# TABLE OF CONTENTS

DECLARATION OF OWNERSHIP ................................................................. i
ABSTRACT ........................................................................................................ ii
ABSTRAK ........................................................................................................ iii
PREFACE ........................................................................................................... iv
ACKNOWLEDGEMENT ..................................................................................... v
TABLE OF CONTENTS .................................................................................. vii
LIST OF FIGURE .......................................................................................... ix
CHAPTER I ......................................................................................................... 1
INTRODUCTION ............................................................................................... 1
  1.1. Background ............................................................................................ 1
  1.2. Statement of Problem ............................................................................ 3
  1.3. Research Objective ............................................................................... 3
  1.4. Significance of the Research ................................................................. 4
  1.5. Conceptual Framework .......................................................................... 4
  1.6. Previous Studies .................................................................................... 5

CHAPTER II ...................................................................................................... 7
THEORETICAL BACKGROUND ................................................................. 7
  2.1. Pragmatics ............................................................................................ 7
  2.2. Context .................................................................................................. 9
  2.3. Speech Act ............................................................................................ 12
    2.3.1. The Classification of Speech Act ...................................................... 13
    2.3.2. The Category of Speech Act ............................................................ 15
  2.4. Apology .................................................................................................. 17
  2.5. Apology Strategies ................................................................................. 18
  2.6. Movie .................................................................................................... 22

CHAPTER III ................................................................................................... 24
RESEARCH METHODOLOGY ........................................................................ 24
  3.1. Research Design .................................................................................... 24
  3.2. Data ....................................................................................................... 27
  3.3. Source of Data ...................................................................................... 34
  3.4. Technique of Collecting Data .............................................................. 35
3.5. Technique of Analyzing Data ................................................................. 35
3.6. Organization of Writing .................................................................... 36

CHAPTER IV .............................................................................................. 37

DATA ANALYSIS .................................................................................... 37

4.1. Kinds of Apology Strategies Used by the Characters .................... 37
4.2. The Context of Situation of Apology Strategies .............................. 67

CHAPTER V ............................................................................................. 105

CONCLUSION AND SUGGESTION ...................................................... 105

5.1. Conclusion ......................................................................................... 105
5.2. Suggestion ......................................................................................... 106

BIBLIOGRAPHY ....................................................................................... x