

REFERENCES

- Abbas, F., Anjum, K., & Pasha, S. B. (2018). Speech Act of Apology by Pakistani English Speakers through the Theory of Politeness. *The Dialogue*, 14(2), 196–213.
- Abdolmalaki, S. G., & Ghani, C. A. A. (2016). The Use of Apology Strategies and Gender Differences among Iranian EFL Postgraduate Students in an ESL Context. *Journal of Language and Communication*, 3(2), 231–239.
- Abudin, B., & Sundari, H. (2021). Exploring Apology Strategy by Indonesian Public Figures: A Pragmatic Study in Social Media. *Deiksis*, 13(2), 122. <https://doi.org/10.30998/deiksis.v13i2.7627>
- Adrefiza, & Jones, J. F. (2013). Investigating Apology Response Strategies in Australian English and Bahasa Indonesia: Gender and Cultural Perspectives. *Australian Review of Applied Linguistics*, 36(1), 71–101.
- Al Masaed, K., Waugh, L. R., & Burns, K. E. (2018). The development of interlanguage pragmatics in L2 Arabic: The production of apology strategies. *System*, 74, 98–108. <https://doi.org/10.1016/j.system.2018.03.001>
- Al-Rawafi, A., Sudana, D., Lukmana, I., & Syihabuddin, S. (2021). Students' apologizing in Arabic and English: An interlanguage pragmatic case study at an Islamic boarding school in Indonesia. *Indonesian Journal of Applied Linguistics*, 10(3). <https://doi.org/10.17509/ijal.v10i3.31740>
- Anam, B. (2010). *Apology Used in Bridget Jones: The Edge of Reason Movie* [Dissertation]. Maulana Malik Ibrahim State Islamic University.
- Austin, J. L. (1975). *How To Do Things With Words*. Harvard University Press.
- Baktir, H. (2014). Speech Act Theory: Austin, Searl Derrida's Response and Deleuze's Theory of Order-word. *Epiphany*, 6(2). <https://doi.org/10.21533/epiphany.v6i2.74>
- Bataineh, R. F., & Bataineh, R. F. (2006). Apology strategies of Jordanian EFL university students. *Journal of Pragmatics*, 38(11), 1901–1927. <https://doi.org/10.1016/j.pragma.2005.11.004>
- Brown, P., & Levinson, S. C. (1987). *Politeness: Some Universals in Language Usage*. Cambridge University Press.

- Cedar, P. (2017). Apology Strategies Used by EFL Undergraduate Students in Indonesia. *International Journal of Applied Linguistics and English Literature*, 6(6), 214. <https://doi.org/10.7575/aiac.ijalel.v.6n.6p.214>
- DadkhahTehrani, M., Rezaei, O., Dezhara, S., & SoltaniKafrani, R. (2012). Apology Strategies of Iranian Undergraduate Students. *English Language Teaching*, 5(2), p93. <https://doi.org/10.5539/elt.v5n2p93>
- Darby, B. W., & Schlenker, B. R. (1982). Children's reactions to apologies. *Journal of Personality and Social Psychology*, 43(4), 742–753. <https://doi.org/10.1037/0022-3514.43.4.742>
- Dozie, C. P., & Otagburugu, E. J. (2020). Apology and Linguistic Politeness Strategies in English among Igbo Native Speakers in Nigeria: An Interlanguage Study. *Advances in Language and Literary Studies*, 10(5), 1. <https://doi.org/10.7575/aiac.all.s.v.10n.5p.1>
- Farashaiyan, A., & Amirkhiz, S. (2011). A Descriptive-Comparative Analysis of Apology Strategies: The case of Iranian EFL and Malaysian ESL University Students. *English Language Teaching*, 4(1), 224. <https://doi.org/10.5539/elt.v4n1p224>
- Fitriani, N. (2012). Apology Strategies: Are Women's Different from Men's. *Perbanas Institute Laboratory Unit*, 1(1), 47–59.
- Harb, M. A. (2016). On Gender and Apology Strategies: The Case of Arabic. *Gender Studies*, 14(1), 224–265. <https://doi.org/10.1515/genst-2016-0014>
- Holmes, J. (1989). Sex Differences and Apologies: One Aspect of Communicative Competence1. *Applied Linguistics*, 10(2), 194–213. <https://doi.org/10.1093/applin/10.2.194>
- Holmes, J. (1990a). Apologies in New Zealand English. *Language in Society*, 19(2), 155–199.
- Holmes, J. (1990b). *Women, Men, and Politeness (real language series)*. Longman.
- Hornby, A. S. (2000). *Oxford Advanced Learners Dictionary of Current English*, (6th ed.). Oxford University Press.
- Huwari, I. F. (2018). A study of Apology Strategies in English: A case study on Jordanian and Asian Undergraduate Students at Zarqa University. *Arab World English Journal*, 9(1), 335–349. <https://doi.org/10.24093/awej/vol9no1.24>
- Istifci, I. (2009). The use of apologies by EFL learners. *English Language Teaching*, 2(3), p15. <https://doi.org/10.5539/elt.v2n3p15>

- Jebahi, K. (2011). Tunisian university students' choice of apology strategies in a discourse completion task. *Journal of Pragmatics*, 43(2), 648–662. <https://doi.org/10.1016/j.pragma.2010.09.008>
- Kenny, S. C. (2020). Sorry, I Should Have Checked the Culture First: An exploration into the use of cultural context related to social orientations in interpersonal apologies. *MacEwan University Student EJournal*, 4(1). <https://doi.org/10.31542/muse.v4i1.1857>
- Keshani, K., & Heidari-Shahreza, M. A. (2017). A Comparative Study of Apology Strategy Use by Iranian and German EFL Learners: Gender Differences in Focus. *Journal of Applied Linguistics and Language Research*, 4(1), 199–212.
- Kim, M. S. (2012). *Examining The Effectiveness of CEO Apology as A Crisis Response Strategy, According to Media Channels and Apology Strategies* [Master's Thesis]. University of Florida.
- Lwin, M. O., Pang, A., Loh, J.-Q., Peh, M. H.-Y., Rodriguez, S. A., & Zelani, N. H. B. (2017). Is saying 'sorry' enough? Examining the effects of apology typologies by organizations on consumer responses. *Asian Journal of Communication*, 27(1), 49–64. <https://doi.org/10.1080/01292986.2016.1247462>
- Martinez-Vaquero, L. A., Han, T. A., Pereira, L. M., & Lenaerts, T. (2015). Apology and forgiveness evolve to resolve failures in cooperative agreements. *Scientific Reports*, 5(1), 10639. <https://doi.org/10.1038/srep10639>
- Marzuki, E., & Walter, C. (2013). English and Malay Text Messages and What They Say about Texts and Cultures. *Open Journal of Modern Linguistics*, 03(04), 295–304. <https://doi.org/10.4236/ojml.2013.34037>
- Mills, S. (2003). *Gender and politeness*. Cambridge University Press.
- Nurlatifah, A. I. (2020). Forgiveness among Javanese Ethnic Students: A Mountainous, Highland, Lowland, and Coastal Culture Background Comparison. *JOMSIGN: Journal of Multicultural Studies in Guidance and Counseling*, 4(1), 45–63. <https://doi.org/10.17509/jomsign.v4i1.22879>
- Pajri, D. I. (2018). *The Analysis of Apology Strategies Uttered by Male and Female Students of English Study Program at Jambi University* [Thesis]. University of Jambi.
- Prachanant, N. (2016). A Cross-Cultural Study of Apology Speech Act Realisations. *Social Sciences & Humanities*, 24(S), 43–58.

- Qarina, D. (2012). Realization of Apology Strategies by English Department Students of Pekalongan University. *Language Circle*, 8(1), 93–115.
- Qorina, D. (2012). *REALIZATION OF APOLOGY STRATEGIES BY ENGLISH DEPARTMENT STUDENTS OF PEKALONGAN UNIVERSITY*. 13.
- Renkema, J. (1993). *Discourse Studies. An Introduction TextBook*. John Benjamin Publishing Company.
- Ruth, A., & Kuntjara, E. H. (2016). The Apology Strategies Used by Customer Service Officers of a Local Bank in Surabaya. *Kata Kita*, 4(2), 73–79.
- Saleem, T., Azam, S., & Saleem, A. (2014). The Use of Apology Strategies in English by Pakistani EFL University Students in Pakistan. *Journal of Education and Practice*, 8.
- Schumann, K. (2018). The Psychology of Offering an Apology: Understanding the Barriers to Apologizing and How to Overcome Them. *Current Directions in Psychological Science*, 27(2), 74–78. <https://doi.org/10.1177/0963721417741709>
- Searle, J. R. (1969). *Speech Acts*. Cambridge University Press.
- Shahrokhi, M., & Jan, J. M. (2012). The Realization of Apology Strategies Among Persian Males. *Procedia - Social and Behavioral Sciences*, 46, 692–700. <https://doi.org/10.1016/j.sbspro.2012.05.183>
- Shariati, M., & Chamani, F. (2010). Apology strategies in Persian. *Journal of Pragmatics*, 42(6), 1689–1699. <https://doi.org/10.1016/j.pragma.2009.10.007>
- Suszczyńska, M. (1999). Apologizing in English, Polish and Hungarian: Different languages, different strategies. *Journal of Pragmatics*, 31(8), 1053–1065. [https://doi.org/10.1016/S0378-2166\(99\)00047-8](https://doi.org/10.1016/S0378-2166(99)00047-8)
- Tajeddin, Z., & Pirhoseinloo, M. (2012). Production of apologies in English: Variation by L2 proficiency and apology situations. *TELL*, 6(2), 129–160.
- Trosborg, A. (1994). ‘Acts’ in contracts: Some guidelines for translation. In M. Snell-Hornby, F. Pöchhacker, & K. Kaindl (Eds.), *Benjamins Translation Library* (Vol. 2, p. 309). John Benjamins Publishing Company. <https://doi.org/10.1075/btl.2.37tro>
- Trosborg, A. (1995). *Interlanguage Pragmatics: Request, Complaints and Apologies. Studies in Anthropological Linguistics*. Mouton de Gruyter.
- Ugla, R. L., & Abidin, M. J. Z. (2016). *A Study of Apology Strategies Used by Iraqi EFL University Students*. 5(1), 7.

- Wijayanto, A. (2019). Refusals in Javanese and English. *Journal of Intercultural Communication*, 50, 1–23.
- Wouk, F. (2006). Strategies of apologizing in Lombok Indonesia. *Journal of Politeness Research. Language, Behaviour, Culture*, 2(2), 277–311.
<https://doi.org/10.1515/PR.2006.014>
- Yule, G. (1996). *Pragmatics*. Oxford University Press.