



**APOLOGY STRATEGIES USED IN READER'S LETTER
BY COMPLAINEE ON *KOMPAS* DAILY CYBER-NEWS
ISSUED FROM JANUARY TO SEPTEMBER 2009**

A THESIS

**Presented in Partial Fulfillment of the Requirements for the Completion of
the Undergraduate Program in Linguistics at the English Department**

Submitted by

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PRONOUNCEMENT

The researcher of this thesis truthfully declares that this work is conducted with no courtesy of other existing researches aimed to pursue any degrees or diplomas that have already become a literary of a university or such. Then, as far as the researcher knows and believes, this thesis does not include materials from publication or other writing except those that have been mentioned as the references.

Semarang,

Ari Nuryanto

MOTTO

Glory is not the destiny of every human being, but of the chosen.

(Ari Nuryanto)

Forgive yourself, forgive others, get forgiveness from others;
surely your life will change on the earth and in the sky.

(Ari Nuryanto)

TRIBUTE

This thesis is dedicated to sciences, especially in linguistics; to the people who are always there for me and giving invaluable supports without asking something in return, namely:

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APPROVAL

This thesis entitled *Apology Strategies Used in Reader's Letter by Complainee on KOMPAS Daily Newspaper Issued from January to September 2009* has been approved by the **Academic Supervisor** in Semarang on _____ , _____ at Faculty of Humanities Diponegoro University.

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This thesis entitled *Apology Strategies Used in Reader's Letter by Complainee on KOMPAS Daily Newspaper Issued from January to September 2009* has been validated by the **Thesis Examination Board** in Semarang on _____ , _____ at Faculty of Humanities Diponegoro University.

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Table 2 The Apology Strategies Use in each Letter

LIST OF ABBREVIATIONS

M	: Minimizing
QP	: Querying Precondition
IA	: Implicit Acknowledgement
IE	: Implicit Explanation
EE	: Explicit Explanation
ER	: Expression of Regret
OA	: Offer of Apology
PF	: Promise of Forbearance
OR	: Offer of Repair

LIST OF CODE

- Ma** : Minimizing *number a*
- QP_a** : Querying Precondition *number a*
- IA_a** : Implicit Acknowledgement *number a*
- IE_a** : Implicit Explanation *number a*
- EE_a** : Explicit Explanation *number a*
- ER_a** : Expression of Regret *number a*
- OA_a** : Offer of Apology *number a*
- PF_a** : Promise of Forbearance *number a*
- OR_a** : Offer of Repair *number a*

- *Caps Lock letter shows the abbreviation of apology category name.*
- *Little letter shows the number of sentences or expressions which include specific category of apology.*

ABSTRAK

Gemar sekali para peneliti dalam bidang linguistik menganalisis strategi permintaan maaf yang berkaitan dengan perihal kesopanan namun peneliti, Ari Nuryanto, di Fakultas Ilmu Budaya Universitas Diponegoro, tidak menemukan penelitian yang mendiskusikan penggunaan strategi permintaan maaf dengan batasan komplain. Peneliti berpendapat bahwa semakin lengkap strategi permintaan maaf yang digunakan dalam mengatasi komplain, semakin efisien dan cepat terselesaikan komplain tersebut. Melalui skripsi ini, peneliti berikhtiar untuk memetakan pola strategi permintaan maaf dalam mengatasi komplain dan menganalisis jenis kalimat yang digunakan dalam ungkapan-ungkapannya. Dengan menggunakan media Surat Pembaca pada situs web harian Kompas, peneliti berharap skripsi ini dapat digunakan sebagai referensi untuk lebih tepat menggunakan strategi permintaan maaf dalam menanggapi komplain. Pada penelitian deskriptif kualitatif ini, digunakan Metode Padan Pragmatis dalam menganalisis enam puluh startegi permintaan maaf yang sudah diperoleh. Sesuai dengan teori Anna Trosborg, strategi-strategi tersebut diklasifikasikan berdasarkan jenisnya. Hasil dari riset ini menunjukkan kecenderungan para perespon tanggapan menggunakan lebih dari satu strategi dalam menyelesaikan komplain, dengan catatan, penyelesaian komplain ini tidak selalu dengan menggunakan kata maaf karena perespon dapat saja sedikit mengelak dari tanggung jawabnya. Diperoleh juga bahwa kalimat yang digunakan dalam ungkapan-ungkapan strategi permintaan maaf tidak selalu berjenis deklaratif dan imperatif, melainkan kalimat berjenis interogatif.