

ABSTRACT

Utami, D. W. 12.05.111.00094. *A Study of Apology Strategy Used by The Characters In Pitch Perfect Movie*. Thesis. English Study Program of Faculty of Social and Culture Sciences, University of Trunojoyo Madura. Advisor: Diah Ikawati Ayuningtias, S.S., M.Pd.

This study focuses on the types of apology strategy and the categories of offence employed by the characters in *Pitch Perfect* movie. It aims to identify the types of apology strategy applied in *Pitch Perfect* movie. It also aims to describe the categories of offence which lead to apologies in the characters in *Pitch Perfect* movie.

In addition, to analyze the data, this study uses the theory of apology strategy proposed by Olshtain and Cohen (1983) and categories of offence proposed by Mats Deutschmann (2003). Moreover, this study are the utterance of all the characters in *Pitch Perfect* movie which contain apology strategy. The data are collected by using content analysis method.

In findings, the writer found 16 data. The writer found 3 of 5 apology strategy types proposed by Olshtain and Cohen (1983). There are 9 data belonging expression of apology. Then, there are 5 data belonging explanation or account of the situation. Next, there are 2 data belonging acknowledgement of responsibility. The writer also found 8 of 9 categories of offence proposed by Mats Deutschmann (2003). Those are Accidents (1), Mistakes and misunderstandings (1), Breach of expectations (2), Lack of consideration (6), Talk offences (2), Request (1), Hearing offences (1), Breach of consensus (2). The result shows that 15 data of the character express their apology by saying *sorry*, they are showing that one feels guilty because they have offended other people. This study also finds the categories of offence that mostly lead to apology; it is Lack of Consideration.

Keywords : Apology Strategy, Categories of Offences, *Pitch Perfect*