

TYPES AND STRATEGIES OF APOLOGY IN THE *FREEDOM WRITERS* MOVIE

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Abstrak

Penelitian ini bertujuan untuk mengklasifikasikan jenis ekspresi ungkapan permintaan maaf dan jenis strategi ekspresi ungkapan permintaan maaf yang ada dalam film *Freedom Writers*. Penelitian ini merupakan jenis penelitian deskriptif kualitatif. Sumber data penelitian ini di ambil dari film *Freedom Writers* yang rilis pada tahun 2007. Data yang digunakan dalam penelitian ini berupa dialog tuturan para tokoh dalam film *Freedom Writers*. Untuk menganalisis data peneliti menggunakan teori tindak tutur ekspresif Chapman and Thomas (2006) dan teori strategi ekspresi permintaan maaf dari Olshtain dan Cohen (1981) dalam Esther (2010). Hasil analisis dari penelitian ini menunjukkan bahwa terdapat 13 ungkapan tindak tutur ekspresif ungkapan permintaan maaf dengan persentase jenis permintaan maaf yang paling dominan digunakan yaitu ekspresi penyesalan 69%. Sedangkan jenis ungkapan permintaan maaf yang paling sedikit ditemukan yaitu jenis ungkapan permintaan maaf menerima tanggung jawab 8%, jenis ungkapan permintaan maaf dengan sungguh-sungguh bertobat 8% dan jenis ungkapan permintaan maaf pembuatan restitusi sebesar 15%. Sedangkan, strategi ungkapan permintaan maaf yang paling dominan yaitu strategi ungkapan permintaan maaf secara langsung 46%, strategi ungkapan permintaan maaf dengan memberikan penjelasan 30%, strategi ungkapan permintaan maaf dengan pengakuan tanggung jawab 8%, strategi ungkapan permintaan maaf dengan menawarkan perbaikan 8% dan strategi ungkapan permintaan maaf dengan berjanji tidak melakukannya lagi dengan presentase sebanyak 8%. Jenis ungkapan permintaan maaf yang paling banyak ditemukan yaitu ekspresi penyesalan, sedangkan jenis ungkapan permintaan maaf menerima tanggung jawab, sungguh-sungguh bertobat, pembuatan restitusi dan meminta pengampunan tergolong jenis ungkapan permintaan maaf yang paling sedikit ditemukan. Dan strategi ungkapan permintaan maaf yang paling banyak digunakan yaitu strategi ungkapan permintaan maaf secara langsung, sedangkan strategi ekspresi ungkapan permintaan maaf yang jarang di temukan yaitu strategi ungkapan permintaan maaf dengan pengakuan tanggung jawab, strategi ungkapan permintaan maaf dengan menawarkan perbaikan dan strategi ungkapan permintaan maaf dengan berjanji tidak melakukannya lagi.

Kata Kunci: Permintaan maaf, tindak tutur ekspresif, film, pragmatik, tindak tutur

Abstract

This study aims to classify the types of expressions of apology and the types of expression strategies of expressions of apology in the film *Freedom Writers*. This research is a type of qualitative descriptive research. The data source for this research was taken from the film *Freedom Writers* which was released in 2007. The data used in this research were the dialogues of the characters in the film *Freedom Writers*. To analyze the data, the researcher uses Chapman and Thomas' (2006) expressive speech act theory and Olshtain and Cohen's

(1981) theory of apology expression strategies in Esther (2010). The results of the analysis of this study indicate that there are 13 expressions of expressive speech acts of apology with the most dominant percentage of apologies used, namely expressions of regret at 69%. While the types of expressions of apology that were found the least were expressions of apologies accepting responsibility 8%, types of expressions of apologies sincerely repenting 8% and types of expressions of apologies for making restitution by 15%. Meanwhile, the most dominant apology expression strategy was a direct apology expression strategy of 46%, an apology expression strategy by providing an explanation of 30%, an apology expression strategy by acknowledging responsibility 8%, an apology expression strategy by offering repairs 8% and an apology expression strategy by promising not to do it again with a percentage of 8%. The types of expressions of apology that were most commonly found were expressions of regret, while the types of expressions of apology for accepting responsibility, sincerely repenting, making restitution and asking for forgiveness were classified as types of expressions of apology that were found the least. And the most widely used apology expression strategy is the direct apology expression strategy, while the apology expression strategy that is rarely found is the apology expression strategy by acknowledging responsibility, the apology expression strategy by offering repairs and the apology expression strategy by promising not to do it again.

Keywords: apology, expressive speech acts, *movie*, *pragmatic*, *speech act*

1. INTRODUCTION

Currently, movies or movies are no stranger to us. In our daily lives, we always come into contact with movies. Movie is a mass communication medium consisting of a combination of several technologies such as sound recording, photography and art (visual arts, theater arts, literature, architecture and music arts). In this case, film can also be interpreted as a tool to convey messages to the audience through the medium of stories or media of expression to express ideas or story ideas for artists and filmmakers. According to Sihombing and Sinaga (2021) he stated that films are a reflection of how we as humans live side by side, and how easy it is for us to see what can attract our attention, strengths and weaknesses in films rather than depicting them directly through our daily interactions.

In every film, there is social interaction between each actor. The interaction can be in the form of communication. According to Dolese and Kozbelt (2020) communication is a process of making meaning, seeking understanding, and relevance, building similarities and connecting with one's experience. In everyday life communication is used to exchange information between speakers and listeners. When communicating, a person needs a very important component, namely language. The existence of language can make it easier for someone to communicate, express ideas, desires, thoughts, knowledge and feelings. Language occupies a very important position in human life. According to Selsibilla (2022) language is a system of creating words, sounds, motions that humans use to communicate

with others in everyday life. Therefore, in everyday life, humans cannot be separated from language. Because every day humans interact with each other by using language. In addition, language can also be interpreted as a process or series that is used to ensure there is an agreement between the sender and receiver on the meaning of the symbols given and the scheme for combining them to communicate (Siliwangi, 2019) Speech act is an act of language as a whole concerning the actor of the conversation, the method of conveying the message, the topic, and the context of the message. According to Lestari and Hartati (2021), speech acts are basic linguistic units such as warning, greeting, applying, giving information, confirming promises, and other expressions. In addition, Wijaya and Helmie (2019) states that, a speech act is an action carried out through utterances. So, when someone utters a series of words, the speaker tries to convey his actions and goals with words. Speech acts are categorized into several actions, for example psychological actions (thanking, apologizing) and social actions such as influencing the behavior of others (reminding, ordering) or making contracts (promising, naming).

Speech act theory is part of the pragmatics discipline. Pragmatics can be the study of language in different communicative contexts or situations. Pragmatics is a scientific discipline that analyzes language use based on internal and external factors including, but not on, who communicates with whom, when, why, and how. Meanwhile, according to Muchsin (2020) pragmatics is a study that studies the speaker's meaning. Understanding the meaning of language is important for every human life, because every day we always use language as a communication tool to express our feelings, ideas, thoughts, goals and intentions. On the other hand, pragmatics is the study of how much meaning you want to communicate rather than just saying or saying it (Wijaya and Helmie, 2019).

In this study, the researcher wants to discuss the types of apologies and strategies for expressing apologies in the film *Freedom Writers*. Basically, the expression of apology is a form of expressive speech act. Expressive speech acts are a way to communicate thoughts, ideas, and human thoughts by using speech acts or using certain methods. In addition, expressive speech acts can be interpreted as speech acts used to express or convey the speaker's intent through speech (Izar et al. 2021). According to Widyowati (2019) Expressive speech act is an event where a speaker wants to express feelings, ideas and attitudes about something such as expressions of apologizing, thanking, and greeting someone with speech acts. It is important for us to learn about expressive speech acts because these speech acts cannot be separated from our daily lives.

The expression of apology is a form of expressive speech act. Apologies are expressions and actions that show regret or sympathy, either in the form of words or actions that acknowledge mistakes. According to Abudin and Sundari (2021) an apology does not only express feelings of regret, but can contribute to the management of interpersonal relationships and image improvement. On the other hand, according to Alfge and Mohammadzadeh (2021) an apology is an expression that is difficult to make, because this expression also applies several other speech acts such as requests, offers, and others. Expressions of apology basically involve different implicit meanings depending on the social context. There are five reasons why someone would express an apology to someone else. First, to show respect to others. Second, take responsibility for our actions. Third, to show that we care about other people's feelings. Fourth, to show that we have good integrity. Fifth, asking to show that we want to make peace.

This research focuses on analyzing the types and strategies of expression of apology used by the characters in the film *Freedom Writers*. This research is a type of qualitative research. The method used in this research is descriptive research method. This study aims to analyze the types of expressions of apology in the *Freedom Writers* film and the apologizing strategies used by all the characters in the *Freedom Writers* film. The research data were obtained from all expressions of apology contained in the *Freedom Writers* film, while the main data sources were taken from the original film and the subtitles of the *Freedom Writers* film. Then the data obtained will be analyzed using the theory from Chapman and Thomas and Olshtain and Cohen in Esther relating to speech acts, especially in the expression part of expressions of apology. In collecting data, researchers used observation and documentation techniques. While the data analysis technique uses data reduction. The results of this study are that there are 13 expressions of apology found in the film *Freedom Writers* which will be analyzed with the theory of types of apology expressions in Chapman and Thomas 2006 and the theory of strategy of expressions of apology by Olshtain and Cohen in Esther 2010. Speech acts of expressions of apology have the intention of apologizing as a feeling of regret and apologizing for their mistakes.

The phenomena of apology expressions found in the film *Freedom Writers* are as follows:

Dialouge 1

Marcus : ” Hey, Mama. Mama.”

Marcus's Mother : "What the hell are you doing here?"

Marcus : "I want to come home. I don't want to be in the streets no more. **I'm sorry. I want to change. I can't do it alone. I need you, Mama. I need you.**" (His mother hands him the bag to take it home)

Context

This conversation took place when it was dark in the middle of the night, Marcus decided to meet his mother and he waited for her outside the house. The phrase "**I'm sorry. I want to change. I can't do it alone. I need you, Mama. I need you Mam.**" It is a form of expression of Marcus' apology to his mother.

Datum (11) is a **type of expression of genuinely repent (J4)**. This expression of apology uses the **strategy of expression of apology by promising not to do it again (AP4)**. Marcus apologizes to his mother, because he didn't listen to what his mother said. Marcus chose to leave home and live on the streets. After the many lectures Marcus gets from Erin Gruwell, he decides to go home and see his mother. Marcus waited for his mother to apologize to his mother. He also told his mother that he wanted to go home, he didn't want to live on the streets anymore, and he couldn't be alone without her. He really needed his mother.

Dialouge 2

Margaret : "Let me exsplain. It's called site-based instruction. It means that I and the principal each have the authority to make these kind of decisions without having to go to the Board, who have bigger problems to solve. Do you understand how it works now?"

Erin : "**I'm sorry. I didn't mean to overstep your authority.** I would never do that. I just... I don't know how to make them interested in reading with these."

Expression of apology Erin Gruwell to Margaret.

The speech act of expressing an apology occurs between Erin Gruwell and Margaret. Setting the time and place in this conversation that is during the day in the library. At that time, Margaret was checking the book administration at the same time as Erin Gruwell who was looking for books for teaching materials. Saying "**I'm sorry. I didn't mean to overstep your authority**" is a form of expression of Erin Gruwell's apology to Margaret.

Data (3) is a **type of apology expressing regret (J1)**. This speech act of

apologizing uses the **apology strategy by giving an explanation (AP1)**. This conversation takes place after Erin and Margaret's earlier misunderstanding. After the conversation above, Margaret angrily explained to Erin about the work system at the school. Listen to Margaret explain. Erin Gruwell intended to apologize to Margaret, as she had not intended to offend and overstep Margaret's authority.

Based on the above phenomenon, the researcher will conduct a research entitled "Types And Strategies Of Apology In The *Freedom Writers* Movie."

2. METHOD

This research belongs to the type of descriptive qualitative research as it describes the phenomenon of types and strategies apology expressions uttered by the characters in *Freedom Writers* movie series. This study uses a content analysis research design. The objects of this research are apology strategies used by the characters and factors that influence how the characters apologize. The data are all utterances consisting of apology expressions uttered by the characters in *Freedom Writers* movie series. Meanwhile, *Freedom Writers* movie series and transcripts of the movie are the sources of data. The movie as the primary data watched from (<https://185.53.88.162/freedom-writers-2007/>). This research uses document analysis as the technique of collecting data. The followings are the steps of data collection. First of all, Downloading the Freedom Writers film and Indonesian subtitles from <https://185.53.88.162/freedom-writers-2007/>. After that, watching and understanding the *Freedom Writers* movie and its subtitles. Then, downloading the *Freedom Writers* movie script and Indonesian subtitles. Finding and recording the type expression of apology in the film *Freedom Writers* according to Chapman dan Thomas (2006) theory. Classifying the speech act data of apologizing according to the apology expression strategy according to Olshtain and Cohen's theory in Esther. Comparing the English text and Indonesian text of the expressive utterance of apologizing in the film *Freedom Writers* and last, encode data

3. FINDINGS

The researcher used the theory of expressive speech acts from Sarle (1979) to find 13 speech acts of apologizing in the film *Freedom Writers*. The results of the data that have been obtained are then classified based on the type of expression of apology with the

theory of Chapman and Thomas (2006) and the apology strategies used in speech acts according to the theory of Olshtain and Cohen (1981) in Esther (2010). The data results are presented in the table as follows. The data are presented below.

Tabel 1. Result Data Type Expression Apology

No	Type Expression Of Apology	Example	Σ	%
1.	Expression of regret	<p>(In the evening, when Erin Gruwell, Scott and Erin's father were having dinner. Erin apologized to her father because she could not fulfill her father's wish)</p> <p>Steve : "With your brain, you could run a major corporation. Instead, I worry all night because you're a teacher at Attica."</p> <p>Erin : "Can you hear what you're saying? How many times have I listened to you about walking civil rights marches?"</p> <p>Steve : "These gengs are criminals, not activists. You read the paper?"</p> <p>Erin : "They said the same thing about Black Panters."</p> <p>Steve : "I'll lay odds your kids don't even know who Rap Brown or Eldridge Cleaver were. You're gonna waste your talent on people who don't give a damn about education. It breaks my heart. I tell you the truth."</p> <p>Erin : "Well... <u>I'm sorry. I can't help that.</u>"</p>	9	69%
2.	Accept responsibility	<p>(Erin and her Student. In the morning, in class while the game is in progress. Erin's apology to her students because Erin's question offended her students)</p> <p>Datum 4 : Minutes : 00:43:32</p> <p>Erin : "how many you have been in juvenile hall or jail for any length of time? Detention don't count."</p> <p>Sindy : "Does a refugee camp count?"</p> <p>Erin : "You dicide.</p> <p>How many of you know where to get drugs right now?. How many of you know someone in a gang?. How many of you're gang members?"</p> <p>Student : "Nice try."</p> <p>Erin : "Okay, that was a stupid question, wasn't?"</p> <p>All Student : " Yeah."</p> <p>Erin : "You're not allowed gang</p>	1	8%

No	Type Expression Of Apology	Example	Σ	%
		affiliations in school. <u>I apologize for asking. My badness.</u> Okay, now I'm gonna ask you more serious question.... Stand on the line if you have lost a friend to gang violence.... Stay on the line if you have lost more than one friend.... Three.... Four or more. Okay, I'd like us to pay respect to those people now. Wherever you are just speak their name."		
3.	Making restitution	(At night when Erin Gruwell was baking in the kitchen accompanied by her husband Scott.) Datum 5 : Minutes : 00:48:01 Erin : "What's the matter? Is something wrong?" Scott : "No, it's nothing. Well, it's just, you know, I want to hear all this, I do. It just... I feel like we haven't talked about anything, other than your job, in like forever." Erin : " <u>I'm sorry. Well, what's going on at work?</u> "	2	15%
4.	Genuinely repent	(Marcus and his mother. In the middle of a dark night in him yard. Marcus goes to his mother to apologize. Him apologizes because has regretted his actions and he wants to change) Datum 11 : Minutes :01:30:42 Marcus : "Hey, Mama. Mama." Marcus's Mother : "What the hell are you doing here?" Marcus : " <u>I want to come home. I don't want to be in the streets no more. I'm sorry. I want to change. I can't do it alone. I need you, Mama. I need you.</u> " (His mother hands him the bag to take it home)	1	8%
TOTAL			13	100

Tabel 2. Result Data Strategy Expression Apology

No	Types of Strategy Expression Apology	Example	Σ	%
1.	Direct Apology Strategy	(Erin Gruwell Scott. In the evening. When Erin arrived at her apartment and immediately greeted Scott. Erin Gruwell apologized to Scott because she come home late tonight)	6	46%

No	Types of Strategy	Example	Σ	%
	Expression Apology	<p>Datum 9 / Minutes: 01:16:27 Erin :”<u>Hi! Sorry I’m late.</u> Did you eat? I’m ordering in. Are you hungry?” Scott :”What question do you want me to answer first? Did i eat or am i hungry? I ate. I’m not hungry.“ Erin :”Something really cool happened today. I got an honors student.“ Scott :”Congratulation.”</p>		
2.	Apology Strategy by Giving Explanation	<p>(Erin Gruwell and Margaret. At noon, while Margaret was checking the administration of books in the library with Erin Gruwell. Erin Gruwell apologized to Margaret because Erin did not understand Margaret's point. Erin did not mean to overstep Margaret's authority and offended her with her words) Datum 3 : Minutes : 00:38:43 Margaret :”Let me explain. It’s called site-based instruction. It means that I and the principal each have the authority to make these kind of decisions without having to go to the Board, who have bigger problems to solve. Do you understand how it works now?” Erin :”<u>I’m sorry. I didn’t mean to overstep your authority.</u> I would never do that. I just... I don’t know how to make them interested in reading with these.”</p>	4	30%
3.	Strategy of Expression of Apology With Acknowledgment of Responsibility	<p>(Erin and her Student. In the morning, in class while the game is in progress. Erin's apology to her students because Erin's question offended her students) Datum 4 : Minutes : 00:43:32 Erin :”how many of you have been in juvenile hall or jail for any length of time? Detention don’t count.” Sindy :”Does a refugee camp count?” Erin :”You decide. How many of you know where to get drugs right now?. How many of you know someone in a gang?. How many of you’re gang members?” Student :”Nice try.” Erin :”Okay, that was a stupid question, wasn’t?” All Student :” Yeah.” Erin :”You’re not allowed gang affiliations in school. <u>I apologize for asking. My badness.</u></p>	1	8%

No	Types of Strategy	Example	Σ	%
	Expression Apology	Okay, now I'm gonna ask you more serious question.... Stand on the line if you have lost a friend to gang violence.... Stay on the line if you have lost more than one friend.... Three.... Four or more. Okay, I'd like us to pay respect to those people now. Whereever you are just speak their name."		
4.	Apology Expression Strategy by Offering Improvement	(Erin Gruwell and Scott. In the evening. When Erin was making cakes in the kitchen and accompanied by her husband. Erin Gruwell apologizes to her husband because she is too busy with her work and when at home she always talks about self, without caring about her husband) Datum 5 : Minutes : 00:48:01 Erin : "What's the matter? Is something wrong?" Scott : "No, it's nothing. Well, it's just, you know, I want to hear all this, I do. It just... I feel like we haven't talked about anything, other than your job, in like forever." Erin : " <u>I'm sorry. Well, what's going on at work?</u> "	1	8%
5.	Apology Expression Strategy by Promising Not To Do It Again	(Marcus and his mother. In the middle of a dark night in him yard. Marcus goes to his mother to apologize. Him apologizes because has regretted his actions and he wants to change) Datum 11 : Minutes :01:30:42 Marcus : "Hey, Mama. Mama." Marcus's Mother : "What the hell are you doing here?" Marcus : " <u>I want to come home. I don't want to be in the streets no more. I'm sorry. I want to change. I can't do it alone. I need you, Mama. I need you.</u> " (His mother hands him the bag to take it home)	1	8%
TOTAL			13	100%

1) Type of speech act of apologizing

In searching for data and analyzing data, researchers used the theory of types of apology expressions, Chapman and Thomas (2006). The types of expressions of apology according to Chapman and Thomas (2006) include: expressions of regret, accepting responsibility, making restitution, sincerely repenting and asking for forgiveness. In this study,

researchers focused on the types of expressions of apology in the film *Freedom Writers*.

Based on the data in table 1, the research results show that the researcher found 13 expressions of apology in the film *Freedom Writers*. The type of expression of apology most used by actors in the film *Freedom Writers* is the type of apology expression of regret 69%. Meanwhile, the type of expression used the least by the characters in the film is the type of expression of apology accepting responsibility with a percentage of 8%, the type of expression of sincere apology is 8% and the type of expression of apology for making restitution is 15%. The results of the type expression of apology presented in chart form as below:

In previous research, Widyowati (2019) found 6 types of speech acts found in *Dear Jhon Movie*. The researcher found 6 types of 7 types of expressive speech acts such as: expressions of pleasure, likes, dislikes, thanking, apologizing and expressions of praise. The most dominant type of expression found in the main character's speech in the *Dear Jhon movie* is the act of thanking. The similarity of this research with previous studies is that they both found types of speech acts of apologizing. Meanwhile, the difference between these two studies is that in this study the authors focused on the type expressions of apologizing in the film *Freedom Writers*, whereas in previous research the researchers did not only focus on expressions of apology but also other expressions.

Royanti (2019), found 35 utterances consisting of expressive speech acts in the film *La La Land*. The expressive speech acts consist of 10 apologies, 10 thanksgivings, 5 welcomes, 2 lamentations, 2 regrets, 2 boasts, 1 congratulation and 3 forgives. The similarities between this study and previous research both found expressions of apologizing speech acts in the film studied. Meanwhile, the difference lies in the research focus. In the previous study examined all types of expressive speech acts, but in this study only examined type expressive speech acts of expressions of apology.

Sakti (2022), found 5 speech acts in the *OnWard movie* with a total of 14 dialogues. The speech act of declaration is only uttered by the police who have a special role in *Onward's film*. Representative speech acts are used by the characters to state what the speaker believes is true or not (facts, assertions, conclusions and descriptions). The directive speech acts found in this film are orders, warnings, requests and suggestions. Then, commissive speech acts include promises, threats and commitments. And finally, expressive speech acts consisting of expressions of condolences, expressions of dislike, expressions of thanks and expressions of praise. The similarity of this research with

previous studies is that both examine expressive speech acts. The difference between the two studies is that the current research only examines type expressive speech acts of expressions of apology, whereas previous research did not only examine expressive speech acts but other speech acts. In addition, in previous studies there were no speech acts of expressions of apology found in Onward's movie.

Finally, Pratiwi (2018) found 15 speech acts of expressions of apology in the film "The Princess Diaries (2001)". Previous research has similarities with current research, namely the focus of research on speech acts of expressions of apology in a film. Meanwhile, the difference between the two studies lies in the focus of the research, the current research focuses on the types of expressions of apology while the previous research only examined the speech acts of expressions of apology.

Widyowati (2019) uses the theory of Yule (1996) and Clark (1995); Royanti (2019) uses the theory of Sarle (1976) and Norrick (1978); Sakti (2022) uses Yule's theory (1996); Pratiwi (2018) uses Brown and Levinson's (1987) theory. As a comparison, the researcher uses Chapman and Thomas (2006) types expressive speech act theory to classify the types expressive speech acts of apology in the film Freedom Writers. Therefore, it can be concluded that this study in analyzing types expressive speech acts of apologizing complements the theories used by previous studies.

It can be concluded that the results of this study can strengthen Chapman and Thomas's (2006) theory of types of apology and complement the theory of previous research. Type of apology expression of regret is the dominant type of expression of apology. Because, in doing this type of apology it is very easy to do than other types of expressions of apology. In this type of apology, the speaker simply apologizes sincerely without being accompanied by other, more complex feelings. Unlike the types of expressions of apology, accepting responsibility, truly repenting, making restitution, and asking for forgiveness are the few types of expressions of apology found in the film Freedom Writers. The type of expression of apology accepting responsibility is a type of expression that is difficult and complex. This type of sincere apology is also difficult to repent. So are the types of apologies for making restitution and asking for forgiveness. So, the type of expression of apology that is difficult to do is a type of expression of complex apology. Because in doing so the speaker must have a more mature mind, high sincerity, great courage and so on.

2) Strategy expressive of apology

The researcher classifies the apologizing strategies used by the characters in the film *Freedom Writers* by using the theory of Olshtain and Cohen (1981) in Esther (2010). Olshtain and Cohen's (1981) in Esther (2010) apology expression strategies include: a direct apology strategy, an apology strategy by providing explanations, an apology strategy by acknowledging responsibility, an apology strategy by offering improvement, and strategy of expression of apology by promising not to do it again.

Based on the data in table 4.2, it shows the results of the research where the researcher found a total of 13 expressions of apology contained in the film *Freedom Writers*. The most widely used apology expression strategy by actors in the *Freedom Writers* film is the direct apology strategy with a percentage of 46%. Meanwhile, the strategy that was least used by the characters in the film was the strategy of expressing an apology with acknowledgment of responsibility with a percentage of 8%, the strategy of expressing an apology by offering improvement 8% and the strategy of expressing an apology by promising not to repeat it again with a percentage of 8%. The strategy of expressing an apology by providing an explanation has a percentage of 30%. The results of the apology expression strategy are presented in chart form as below:

Compared to several previous studies, Nisa (2018) found 5 strategies for expressing apology in the *Harry Potter 1 & 2* movie. The strategies for expressing apologies include: direct apologies, apologies with explanations or notes on causes, apologies with full responsibility, apologies with offers of improvement and mixed apologies. In this study the most frequently used apology strategy was the indirect apology expression strategy with a percentage of 69.6%, while the direct apology expression strategy was only 30.4%. The second similarity of this research is to find five demand expression strategies in the analyzed films. While the difference lies in the strategy of expression of apology that is most often used. Where in the current research the strategy of expression of apology that is most widely used is the strategy of expression of direct apology.

Larasati (2018), found 5 strategies for expressing requests in four cartoon movie. The strategy of expression of apology includes expression of apology directly 32%, strategy of expression of apology with acknowledgment of responsibility 11% strategy of expression of apology with offer of repair 8%, the most common strategy found in the film is strategy of expression of apology with explanation 46 % and at least 3% is an apology expression strategy by promising not to repeat it again. The similarities between the previous research and this research are that they both found five strategies for expressing

apologies found in the films analyzed. Meanwhile, the difference lies in the number of strategy percentages that are found the most from each of the films analyzed. In the current study, the strategy for expressing apology with the highest percentage was the strategy for expressing apologies directly, whereas in previous studies, the strategy for expressing apology with explanation had the highest percentage.

Budi (2021), in this study found 3 strategies for expressing apologies used by the community leaders studied. The strategies for expressing apologies include direct apologizing strategies, expressing strategies by providing explanations, and expressing strategies by offering corrections. The most common apology expression strategy found in this previous study is the indirect apology strategy by providing explanations. The difference between the two studies in the previous study was only found 3 strategies of expression of apology with the most commonly found strategy, namely the strategy of apology by providing explanations. Meanwhile, in the current study the researcher found more strategies for expressing apologies with direct apologies being the most commonly found.

Kartika (2019), in this study the researchers found 5 strategies for expressing apologies found in Japanese and English apology expressions, including: Explicit expressions of apology which were divided into three (expressions of regret, offers of apology, and requests for forgiveness). The expression of apology by providing an explanation, the expression of apology by acknowledging responsibility which is divided into four (accepting mistakes, expressing self-deficiencies, recognizing others who deserve to apologize, and expressing a lack of intention), expressions of apology by offering corrections and finally expression of apology with a promise of patience. The similarity between the current research and previous research is to find 5 strategies for expressing apologies found in the object studied. The difference between these two studies lies in the strategy of expressing direct apologies and expressing apologies with acknowledgment of responsibility in previous studies which were divided into 3 and 4 parts but in the current study they were not divided like previous studies.

Last, Xu & Yan (2020), the results of this study found 6 strategies for expressing apologies used by Chinese companies. The strategies for expressing apologies include: a strategy for expressing an apology explicitly, a strategy for expressing an apology by giving accounts (describing events and making excuses), a strategy for expressing an apology acknowledging responsibility (admitting mistakes and lack of intention), a

strategy for expressing an apology by damage repair (offering general repairs and offering special repairs), expressions of apology to repair the image, and finally strategies of expressions of apology by repairing relationships (fulfilling human relations desires and inviting further interaction). The similarities between the current research and previous research are that there are several strategies that are found to have similarities, but there are also several strategies that are different. The difference, the current research researchers only found 5 strategies of expression of apology. However, previous research found 6 strategies for expressing apologies and there were several strategies that were categorized in several sections.

Nisa (2018) uses the theory of Blum-Kulka and Olshtain (1984); Larasati (2018) uses Olshtain and Cohen's (1981) theory; Budi (2021) uses Murphy's theory (2014); Kartika (2019) uses Olshtain's theory (1983); Xu & Yan (2020) use the theory of Blum-Kulka and Olshtain (1984). Based on the data above, in this film it can be illustrated that the characters in the film *Freedom Writers* on average express apologies by using direct apologies. This strategy is more dominant than the other apology expression strategies.

It can be concluded that the results of this study can strengthen Olshtain and Cohen's theory of apology strategies (1981) in Esther (2010) and complement previous research theories. Explicit or direct apology expression strategy is the dominant apology expression strategy found. Because this strategy is the simplest and easiest strategy to use in everyday life. While the strategy of apologizing by giving an explanation, the strategy of apologizing by acknowledging responsibility, the strategy of apologizing by offering improvement and the strategy of expressing apology by promising not to do it again are strategies that are rarely found. The strategy of expressing an apology by providing an explanation is a complex and difficult strategy to implement. Apology strategies with acknowledgment of responsibility are also complex. Likewise with the apology strategy by offering repairs and the apology strategy by promising not to do it again. So, a complex apology expression strategy is a difficult strategy to implement. Because in using this strategy the speaker does not just say an apology but there is also a risk that must be borne, must have great courage and awareness of the size of the mistakes we have made.

4. CLOSING

After analyzing the data and conducting the discussion in the previous chapter, the researcher drew several conclusions which were found to answer the research question

entitled "Types and Strategies of Expressing Apologies in Freedom Writers Films".

1) Types of expressions of apology

Based on the findings, the researcher found 13 dialogues containing speech acts of apology in the film Freedom Writers using Sarle's (1979) theory. Then, from the data found, the researcher analyzed the data based on the theory of types of expressions of apology, Chapman and Thomas (2006). The theory of Chapman and Thomas (2006) classifies the types of expressions of apology into five types, namely expressions of regret, accepting responsibility, making restitution, sincerely repenting and asking for forgiveness. The most dominant type of expression of apology used by actors in the film Freedom Writers is the type of apology expression of regret 69%. While the types of expressions of apology that were used the least by the characters in the film Freedom Writers were expressions of apology accepting responsibility with a percentage of 8%, types of expressions of apology sincerely repenting 8% and types of expressions of apologies for making restitution by 15%.

2) Strategy of expression of apology

Of the 13 data found, the researcher also analyzed the data to find out the apology expression strategies used by the characters in the Freedom Writers film. to analyze expressive speech acts of expressions of apology the researcher used Olsthain and Cohen's (1981) theory in Esther (2010) regarding strategies for expressions of apology. This theory has five types of apologizing strategies. The apology expression strategy is used by the speaker to express his guilt to the other party for making a mistake. In the Freedom Writers film, the most dominant apology expression strategy used by the characters is the direct apology strategy with a percentage of 46%. Both strategies express an apology by providing an explanation with a percentage of 30%. Meanwhile, the strategy of expressing apology that is rarely used by the characters in the film Freedom Writers is the strategy of expressing apology by acknowledging responsibility with a percentage of 8%, the strategy of expressing apology by offering improvement with the percentage of 8% and the strategy of expressing apology by agreeing not to do it again. with a percentage of 8%.

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