So, can you please give me an extra time to pay my rent, ma'am please?

- **Female to Male**

Sample 1

- Male landlord	:	when will you gonna pay the rent fee?
- Female tenant	:	Excuse me sir, I apologize for pay the boarding fee late because my parents haven't sent me the money, so I will pay the boarding fee after my parents transfer to me

- **Male to Male**

Sample 1

- Male landlord	:	you are late to pay the bill
- Male tenant	:	My apology. I am only able to pay you right now because I received my salary late.

- **Female to Female**

Sample 1

- Female landlord	:	the rent billing deadline has passed? When will you gonna pay it?
- Female tenant	:	I apologize ma'am, I need your understanding because my mom hasn't transferred money to me to pay my rent so, please give me more time to pay it. Thank you, ma'am.

The strategies utilized in a situation where someone with less power (-power) apologizes to higher power (+power). There are two situations in this context, the first one is where a student apologize to a lecturer because she/he came late to the class. The second one is where a tenant apologize to a landlord due to late paying a rent fee. The strategy most frequently employed by Indonesian female native speakers, as indicated by the frequencies in Table 5, is the IFID and explanation of account. In the meanwhile, the strategy most frequently employed by male native speakers of Indonesian is the explanation of account.

Social Distance

Social distance pertains to varying degrees of familiarity among individuals involved in communication (Brown & Levinson, 1987). In essence, it refers to the diverse connections among people, encompassing both intimate and distant relationships. It can be visualized as a line with two opposite ends, one representing immediate family members and relatives, while the other end symbolizes individuals who are completely unknown.

Context: Unfamiliar

Table 7. Types of Apologies Strategies Used by Indonesian EFL Learners

No	Types of Apology Strategies	Indonesian EFL Learners			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	5	4	4	6
2.	**Explanation of Account**	0	0	0	0
3.	**Acknowledgement of Responsibility**	5	3	4	4
4.	**Denial of Responsibility**	0	0	0	0
5.	**Offer of Repair**	0	3	0	3
6.	**Concern for the Hearer**	3	3	3	2

Script 1:

This context of the situation is someone apologizes to an elderly. Where their unfamiliarity creates a significant social distance (+distance).

- **Male to Female**

Sample 1

- Old lady	:	ouch, it's hurt
- Man	:	I'm sorry Miss, I'm sorry. It was an accident, are you okay? Are you hurt? Oh my gosh, I'm so sorry for that okay, let me help you to take the stuff back

- **Female to Male**

Sample 1

- Old man	:	you hit me

- Woman : I am truly sorry; I didn't mean to do it. Are you okay? Do you want me to do something to make you get better?

- **Male to Male**

Sample 1
- Old man : look where you going
- Man : Aahh I'm so sorry, I really didn't see you. Oh god, I will help you with all your stuff. Did you hurt your leg? Oh, I'm so sorry

- **Female to Female**

Sample 1
- Old lady : look where you going!
- Woman : Oh no! I'm so sorry ma'am I didn't mean that because I'm in hurry. Are you hurt? I think your leg is hurt. May I take medicine for you? I'm so sorry ma'am

Table 6 illustrates the strategies utilized while apologizing to an older person while keeping to social distancing measures due to a lack of familiarity. According to the information provided in table 6, Indonesian male EFL learners choose the technique of IFID and Acknowledgment of responsibility. To be more accurate, it has happened on 5 occasions. The frequency of apologetic strategies among female Indonesian learners of English as a Foreign Language (EFL) was 5 occurrences.

Context: Familiar

Table 8. Types of Apologies Strategies Used by Indonesian EFL Learners

No	Types of Apology Strategies	Indonesian EFL Learners			
		M > F	F > M	M > M	F > F
1.	**Illocutionary Force Indicating Device (IFID)**	12	5	5	12
2.	**Explanation of Account**	0	0	2	6
3.	**Acknowledgement of Responsibility**	8	2	1	1
4.	**Denial of Responsibility**	0	0	0	0
5.	**Offer of Repair**	11	3	4	12
6.	**Concern for the Hearer**	0	0	0	0

Script 2:

This context of the situation is someone apologizes to his/her friend. Where their familiarity creates a significant social distance (-distance).

- **Male to Female**

Sample 1
- Female friend : Oh no! my sister gave it to me
- Male : Oh no, I'm really sorry. Please forgive my son. Is there anything that I could do to make it right? Like buy a new one

- **Female to Male**

Sample 1
- Male friend : Who did this?

- Female : Oh, that's my mistake, I will replace your vase and please forgive me and my son

- **Male to Male**

Sample 1

- Male friend : What is happening?
- Male : I'm really sorry bro about what my kids did. This a gift from your sister? Oh man. Is it possible to fix it? I know a guy that can fix this, don't worry I'll cover everything. Once again, I'm really sorry

- **Female to Female**

Sample 1

- Female friend : oh my god! My vase is broken
- Female : I deeply regret that accident that my son caused. I'm sure that the vase is very precious to you. But if you don't mind, I'm willing to compensate you for the damage. I sorry for this accident

Sample 2

- Female friend : how's that happened?
- Female : Oh, I'm sorry, my son didn't mean that. I promise I will change it for you, I will buy the same vase for you like your sister bought

Script 3

This context of the situation is someone apologizes to his/her mother. Where their familiarity creates a significant social distance (-distance).

- **Male to Female**

Sample 1

- Mother : why the dishes still there? You didn't do dishes yet?
- Son : C'mon mom. It's just two dishes. Okay, I'll do it right now

- **Female to Female**

Sample 1

- Mother : did you wash the dishes?
- Daughter : I'm sorry mom, I forgot to wash the dishes. I promise it won't happen again.

Table 8 defines the strategies utilized while apologizing to a friend with whom one maintains a social distance (-distance) as a result of their familiarity. The IFID strategy is frequently employed by male EFL learners from Indonesia. The repair service is the second most commonly used feature. In addition, 10 instances were identified where Indonesian female native speakers used terms of apology and offering to make apologies. The strategies utilized by a kid to consider their pre-existing familiarity and social distance, including distance, are defined in Table 8. The predominant approach utilized by male Indonesian EFL learners apologize to female, as evidenced in Table 8, is the IFID, with a frequency of 12 instances. This strategy is also applied by Indonesian female EFL learners apologize to female, occurring 12 times. Males who are learning English as a foreign language from Indonesia commonly employ the strategy of offer of

repair and acknowledge of responsibility, which happens on average 15 times and 10 times. Additionally, Indonesian female EFL learners commonly utilize the phrase "offer of repair" 16 times, making it the second most frequently used word. Following closely is the phrase "explanation of account," which happens 8 times.

Findings

This chapter presents the findings obtained from the analysis of data using the apology strategy classification developed by Banikalef et al. (2015), which was adapted from Olshtain and Cohen (1989). The analysis was conducted in six different situations involving a total of 40 participants, consisting of 20 Indonesian native speakers and 20 Indonesian English as a Foreign Language (EFL) learners. The data was collected through the use of a Discourse Completion Task (DCT).

The levels of directness of apology adopted by different groups of speakers are revealed by distinguishing each situation based on social conditions, such as social power and social distance between the interlocutors (Brown & Levinson, 1987). The results are displayed in tables and charts, which are subsequently analyzed in the discussion section, addressing each study topic individually. The types of apology strategies used by Indonesian EFL learners and native speakers are displayed in the figure below.

1. **The Apology Strategies Employed by Indonesian Native Speakers in Bahasa Indonesia**

a. **Frequency of Apology Strategies in (+P/-P)**
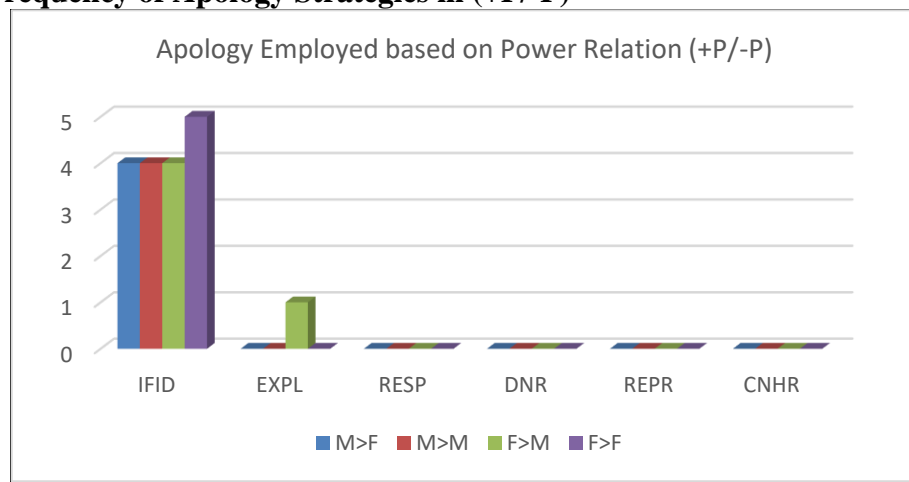
Figure 1. Frequency of Apology Strategies in (+P/-P)

From the above picture, it is clear that the majority of male and female native speakers in Indonesia exhibit a power relation (+P/-P), wherein the speaker holds a higher social power than the listener. The most commonly utilized apologies approach is known as IFID. The frequency of males apologizing to females is equal to the frequency of males apologizing to other males, as well as the frequency of females apologizing to males. On the contrary, the frequency of females apologizing to other females is 5. Additionally, the second most

frequently used apology approach is the Explanation of Account, in which females apologize to males.

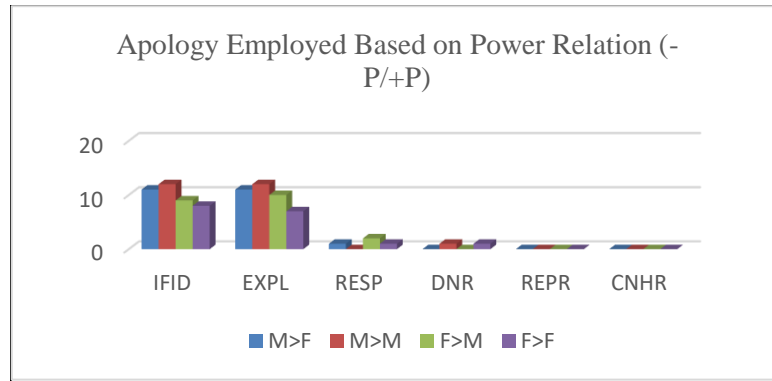b. **Frequency of Apology Strategies in (-P/+P)**

Figure 2. Frequency of Apology Strategies in (-P/+P)

According to the graphic provided, there are two situations in which power relations are at carry out: one when the speaker has less power than the listeners (-P/+P). It is evident that the most commonly used apology strategies are IFID and Explanation of Account. The frequency of male people apologizing to females is 11 times, while males apologizing to other males occurred 12 times. The frequency of apologies from females to males is highest in the Explanation of Account, occurring 10 times, followed by IFID, which occurs 9 times. A female apologizes to another female using the Apology IFID, which occurred 8 times, followed by an Explanation of Account, which occurred 7 times.

c. **Frequency of Apology Strategies in (+SD)**
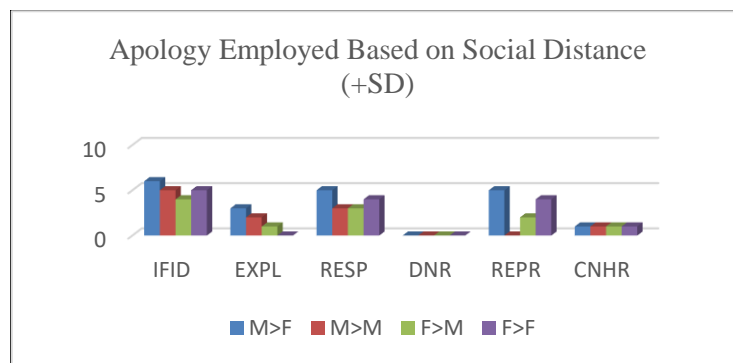
Figure 3.   Frequency of Apology Strategies in (+SD)

In the context of social distancing, there is a lack of familiarity between the speaker and listener. The most frequently employed apology strategy utilized by males when apologizing to females is IFID, which has occurred 6 times. This is followed by the strategies of Acknowledgement of Responsibility and Offer of Repair, each of which has occurred 5 times. In addition, when one male apologizes to another male, the most frequently employed apology strategy is IFID, which is found 5 times, followed by Offer of Repair, which is found 3

times. Subsequently, the female party employed the IFID method to apologize to the male party on four occasions, while the Acknowledgement of Responsibility approach was utilized three times. The most recent occurrence involves a female apologizing to another female. This has happened a total of 5 times in the IFID strategy, which is then followed by an Acknowledgement of Responsibility and an Offer of Repair, also occurring 5 times.
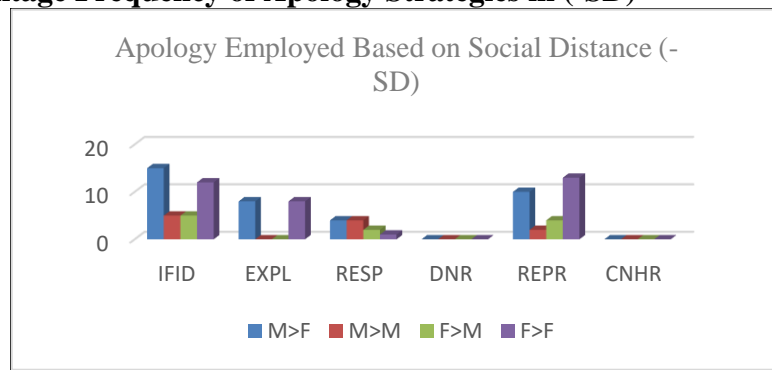
Percentage Frequency of Apology Strategies in (-SD)

Figure 4.   Frequency of Apology Strategies in (-SD)

As can be seen from the figure shown, from two different scenarios, the most frequent type of apology utilized by Indonesian EFL learners in the context of social distance is due to the familiarity of the situation. The IFID strategy is the most frequent type of apology utilized by males when apologizing to females, as it has occurred 15 times. The Offer of Repair strategy is the second most common form of apology, as it has occurred 10 times. In contrast, females who apologize to other females most frequently use the "Offer of Repair" strategy, which occurs 13 times, followed by the "IFID" strategy, which occurs 12 times. The number of times that a male apologizes to another male and a female apologize to another female is five times each on average.

2. The Apology Strategies Employed by Indonesian EFL Learners in English

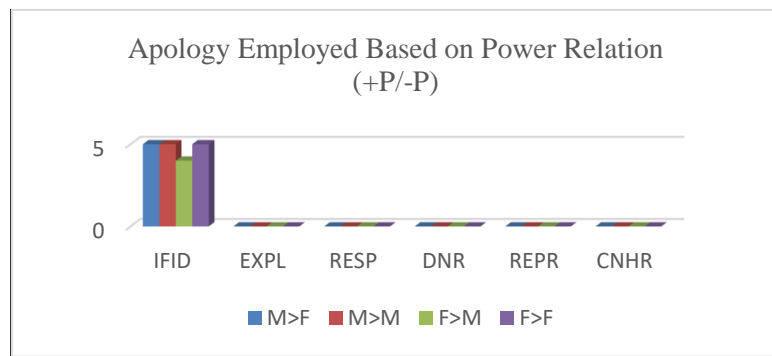### a. Frequency of Apology Strategies in (+P/-P)

Figure 5. Frequency of Apology Strategies in (+P/-P).

According to the provided figure, it is evident that the majority of male and female Indonesian EFL learners are situated within a power relation context (+P/-

P), where the speaker holds a higher social power than the listener. The most commonly utilized apology strategy is IFID. The frequency of males apologizing to females, males apologizing to other males, and females apologizing to other females is five times. On the contrary, the frequency of females apologizing to males is 4.

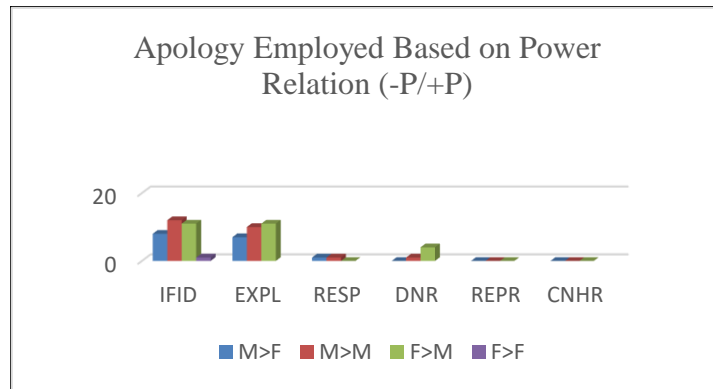**b. Frequency of Apology Strategies in (-P/+P)**

Figure 6. Frequency of Apology Strategies in (-P/+P)

According to the provided figure, there are two situations in power dynamics where the speaker has less power than the listener (-P/+P). The data reveals that the most commonly used apology strategies are IFID (Intensification Formula + Indirect Directive) and Explanation of Account. Specifically, males apologize to other males 12 times, while females apologize to males 11 times. Regarding the male's apology, the strategy "IFID" appears 8 times with the highest frequency, followed by "Explanation of Account" which appears 7 times. A female apologizes to another female using an apology IFID, which occurred once.

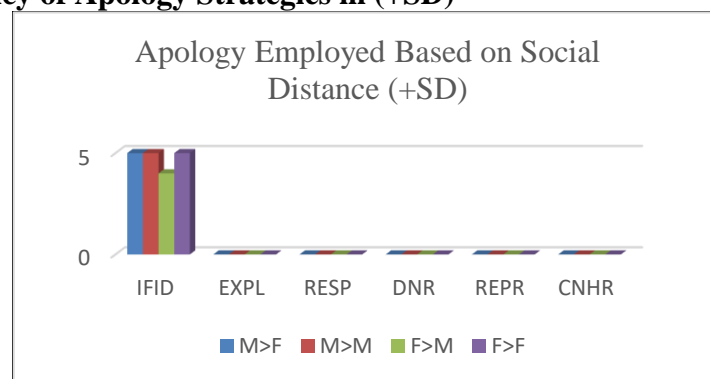**c. Frequency of Apology Strategies in (+SD)**

Figure 7. Frequency of Apology Strategies in (+SD)

Within the context of social distancing, there exists a lack of familiarity between the speaker and listener. The most commonly employed apology strategy utilized by Indonesian English as a Foreign Language (EFL) learners. The occurrence of apologies between male learners and female learners, male learners and male learners, and female learners and female learners is recorded as 5 times each in the IFID strategy. Meanwhile, when a female apologizes to a

male, the most commonly used apology strategy is IFID, which occurs just 4 times.
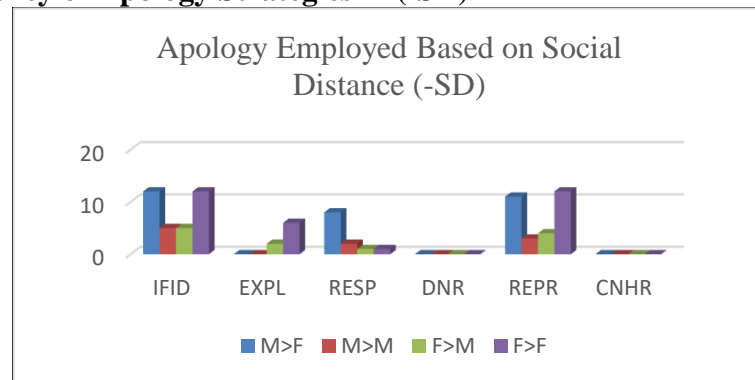
d. Frequency of Apology Strategies in (-SD)

Figure 8. Frequency of Apology Strategies in (-SD)

The figure above illustrates that Indonesian EFL learners predominantly employ the apology strategy of social distance due to familiarity in two situations. The IFID strategy is the predominant method used by males to apologize to females, as well as by females to apologize to other females, with a frequency of 12 occurrences. The second most commonly employed apology strategy is the Offer of Repair. The most frequently employed apology strategy by males towards both males and females is IFID, which occurs 5 times in each case.

3. The Use Apology Strategy by Indonesian Native Speakers and Indonesian EFL Learners

a. Percentage of Apology Strategies Used by Male

Figure 9. Percentage of Apology Strategies used by Male

According to the data provided, the percentage of Indonesian male native speakers using IFID strategy is slightly lower compared to Indonesian male EFL learners. The percentage of male native speakers in Indonesia is **(43%)**, whereas the percentage of male EFL learner is **(47%).** The study also demonstrated that the IFID strategy is the most favoured approach among both male Indonesian Native Speakers Indonesian EFL learners. In addition, the study also revealed that

the IFID strategy is the most favoured approach among male Indonesian native speakers and EFL learners.

The Explanation of Account (EXPL) strategy is the second. According to the figure, the percentage of male Indonesia native speakers is **25%** adopting this method is larger than male Indonesian EFL learners who have **(14%)**. Meanwhile, in the Acknowledgement of Responsibility (RESP) strategy, the percentage of male Indonesian EFL learners is **19%** exceeded the percentage of male Indonesian native speakers is **13%**. It was demonstrated that this strategy ranks as the third most favoured approach among male native speakers of Indonesia, as well as among Indonesia EFL learners, following the Explanation of Account.

In the Offer of Repair (REPR), the percentage of male Indonesia native speakers is higher than male Indonesia EFL learners. The percentage of male native speakers in Indonesia is **(18%)**, while the percentage of male EFL learners is **(12%)**, resulting in a difference of 6 percent. In addition, male Indonesian EFL learners exhibit a higher usage of the Concern to the Hearer (CNHR) and Denial of Responsibility (DNR) strategies compared to their males' native speaker.

b. Percentage of Apology Strategies Used by Female

Figure 10. Percentage of Apology Strategies Used by Female

The figure illustrates that Indonesian female native speakers have a slightly higher frequency of utilizing the IFID strategy compared to female EFL learners in Indonesia. The percentage of female Indonesian EFL learners was 47%, while the percentage of female Indonesian native speakers was 46%. The survey also found that the IFID strategy is the preferred approach among female Indonesian native speakers and EFL learners.

The Account Explanation (EXPL) approach is ranked second. The result indicates that the percentage of female Indonesian native speakers is higher at 24% than that of female Indonesian EFL learners, which stands at 20%. The difference is 4 percent. In the Offer of Repair (REPR) method, the percentage of female Indonesian EFL learners, at 20%, surpasses the frequency of female Indonesian native speakers, which stands at 16%. The percentage impact on female EFL learners in Indonesia is 4 percent more than that on female native speakers. After the explanation of account, it was shown that this strategy is the third most popular choice among female Indonesian native speakers and EFL students in Indonesia.

In the Acknowledgement of Responsibility (RESP) strategy, the percentage of female native speakers of Indonesian is greater than that of female Indonesian learners of English as a Foreign Language (EFL). The percentage of female people who speak Indonesian as their first language in Indonesia is 12%, whilst the percentage of female people who are learning English as a foreign language is 9%, resulting in a 3% difference. In addition, according to the Concern for the Hearer (CNHR) strategy, the percentage of female Indonesian native speakers is slightly lower than that of female Indonesian EFL learners. The percentage difference between female EFL learners and female native speakers is one percent: female EFL learners (2%), while female native speakers (1%).

The final approach is the Denial of Responsibility (DNR) strategy. The percentage of female native speakers of Indonesian is equivalent to the percentage of female Indonesian learners of English as a Foreign Language (EFL), both of which stand at 2%.

There are differences in the use of apology strategies between male and female native speakers of Indonesia and Indonesian English as a Foreign Language (EFL) learners. The graphic illustrates the hierarchy of apology strategies employed by male native speakers of Indonesia. The most often utilized strategies, in descending order, are: IFID, explanation of account, offer of repair, acknowledgment of responsibility, concern for the hearer, and denial of responsibility. The preferred order of apology strategies among female native speakers of Indonesia, from most to least preferable, is as follows: IFID, explanation of account, offer of repair, acknowledgment of responsibility, denial of responsibility, and concern for the hearer. The apology strategies employed by male Indonesian EFL learners, ranked from most to least used, are as follows: IFID, acknowledgment of responsibility, explanation of account, offer of repair, denial of responsibility, and concern for the hearer. The apology strategies of female Indonesian EFL learners, ranked from most to least preferable, are as follows: IFID, offer of repair, explanation of account, acknowledgment of responsibility, concern for the hearer, and denial of responsibility.

Discussion

The discussion is presented by contrasting the findings with the existing theory in regard to the various apology strategies. The topic of discussion includes a variety of apology strategies utilized by native speakers of Indonesian as well as learners of Indonesian as a foreign language, along with the ways in which the utilization of apology strategies varies between male and female learners. The detailed discussion is offered as follows.

According to the data description and analysis, it revealed the strategies employed by male and female Indonesian Native Speakers and Indonesian EFL Learners. The findings of this study indicate that the most commonly used apologizing strategies by male native speakers of Indonesia are the Expression of Apology or Illocutionary Force Indicating Device (IFID), with 43 %. On the other hand, the least used apologizing strategy by male native speakers of Indonesia is the Denial of Responsibility (DNR), with 0%. Male Indonesia EFL Leaners mostly employ the Expression of Apology or Illocutionary Force Indicating Device (IFID) strategy with 47%. In contrast, the lowest frequency of apology

strategies utilized by Male Indonesia EFL Learners is found in Concern for the Hearer (CNHR) and Denial of Responsibility (DNR), both with 4%.

However, Female Indonesian EFL Learners mostly utilized the IFID strategy for apologizing, with 47 percent. Conversely, the least utilized methods were Denial of Responsibility (DNR) and Concern for the Hearer, both with a percentage of 2. The dominant apologizing strategy employed by female Indonesian Native Speakers is the Expression of Apology or Illocutionary Force Indicating Device (IFID), with a percentage of 46. On the contrary, the least utilized apologizing strategy by female Indonesian native speakers is the Concern for the Hearer (CNHR), with 1% .

The primary objective of this study was to examine the apology strategies employed by Indonesian English as a Foreign Language (EFL) learners. In general, the participants in this study utilized six apology strategies (IFID, EXPL, RESP, DNR, REPR, CNHR), but to different extents. In addition to IFID, EXPL, and REPR, other sorts of apology strategies were employed infrequently. All occurrences of making apologies in Indonesian require a clear expression of apology (IFID). The frequent use of this category by both native Indonesian speakers and Indonesian EFL learners can be traced to this fact. The majority of participants were found to utilize IFIDs in conjunction with providing a reparation or justification for the offense committed. Therefore, it may be inferred that Indonesian speakers have a tendency to express apologies by employing IFIDs, as well as REPRs and EXPLs.

The disparities in the utilization of apology strategies can be observed across several areas. Apology strategies are influenced by various factors, such as social distance and social status. In a study done in New Zealand, Holmes (1995) observed significant disparities in the expression of apologies between males and females. Specifically, females exhibited a stronger tendency to apologize. Based on the figure, it is evident that females have a larger frequency than males when it comes to expressing an apology.

The explanation of account is more frequently used by male when they apologize to friends for both little and significant offenses. Males are often acknowledged for their difficulty in articulating their thoughts and emotions, in contrast to females who tend to be more capable at expressing themselves (Buck, 1977). Instead of explicitly showing guilt, they provide an explanation for their commission of the offense. By providing an explanation, they own their responsibility for the offense, while they claim that they are not totally responsible for it.

The data analysis conducted in this study examines the methods employed by male and female native speakers of Indonesian, as well as male and female Indonesian learners of English as a foreign language. These strategies are influenced by various aspects, including the situational context, social power factors, and level of familiarity. The responses of the participants will vary depending on the influence of these factors. This demonstrates that participants have the awareness to employ the method of apologizing in various given situations. Based on the study's findings, the researcher discovered contrasting results compared to the first observation, indicating that EFL Learners were indeed aware of pragmatic failures. When faced with a situation that calls for an

apology, people employ suitable strategies based on several contextual factors such as social power, level of familiarity between the speaker and the listener.

Following the discussion of the findings, the researcher proceeds to compare the results with those of earlier studies. In a prior study conducted by Christina Hodeib in 2019, the research framework developed by Olshtain and Cohen in 1983 was utilized. In her study, she discovered a positive correlation between the use of more IFIDs and the older age and higher status of the addressee. Specifically, this correlation was shown in scenarios involving elderly women and bosses. On the contrary, in situations when the speakers are in close proximity and have equal social standing (such as among friends), the usage of IFIDs is significantly less common.

This study examines the techniques employed by Indonesian Native Speakers and Indonesian EFL learners, both male and female, who tend to utilize a greater number of IFID strategies, regardless of their equal or higher rank.

CONCLUSION

The study found that Indonesian Native Speakers (INS) and Indonesian EFL learners used six different apology methods when responding to Discourse Completion Tasks (DCT). Both groups used the same forms of apology, with male INS using 43% for IFIDs and female INS using 46%. Male EFL learners used 47% for IFIDs, while female INS used 47%. REPR usage was higher among male INS, but less frequent among male EFL learners. EXPL usage was slightly higher among male INS, but lower among male EFL learners. DNR and CNHR usage were higher among male INS and male EFL learners, respectively.

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