

CHAPTER V

CONCLUSION

The present chapter concludes this study and offers suggestions for further research that may prove useful to future researchers.

A. Conclusion

In sum, the study found that the most favoured applied apology strategy by male and female department students at IAIN Kediri is Expressing of Apology. Some also employed the strategy of Explaining Account (21.7%), Minimizing Offences (20%), Acknowledging Responsibility (17.5%), Offering Repair (9.5%), and Finally, Promises and Forbearance (2.4%) to ask for apology from interlocutors. However, the strategy of rejecting and expressing concern were not considered by the students when they asked for an apology.

The findings of the study revealed that gender did not greatly affect the use of strategy of apology. Although males and females used some similar strategies, they did so in a different order. It was noted that male English department students were more likely to use Expression of Apology than female students. It's probably because men and women are more likely now to take on responsibilities in most societies, participate in public spheres, and hold social power. Yet it is important to note that the patterns of gender differences in this study are unique to young adult speakers rather than any other age group.

B. Suggestion

The purpose of this study was to examine the apology strategies used by EFL students in Indonesia. Related to the findings of the study, it is suggested that future studies should assess different DCT scenarios as well as conducting a similar study from different perspectives. It would be interesting to observe the responses to complaints, advice, and requests in the future. Studying the response strategies of EFL students from different social classes and comparing them with those used by native English speakers can be beneficial to broaden the coverage of study on the use of apology. Also, it is expected to provide new knowledge to those who are interested in a study that is similar to this one or is still connected to this one.

For EFL students, it is suggested that they need to be more aware on the types of apology strategies. This can be helpful to support their understanding about types of apologies. Moreover, they could vary their strategy in terms of apology by relying on the types of the apologies. For EFL teachers, it is suggested that they should encourage their students to use different kinds of apology strategies in different condition and contexts. They are also suggested to enrich their knowledge on the types of apologies which are proposed by many experts.