

**AN ANALYSIS OF APOLOGY STRATEGIES USED  
BY CHARACTERS IN *INSIDE OUT* MOVIE**

**A THESIS**

**Presented in a Partial Fulfillment of the  
Requirements for Completing the  
Sarjana Degree in Department of English Literature**



**By:**

**WILDAN FARHAN**  
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**FAKULTAS ILMU BUDAYA  
UNIVERSITAS 17 AGUSTUS 1945 SURABAYA**

**2024**

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2024**

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This is to certify that the Sarjana Thesis of WILDAN FARHAN entitled "An Analysis Of Apology Strategies Used By Characters In *Inside Out* Movie" has been approved by the thesis advisor for further approval by the Examining Committee.

Surabaya, 21 June 2024  
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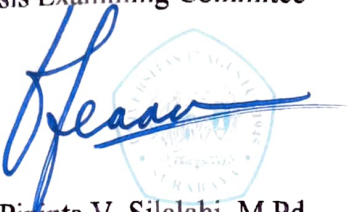


Bramantya Pradipta, S.Hum., M.Hum.

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As a human being full of gaps, the researcher realizes that the preparation of this thesis cannot be said to be perfect because perfection belongs only to Allah. The abilities and knowledge that are still stammering make researchers unable to reach the peak of brilliant research. Therefore, there are mistakes and shortcomings that are present in this thesis, the researcher opens the door to constructive direction and criticism. At the end of the encounter, the researcher hopes that this thesis can provide benefits for people in need.

## TABLE OF CONTENT

|                                                           |             |
|-----------------------------------------------------------|-------------|
| <b>APPROVAL SHEET I</b> .....                             | <b>i</b>    |
| <b>APPROVAL SHEET II</b> .....                            | <b>ii</b>   |
| <b>SURAT PERNYATAAN</b> .....                             | <b>iii</b>  |
| <b>LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI</b> .....      | <b>iv</b>   |
| <b>ACKNOWLEDGMENT</b> .....                               | <b>v</b>    |
| <b>TABLE OF CONTENT</b> .....                             | <b>vi</b>   |
| <b>LIST OF TABLE</b> .....                                | <b>viii</b> |
| <b>ABSTRACT</b> .....                                     | <b>ix</b>   |
| <b>CHAPTER I INTRODUCTION</b> .....                       | <b>1</b>    |
| 1.1 Background of the Study.....                          | 1           |
| 1.2 Statements of the Problem.....                        | 3           |
| 1.3 Objectives of the Study.....                          | 3           |
| 1.4 Scope and Limitation of the Study.....                | 4           |
| 1.5 Significance of the Study.....                        | 4           |
| 1.6 Organization of the Study.....                        | 4           |
| <b>CHAPTER II REVIEW OF RELATED LITERATURE</b> .....      | <b>7</b>    |
| 1.1 Previous Study.....                                   | 7           |
| 1.2 Theoretical Review.....                               | 9           |
| 1.2.1 Pragmatics.....                                     | 9           |
| 1.2.2 Apology.....                                        | 11          |
| 1.2.3 Apology Strategies.....                             | 12          |
| <b>CHAPTER III RESEARCH METHODOLOGY</b> .....             | <b>15</b>   |
| 3.1 Research Approach.....                                | 15          |
| 3.2 Research Design.....                                  | 15          |
| 3.3 Source of Data.....                                   | 15          |
| 3.4 Instrument of the Research.....                       | 16          |
| 3.5 Data Collecting Technique.....                        | 16          |
| 3.6 Data Analysis Technique.....                          | 19          |
| <b>CHAPTER IV FINDINGS AND DISCUSSION</b> .....           | <b>21</b>   |
| 4.1 Findings.....                                         | 21          |
| 4.2 Discussion.....                                       | 21          |
| 4.2.1 Illocutionary Force Indicating Device (IFID).....   | 21          |
| 4.2.2 Acknowledgment of responsibility (RESP).....        | 24          |
| 4.2.3 Explanation or account of the situation (EXPL)..... | 27          |
| 4.2.4 Offer of Repair (REPR).....                         | 31          |
| 4.2.5 Promise of Forbearance (FORB).....                  | 34          |

4.2.6 Internal intensifiers (INT)..... 36

4.2.7 Phatic communion (PC) ..... 39

4.3 The Most Used Apology Strategies ..... 41

**CHAPTER V CONCLUSION AND SUGGESTIONS ..... 45**

5.1 Conclusion ..... 45

5.2 Suggestion..... 46

**REFERENCES..... 47**

**APPENDIX .....**

## LIST OF TABLE

|                                                                      |    |
|----------------------------------------------------------------------|----|
| Table 3.1 Code of Apology Strategies .....                           | 17 |
| Table 3.2 Code of Characters .....                                   | 18 |
| Table 3.3 Example of Coding Scheme of Apology Strategies Table ..... | 19 |
| Table 3.4 Example of Data Code Table .....                           | 20 |
| Table 4.1 Coding Scheme of Apology Strategies .....                  | 21 |

## ABSTRACT

Apology is crucial in communication for maintaining social harmony and resolving conflicts. This research examines apology strategies used by characters in the 2016 Oscar-winning animated movie "Inside Out." The objectives are to identify the most dominant ones. Using Klimczak and Pawlak's (2014) theory and a qualitative descriptive method, data were collected by analyzing the characters' utterances in the movie. Employing a micro-linguistic pragmatic approach, the study reveals that direct apology strategies are predominantly used, influenced by factors like the severity of the infraction, social status, and cultural background. After analyzing the apology strategies in "Inside Out," researchers found 90 utterances: Illocutionary Force Indicating Device (IFID) with 18 appearances, Explanation or account of the situation (EXPL) with 17 appearances, Internal intensifiers (INT) with 11 appearances, Promise of Forbearance (FORB) with 10 occurrences, Offer of Repair (REPR) with 7 occurrences, Phatic communion (PC) with 5 occurrences, and the most dominant, Acknowledgment of responsibility (RESP), with 22 occurrences. The methodology involved qualitative observation and analysis of the movie, categorizing and coding the apology strategies. The study underscores the importance of direct apologies in animated films and their impact on interpersonal relationships and character development, contributing to the theoretical understanding of apology strategies and offering practical insights for further research in pragmatics and communication studies. Future research could explore more genres and contexts to validate and expand these findings.

**Keywords:** Apology, Communication, Pragmatics, Qualitative Research, Inside Out, Klimczak and Pawlak, Direct Apology Strategies,