

THE APOLOGY STRATEGIES USED BY THE WORKERS TO THE OLD AND YOUNG BOSSES

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Abstract: This study is aimed to reveal the type of apology strategies used by the workers to the old and young bosses. There were five workers and two bosses, old and young bosses, taken for the subjects. Finally, the research came up with the result that the way of the workers apologizing might influenced by the age of the bosses as interlocutor which made the workers produce apology utterances in different ways of apology to the old and young bosses.

Keywords: apology, apology strategies, age

In a business field, receiving and responding to complaints and scolds are the part of the lives of the workers. In facing those things, it is really important for the workers to handle a problem. Commonly the problem occurred in the place that people usually do complaining or scolding, such as at a shop and at a customer service. The complaint and scold commonly are given by the boss to the worker. In order to avoid the misunderstanding, a way that can be used to respond is the apology strategies, which is so important to repair the unpleasant situation.

People need to apologize. Apology occurs when someone perceives that he or she as speaker (A) has done something bad or wrong to a certain person as interlocutor (B), such as offending someone else, neglecting his or her duty, or causing trouble. The apology is primarily and essentially a social act because it is aimed at maintaining good relations between participants (Holmes, 1990, p. 156). In other words, by making apology, misunderstanding and miscommunication can be resolved.

The writer used the setting of this study at the shop in East Borneo. In Tanjung Selor city, East Borneo, based on the writer's observation, usually almost each shop has two bosses, old and young bosses, who keep the shop. In addition, the age of the old boss is 50-60 years old averagely and for the young boss is around 17-25 years old. The writer analyzed the shop that sells material and electronic goods. For the worker, there are five male workers who work at that shop and the writer took all of them as her subjects.

Meanwhile, the phenomenon that the writer found at the working place was the workers usually did an apology when they did the offense. It is because, at the shop, the workers sometimes make some mistake when they do their duty. Based on the writer's observation, it happened because the amount of their duty is a lot, so it makes them unfocussed with it and makes them make mistakes. Then it makes the bosses scold and complain to them. When the workers concern about the fault that they have done, immediately the workers are responsible for it and ask for an apology to the bosses.

The writer is interested in conducting a study of apology strategies because she is interested in knowing how people ask for an apology for the damage or the mistake, and how they repair it in their daily life.

Apology

According to Olshtain (1985, pp. 175) apology is called for when social norms have been violated. It means that an apology is needed whenever a violation of social norms happened in society. It is also supported by Goffman, 1971 (cited in Wolfson, 1981) that an apology is needed to set things right or to maintain the public order. The public order is served in which the speaker is brought to restore the unpleasant situation by offering an apology.

Here, in order to apply an action or an utterance to overcome the unpleasant social situation, there are three roles involved in this case (Edmondson, 1981, p. 44): a complainer (a person who complaints), a complaineer or an apologizer (a person who receives a complaint), and a complaint (an expression of dissatisfaction). In other words, apology is needed when someone makes mistake, because someone deals with others who might have been offended by our attitudes.

Thus, according to Holmes (1990, pp. 160-161), apology strategies can be divided into four main basic strategies required when someone is asking for an apology.

1. Explicit expression of apology is the simplest and most frequent form in apology strategies (Holmes, 1990, pp. 160-161). Explicit expression of apology is also divided into three sub-categories:
 - An offer of apology is the most frequent form that apologizer commonly use.
Example: I apologise disturbing you
 - An expression of regret is the formal forms explicitly apologies.
Ex: I must apologise, I do apologise, I'm sorry
 - A request for forgiveness is less formal form of apology strategies.
Ex: please forgive me, excuse me.
2. Explanation or account is apology strategies which conclude that explanation can serve as an apology and the sequence of utterances explaining the problem functions as a remedy for the offence (Holmes, 1990, pp. 160-161).
 - I wasn't expecting it to be you
Example: Jane is apologizing for breaking an arrangement to meet Molly for launch. "Oh help I've double booked. I was just about to write you a note. I've got a meeting. Let's make another time."
3. Acknowledgement of responsibility is the strategies that the apologizer chooses to take on the responsibility by using various degrees of self-blame (Holmes, 1990, pp. 160-161).
 - Accepting the blame: It is my fault
 - Expressing self-deficiency: I was confused
 - Recognize B entitled to apology: You're right
 - Expressing lack of intent: I didn't mean to
 - An offer of repair/redress: We'll replace it for you
Ex: David bumps into his wife Rose in the basement. "Oh that was silly of me. Didn't mean to hurt you. It's so dark down here."
4. A promise of forbearance is an apology involves an explicit promise that the offence will not be repeated (Holmes, 1990, pp. 160-161).
 - I promise it won't happen again

Example: Computer trainer to person who has lost some files due to computer crash. "How awful. Look I promise that won't happen again".

Methods

In this research, the writer used qualitative approach. This kind of approach was utilized in order to find out the apology strategies used by the workers to the old and young bosses, and the differences and the similarities in the use of the apology strategies to the old and young bosses.

The writer had taken five workers who work in the shop. The data used by the writer were taken from the utterances that contained apology strategies expressed by the workers to the old and young bosses.

The data were collected through several steps. First of all, the writer asked permission to the bosses to use his shop for the research. Next, the writer made two role plays, which was then distributed only to the bosses. The first role play situation was the bosses pretended that the goods that the workers brought from the warehouse to the shop were wrong in either type or in quantity. Then, the bosses grumbled to the workers that caused them to apologize. The second situation was doing an apology when the workers came late for work. Commonly, the bosses would not grumble if they came late for only 15-20 minutes, but to make them do apology the bosses pretended to warn and grumble to them because they came late.

After that, the writer were going to record the conversations and she also interviewed them briefly.

With the purpose of answering the research questions of this study, the writer used three tables to identify the types of apology strategies from the utterances based on Holmes's (1990) theory of apology strategies and calculated the data of apology strategies in the total row by using the basic formula:

$$N \% = \frac{a}{\text{Total}} \times 100 \%$$

Note:	
N	: The percentage of occurrence of certain type of apology strategies
a	: The sum of occurrence of certain type of apology strategies
Total	: The total frequencies of occurrences of apology strategies

Findings and Discussion

Table 1. The types and frequency of the apology strategies used by the workers to the old and young boss

Apology Strategies		Workers to the Old Boss		Workers to the Young Boss	
		a	%	a	%
1. Explicit Expression of Apology	An Offer of Apology	3	5.3	-	-
	An Expression of Regret	7	12.5	6	10.7
	A Request of Forgiveness	1	1.7	2	3.57
2. Explanation or Account		10	17.8	7	12.5
3. Acknowledgment of Responsibility	Accepting the Blame	2	3.5	-	-
	Expressing Self-Deficiency	1	1.7	-	-
	Recognize B entitled to Apology	-	-	-	-
	Expressing Lack of Intent	2	3.5	-	-
	An Offer or Repair/Redress	-	-	-	-
4. Promise of Forbearance		2	3.57	-	-
5. Combination of strategies		9	16.0	4	7.1

The table emphasized the findings each of which will be presented in the following:

Types of Apology Strategies Used by the Workers to the Old Boss

From the table above, it could be seen that the highest frequency of apology strategy theory used by the workers to the old boss is “Explanation or account”. The workers used this theory for 10 times (17.8%). The examples of “Explanation or account” strategy are presented in the following.

The old boss: *Tulah kau. Di kasih tahu Acek malah negelamun aja kau, kerja pun kau begitu.*
(You have been daydreaming when I asked you to do it, and while working too.)

The worker: *Maaf ya Cek, soalnya nda fokus bah saya cek.*
(I’m sorry Cek, **it was because I was not focus at that time Cek.**)

From the example above, the bolded words showed that the respondents use of the apology strategy, “Explanation or account”, in their conversations. The characteristic of this strategy was the apologizer reduced his guilt by giving an explanation or account of the situation. The workers

explained the reason because he really wanted to show that he regretted it and really wanted to ask his forgiveness. It was used in the situations in both of the two role plays. The utterance was signaled by the word “soalnya” (because).

In some situation, besides giving more explanation to solve the problem, the workers also used strategy “Explicit expression of apology (An expression of regret)”. This strategy occurred for 7 times (12.5%). The writer presented some examples below.

The old boss: *J, kenapa kau ambil 3 aja ni. Kusuruh kau kan ambil 5. Kau ni suka salah-salah bah*

(J, why did you take only three TVs? I asked you to take five TVs, right? You were always like this, always make mistakes.)

The worker: *Maaf lah ya bos.*
(I’m sorry boss.)

From that piece of utterances, the workers did apology as soon as he started being scolded by the old boss. He uttered an expression of regret. Commonly it was marked by the word “I’m sorry”, and “I do apologize”. Here, the worker tried to express his/her apology utterances to the old boss by using the word “*Maaf*” (I’m sorry).

The third apology strategy that the writer found was “Explicit expression of apology” especially in “An offer of apology”, with the total amount for 3 times (5.3%). The writer presented the examples below:

The old boss: *Makanya jangan begadang terus. Inilah akibatnya kan.*

(That is why, do not stay up and talked all night long again. This is the consequence of it.)

The worker: *Iya bos, saya minta maaf lah,*
(Yes boss, I apologized for my late.)

Commonly this strategy was marked by “apologize” and was followed by the other strategies, like “Explanation or account” strategy. The worker used this strategy to express that he felt sorry because he has late for one hour, and he knew it was bad. He felt that he needed to give apology simply to repair his mistake. He did it because he did not want the problem to continue.

The workers rarely used Acknowledgement of responsibility (Accepting the blame) strategy (2 times) when doing an apology. They used this strategy if they felt they were really wrong so they accepted the blame. For example:

The old boss: *jangan iya-iya aja kau..*

(Do not only say yes.)

The worker: *iya, maaf, salah saya bos.*

(Right, sorry, it was my mistake Boss)

From the example above, the worker asked for an apology and he showed his regret for carrying the offense first after the boss scolded him. Then it was continued with the worker admitting for having responsibility for the offense. He accepted the he was wrong by blaming himself.

Another strategy, Acknowledgement of responsibility (Expressing lack of intent), indicated that the workers were responsible for the mistake that they done. For example:

The old boss: *makanya yang teliti kalau mau ambil barang tu...*

(That’s why... You must take it carefully.)

The worker: *Iya bos, sorry bos, nda sengaja bos.*

(Ok boss, sorry boss, I did it unintentionally.)

This strategy showed the apologizer expressed that he did not have any intention to commit the offense. From example above, the worker admitted that he took the wrong goods because he did it unintentionally.

In this case, “Promise of forbearance’ happened when the boss complained and scolded about the workers’ attitude. For example:

The old boss: *Makanya jangan begadang terus. Inilah akibatnya kan.*

(That is why, do not stay up and talked all night long again. This is the consequence of it.)

The worker: *Iya bos, saya minta maaf lah. Ini untuk terakhir kalinya ni. Nggak lagi-lagi seperti ini lah.*

(Yes boss, I apologized for my being late. **This is for the last time. It won’t happen anymore.**)

The workers would use this strategy only if they had to give promise statement to the old boss. The worker promised never to do the same mistake again. He promised to improve his behavior and promise it won’t happen again by uttering bolded utterance.

Strategy “Explicit expression of apology (A request of forgiveness)” was the one that the workers seldom used at shop (once/1.7%). One example is presented as following:

The old boss: *Ni nah si A baru datang, D.*

(Here A just came, D.)

The worker: *Maafkan aku bah Ko*

(Forgive me Ko.)

It was categorized in that strategy because the worker felt really sorry and he wanted to request the boss’s forgiveness by doing an apology.

The same as “A request of forgiveness”, this strategy, “Expressing self-deficiency”, was also used rarely by the worker for doing the apology to the old boss. The writer presented the below:

The old boss: *Berapa pk yang kau ambikan tu? Kan aku suruh kau ambil yang satu pk kenapa pula kau ambil yang setengah pk?*

(Which pk that you brought, hah? I offered you to bring the 1 pk, right? But why you brought the 0.5 pkz?)

The worker: *oohhh, aduh... bos, salah liat saya ni bos*

(oohhh, ow... Boss, I did not see it clearly)

The worker expressed his own deficiency for the offense showed in that example. In his detailed, he used that strategy because he took the responsibility by using his self-blame and admitted her/his own deficiency rather than blame the old boss.

Besides those strategies above, there were some combined strategies that workers used when doing an apology to the old boss. These combinations occurred 9 times (16.0%). The workers used combined strategies of apology in order to make a clear apologizing and to make the old bosses more understand their excuse. Commonly, these strategies were followed by other strategies. The use of one strategy was followed by another or other strategies.

First combined strategies were strategies “Explicit expression of apology (An expression of regret)” and “Explanation or account”, occurred 3 times (5.3%) in conversations. The writer presented the example below:

The old boss: *Terlambat lagi kau B...*

(You were late again, B...)

The worker: *Ya bos, duh maaf banget saya ni bos. Tadi ibu saya tiba-tiba aja panas badannya.*

(Yes Boss, I am really sorry Boss. A while ago my mother suddenly got fever.)

The example above showed that the worker used a combination of two apology strategies when doing an apology to the old boss. He used strategy “Explicit expression of apology (An expression of regret)” in words “*maaf banget*” (**I am really sorry**), then he also used “Explanation

or account” in words “*Tadi ibu saya tiba-tiba aja panas badannya*” (A while ago my mother suddenly got fever).

The second combination was “Explicit expression of apology (An expression of regret)”, “Acknowledgement of responsibility (Accepting the blame)” and “Explanation or account” combination of apology strategies occurred 2 times (3.5%) from the conversations, for example:

The old boss: *R, R, ckckck, kan yang tinggal 1 itu kan yang 5pk. Yang 3,5 pk tu masih tinggal 2 biji. Karena 5pk tu mau habislah makanya ku suruh kau ambil yang itu.*

(R, R, ckckck, you know that 5 pk only was 1 left. The 3.5 pk are still 2 more left. Because of 5 pk was sold out, that was why I ordered you to bring that 3 pk.)

The worker: *iya, maaf salah saya bos. Rame bah, nda terlalu dengar saya tadi.*

(Right, sorry, it was my mistaken Boss. It was crowded, so I really did not hear it.)

In this example, there were three types of apology strategies combination that the worker used to the old boss. First, he apologized by using “Explicit expression of apology (An expression of regret)” in words “*maaf*” (sorry). The second strategies of apology was “Acknowledgement of responsibility (Accepting the blame)” as stated in “*salah saya bos*” (it was my mistaken Boss), and then he also used “Explanation or account” in words “*Rame bah, nda terlalu dengar saya tadi*” (It was crowded, so I really did not hear it).

The worker used this combination only once (1.78%). The worker used a combination of two strategies of apology “Explicit expression of apology (An offer of apology)” and “Explanation or account”. For example:

The worker: *Kek, minta maaf aku ya kek, telat sedikit bah kek. Soalnya tambangan ramai kek, ketinting habis jadi musti nunggu.*

(Kek, I apologize, it was only a little late. I could not get ketinting because the harbor was fully crowded, so I had to wait longer.)

The old boss: *Yalah, nda papa. Kau nda bawa motor kah?*

(Okay, it was alright. Do you bring the motorcycle?)

From the example above, the worker used a combination of two apology strategies. Firstly the worker used strategy “Explicit expression of apology (An offer of apology)” as stated in “*minta maaf aku*” (I apologize), and he continued with the further explanation by using “Explanation or account” in words “*Soalnya tambangan ramai kek, ketinting habis jadi musti nunggu*” (I could not get ‘ketinting’ because the harbor was fully crowded, so I had to wait longer).

This combination occurred only 1 time (1.7%) from the conversation between the workers to the old boss. This combination consists of four strategies: “Explicit expression of apology (An offer of apology)”, “A promise of forbearance”, “Acknowledgment of responsibility (Expressing lack of intent)”, and “Explicit expression of apology (An expression of regret)”. For example:

The old boss: *makanya jangan sering begadang.*

(Hence, do not often stay up and talk all night.)

The worker: *Iya bos, saya minta maaf nda ngulang lagi dah. Saya ya sebenarnya nda mau juga terlambat kan bos. Maaf bener bener maaf dah bos.*

(Yes, Boss, I apologize and promise not to do it again. Actually, I also did not want to come late, Boss. I am sorry and really sorry Boss.)

From the piece of utterances, the worker used four combinations of apology strategies in one sentence when producing apology. First of all, he used “Explicit expression of apology (An offer of apology)” in words “*saya minta maaf*” (I apologize), then he also uttered “*nda ngulang lagi dah*” (promise not to do it again) in strategies “A promise of forbearance”. Not only those, he added more strategies of apology they were “Acknowledgment of responsibility (Expressing lack of intent)” as stated in “*Saya ya sebenarnya nda mau juga terlambat kan bos*” (Actually, I also

did not want to come late, Boss), and “Explicit expression of apology (An expression of regret)” in words “**Maaf bener bener maaf**” (**I am sorry and really sorry Boss.**)

Next combination, this combination occurred only once (1.7%) from the conversations. The strategies of this combination were “Explicit expression of apology (An offer of apology)” and “A promise for forbearance”. For example:

The old boss: *A kau darimana jam segini baru datang?*

(A, where have you been?)

The worker: *Iya bos, saya minta maaf lah. Ini untuk terakhir kalinya ni. Nggak lagi-lagi seperti ini lah.*

(Yes boss, **I apologized** for my late. **This is for the last time. It won't happen anymore.**)

The example above showed that the worker used a combination of two apology strategies in one sentence. After the old boss scolded him, he apologized by saying “*saya minta maaf*” (**I apologized**) in strategy “Explicit expression of apology (An offer of apology)”, and followed by “A promise for forbearance” in words “*Ini untuk terakhir kalinya ni. Nggak lagi-lagi seperti ini lah*” (**This is for the last time. It won't happen anymore.**)

Next combination was a combination of two strategies of, they were “Acknowledgement of responsibility (Expressing self-deficiency)” and strategy “Explanation or account”. For example:

The old boss: *Berapa pk yang kau ambikan tu? Kan aku suruh kau ambil yang satu pk kenapa pula kau ambil yang setengah pk?*

(Which pk that you brought, hah? I offered you to bring the 1 pk, right? But why you brought the 0.5 pk?)

The worker: *oohhh, aduh... bos, salah liat saya ni bos. Tadi saya cepat-cepat ambilnya makanya nggak keliatan.*

(Oohhh, ow... Boss, **I did not see it clearly. I think I got it wrong because I was in hurried.**)

From example above, it showed that the worker used a combination of two strategies in doing an apology to the old boss. Firstly he used “Acknowledgement of responsibility (Expressing self-deficiency)” as stated in his words “*salah liat saya ni bos*” **I did (not see it clearly)**, and then followed by the reason in strategy “Explanation or account” in words “*Tadi saya cepat-cepat ambilnya makanya nggak keliatan*” (**I think I got it wrong because I was in hurried.**)

This combination consists of two strategies, “Explicit expression of apology (An expression of regret)”, and “Acknowledgement of responsibility (Expressing lack of intent)”. For example:

The old boss: *makanya yang teliti kalau mau ambil barang tu...*

(That's why... You must take it carefully.)

The worker: *Iya bos, sorry bos, nda sengaja bos.*

(Ok boss, **sorry boss, I did it unintentionally.**)

The example above described the worker used two combinations when asked an apology to the old boss. The strategies that he used were “Explicit expression of apology (An expression of regret)” in words “*sorry bos*” (**Sorry boss**) and “Acknowledgement of responsibility (Expressing lack of intent) in words “*nda sengaja bos*” (**I did it unintentionally.**)

Furthermore, there were two strategies that the workers never used when doing an apology to the old boss. They were “Recognize B entitled to Apology” and “An Offer or Repair/Redress”. The workers never used this strategy to express their apology.

Types of Apology Strategies Used by the workers to the Young Boss

“Explanation or account” strategy was used for 7 times (12.5%). The writer attached some examples of this strategy below.

The young boss: *ooh, lain kali kalau ada keperluan mendadak hubungi bos, jadi bos bisa maklumi.*

(ooh, you should call the boss if there is an important matter for the next time, so I could understand it.)

The worker: *iya bos, soalnya tadi nda sempat saya bos. Habis keburu-buru juga kan.*

(Yes, Boss, **because I could not make it. Moreover, I was in a hurry.**)

Explanation or account was used for in supporting the excuse that they made. In the first example, the worker gave an explanation to the young boss why he was late.

“An expression of regret” was the second strategy that has highest frequency which occurred when the worker was doing an apology to the young boss. This strategy occurred only 6 times (10.7%). For example:

The young boss: *Auw meramput ja kau ni, kenapa kau ambil GS yang 70. Aku suruh ambil Yuasa 70*

(Auw, how come you bring GS 70. Previously, I asked you to bring Yuasa 70.)

The worker: *waduh maaf bos, pendengaran saya tadi kok aki GS ya bos? Kalau gitu tak ambil lagi lah dulu digudang.*

(Oh my, **I'm sorry boss**, but why I heard you asked me to bring GS storage battery ya? If it so, I then take it again at the warehouse.)

That example showed that the worker asked for an apology to the young boss. The bolded and underlined words were the expression of regret showed by the worker. He showed his apology by showing that he regretted it for taking the wrong goods.

The third strategy was “A request of forgiveness” strategy occurred only 2 times (3.5%). The writer gave an example below:

The young boss: *Kau nda dengar kah tadi aku bilang tu? Type 200 bah. Sudah kubilang berkali-kali kan. Ais kau ni.*

(Did you not hear what I have said before? It was 200 type. I have said it over and over, right? Darn you.)

The worker: *Masa? Tadi ku dengar 300 bah boss. Maafkan bah ya bos.*

(Really? I heard it was 300, boss. **Forgive me ya Boss.**)

In here, he asked it for seeking forgiveness from the young boss. It was stated in his sentence “**Maafkan bah ya bos**” (**Forgive me ya Boss.**)

Besides those strategies above, there were two combined strategies that workers used when doing an apology to the young boss. The first combination was strategies “Explanation or account” and “Explicit expression of apology (A request for forgiveness)”. For example:

The young boss: *Terlambat lagi! Darimana aja kau ni?*

(Late again! Where have you been?)

The worker: *iya bos, soalnya tadi nda sempat saya bos. Habis keburu-buru juga kan jadi minta maaf lah saya bos.*

(Yes, Boss, **because I could not make it. Moreover, I was hurried, so I ask for your excuse.**)

From the example above, it showed that the worker used two combinations of apology strategies to the young boss. They were “Explanation or account” in words “*soalnya tadi nda sempat saya bos. Habis keburu-buru juga kan*” (**because I could not make it. Moreover, I was hurried**) and then followed by using “Explicit expression of apology” (A request for forgiveness) as stated in “*minta maaf lah saya*” (**I ask for your excuse**).

Next combination was containing two strategies, “Explicit expression of apology (An expression of regret)”, and “Explanation or account”. For example:

The young boss: *Telat lagi kau T.*

(You were late again, T.)

The worker: *Sorry Ko, soalnya jam kamar saya mati Ko. Aish sudahlah.*

(**Sorry Ko, It was because my room clock was weak of batteries Ko.** Aish, done it.)

This utterance showed the worker used a combination of two apology strategies. First of all, he used strategy “Explicit expression of apology (An expression of regret)” as stated in “**Sorry Ko**” (**Sorry Ko**) and he also used “Explanation or account” for his excuse in words “**soalnya jam kamar saya mati Ko**” (**It was because my room clock was weak of batteries Ko**).

In addition, there were seven strategies that the worker never used when doing an apology to the young boss. They were “Explicit expression of apology (An offer of apology), all types of “Acknowledgement of responsibility” (Accepting the Blame, Expressing Self-Deficiency, Recognize B entitled to Apology, Expressing Lack of Intent, and An Offer or Repair/Redress), and “Promise of forbearance”.

The Differences and Similarities between the Type of Apology Strategies Used by the Worker to the Old and Young Bosses

From those discussions above, the way of the workers did an apology seemed to be influenced by the age of the bosses. It could be seen from the way they expressed their apology strategies. The workers expressed their apology strategies to the old boss more than to the young boss. They used 8 strategies of apology to the old boss while to the young boss they used only 3 strategies. Moreover, they also used more combinations of apology strategies to the old boss (7 kinds) than to the young boss (2 kinds). They used more strategies and combinations of apology strategies to the old boss because they tried to make the old boss more understood the offense they made and they did not want it to continue.

In fact that, from the age of the bosses we can see that the workers will apology according to the interlocutor that they faced. As we can see that there were two age gap between the bosses, there were old and young bosses, so we can assume that the way the workers produced apology to the old boss will be different when the workers produce apology to the young boss.

Conclusion

The finding showed the most frequent apology strategy used by the workers to the old and young bosses was explanation or account. Then, the workers applied more strategies (8 strategies) and combinations (7 combinations) of apology strategies to the old boss than to the young boss (3 strategies and 2 combinations). Meanwhile, the similarity was the workers produced more strategy “Explanation or account” to both the old and young bosses. The way of the workers doing an apology might be influenced by the age factor of the bosses as interlocutor. The age factor of the bosses (interlocutor) made the workers produce apology utterances in a different way of apologizing to the old and young bosses.

Finally, the writer suggests further study related to the apology strategy in order to reveal more insight into the apology strategies related to another factor in language term.

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