Austronesian: Journal of Language Science & Literature
2(1) (2022): 9-20
2963-1548 (Print) 2961-9947 (Online)
https://www.ojs.wahanapublikasi.com/index.php/austronesian



Apology Strategies Used by Characters in Yes Day Movie

Falentina Jenita Mbeleng[1*], I Made Yogi Marantika[2]

[1,2]2English Department, Faculty of Foreign Languages, Mahasaraswati Denpasar University, Kota Denpasar, Bali 80233, Indonesia
Correspondence Email: [1]altynjhenita@gmail.com, [2]yogimarantika@unmas.ac.id

ARTICLE INFO

Received:
23 Nov 2022

Accepted:
08 Jan 2023

Published:
08 April 2023

Keywords:
Apology Strategy, Characters, Movie

ABSTRACT

The apologies that the characters in the Yes Day movie use are described in this study. Expression of remorse is truly normal in our regular routine since individuals generally commit the errors to one another. The purpose of this study is to learn about and describe apology strategies as well as their functions. The information was assembled from exchanges in the Yes Day film that included expression of remorse. This study gathered nine pieces of information. The narrative-based descriptive qualitative method was used to analyze the data to make it easier for the reader to understand. In the Yes Day movie, the Olshtain Cohen and Rosenstein theory was used to examine the characters' strategies for apologizing. An Expression of Apology or Illocutionary Force Indicating Device (IFID), an Acknowledgement of Responsibility, an Explanation, an Offer of Repair, and a Promise of Forbearance were all used by the characters in the Yes Day movie, according to the findings of this study. The Illocutionary Force Indicating Device, followed by an Explanation, was the strategy that was used the most frequently based on those strategies. In addition to repairing the relationship between the speaker and the listener, the purpose of the apology strategies was to convey the speaker's regret for their errors. Also used to maintain a good relationship between two characters, apology.

Doi: https://doi.org/10.59011/austronesian.2.1.2023.9-20

1. Introduction

Communication is one of aspect of human used for interact with others. The tools that human used in communication is language. Language can be to express the feeling, thoughts, idea, opinion, and knowledge. In human daily life peoples need language to

*Corresponding Author
E-mail: altynjhenita@gmail.com
Copyright © 2024 The Author(s)
CC BY-NC-SA 4.0 License

communicate with others to maintain a relationship. According to Finnegan language is an action of social, and performs it with works. However, some relationships between humans become uncomfortable when they make mistakes whether it is intentionally or unintentionally in their conversations. When we communicate with other people, we need polite communication, so as not to offend the listener. Language can use to express the apologizes when the speaker uttered something that is distract the listener's feeling. For instance, I'm sorry, I made a mistake. The manner in which people communicate has a significant impact on some relationships. Language is one of the media of communication, and communication works well with any medium. According to Clyne (1991:3), language is the most crucial means of human communication. Additionally, Clyne asserts that language is a tool for doing something. one of the tools that can help people express their thoughts and feelings. Language is the most solid approach to imparting. Communication between people or parties in human social life does not always work well or please everyone. For a variety of reasons, it is always possible for someone to make the other person feel sad, angry, or offended. After the speaker has done something that offended the listener, an apology is meant to make things right between them. Making a mistake should be followed by an apology in order to maintain a pleasant relationship. An apology is an action taken to improve a bad situation, especially one caused by a mistake (Larasati, 2014).

When someone communicates with another person, the response they receive can be used as a measure of how successful the communication was. When the speaker is aware of what they are doing with language and the listener is unable to comprehend the intended meaning, the communication is successful. When someone says something, they not only accomplish a specific goal but also carry out the act. That is what is meant by the term "speech act" in social communication. Searle (1969) asserts that the utterance of sounds or the making of marks are typical speech acts. Speech acts are also utterances that have a purpose in communication. According to Austin (1962), the speaker performs an illocutionary act of having a certain force while uttering a sentence. This is distinct from the speaker's locutionary act of uttering the sentence, which is to have meaning, and also from the speaker's perlocutionary act, which is to achieve certain effects.

This study examines apology, which is an expressive illocutionary act, in relation to speech act. Apologies are a part of good manners and the speech act. The term "apologizing" is also used in speech act. According to Olstain and Cohen (cited in Larasati, 2014), an apology is a speech act used to restore a speaker's relationship with a listener following an intentional or unintentional offense. According to their study, Arsani, Juniartha, and Ariyahningsih (2021), speech acts are the acts of communication that talk about the speaker's goal, which is the most important part of pragmatic. According to Trosborg (1995), cited in Wardoyo (2014), an apology is an act of asking for forgiveness from the speaker that hurts the listener's feelings and also has a negative impact on the listener. After the speaker has done something that offended the listener, the purpose of an apology is to establish a positive relationship with the listener.

Reiterating your apology is always a given. Due to certain offenses they have committed toward the person being addressed, individuals may be required to apologize. When a mistake is made, it is important for people to apologize in daily life. Engel, 2001: There are five reasons why apologizing to another person has become important, according to Wardoyo 29. Apologies demonstrate a person's ability to accept responsibility for their actions, as well as respect for others. Thirdly, it demonstrates empathy for the feelings of others. Fourth, offering an apology also demonstrates a person's honesty. The final option is to offer an apology in order to demonstrate that one wishes to restore relationships with other people and establish peace.

Every individual has their own unique approach to offering an apology to another person. In order to make an apology work, people should use certain strategies (Winda, 2014). These methods of apologizing, which are typically used in conversation in real life, are also used in other forms of communication, including film. This took place because the movie is based on real life. Apologies occur in both movies and our everyday lives. One of the literary works that is shown as a moving image and conveys meaning to a group of people who are connected to the real world around them is the movie. the occurrence in a movie where characters apologize. Movies typically depict conversations between characters. Whether it's an action, horror, comedy, thriller, or romantic film.

According to Frazer (1981), there are two types of apologies: direct and indirect. The speaker of a direct apology uses an expression or expressions that contain a performative verb, such as: apologies, apologize, excuse, and pardon (Wardoyo, 2014). Direct apologies are also known as illocutionary force indicators (IFID's). A person who offers an indirect apology typically does so in conjunction with a promise, solution, or explanation. The theory proposed by Olshtain, Cohen, and Rosenstein is the basis for the researcher's analysis of the data in this study. Olshtain, Cohen, and Rosenstein (1986) suggested the following five strategies: An IFID (direct apology), an acknowledgement of responsibility, an explanation, a promise of repair, and forbearance

Direct Apology, also known as the Illocutionary Force Indicating Device, indicates that the apologizer uses a word, utterance, or expression with a relevant performative verb, such as: (Blum-Kulka & Olsthain, 1984) apologies, pardon, apology, and excuse me. An acknowledgement of responsibility is the second tactic. The apologizer employs this tactic because they are aware that their actions led to violence. The level of violence displayed by the apologizer can be measured on a scale, with an acceptance of blame representing the highest level of intensity. The preceding illustration of the explanation: I understand what I did was off-base, it was my shortcoming". Explanation is the third tactic. The speaker uses the explanation of a particular circumstance as an indirect speech act of apologizing and indirectly causes the apologizer to commit the offense. The statement is meant to "set things right," and it has to do with the context of the person who was offended. The next tactic is to make an offer of repair. When someone doesn't live up to a promise, it can cause damage. An illustration of an earlier explanation can be found here: I'll bring your book tomorrow because I forgot to bring it. The Promise of Forgiveness tactic is the final tactic. This tactic demonstrates, like a promise, that the

apologizer will improve their behavior in the future if they promise not to commit an offense or error in the future. The purpose of this study was to determine the various apologies used in the Yes Day movie. Statement of regret is extremely normal in our regular routine, remembered for a film, in light of the fact that the film is motivation of day to day existence. The fact that apologizing can be done in a variety of ways in addition to using the word "sorry" can also prove helpful to readers, according to this research.

2. Literature review

There were authors who wrote about the phenomenon of apology. The first, titled "The Analysis of Apology Strategies Used by Male and Female Students of the English Study Program at Jambi University," was written by Pajri (2018). The outcome demonstrates that male students' expressions of regret, self-deficiency, gratitude, and exclamation are the most common strategies. The use of apology strategies by students of both genders demonstrates the divergent nature of the strategies used by male and female students. Next, Apology Strategies in the Harry Potter Movie Series by Nisa and Sutrisno (2018). The study found that the Harry Potter series uses five different strategies. which are Device with explicit illocutionary force, explanation or account of the cause, taking responsibility, offering repair, and strategy combination. Strategies of Writing Apologies in the Online Newspaper, by Wardoyo (2014), follows. This study shows that they used IFID in the online newspaper by using a performative verb: Be sorry, apologize, take responsibility, explain, offer to fix it, and say you'll be understanding. The subsequent one is titled "Apology Strategy Used by the Characters in Four Cartoon Movies" by Larasati (2014). An explanation or account of the situation and an expression of an apology, according to the findings of this study, dominate the ranks. In the meantime, the use of apology is also influenced by the relationship between the speakers. The last, Ratnasari (2017) directed a learn about The Methodology of Conciliatory sentiment. Involved by the Characters in the Stuart Little 2 Film. The study found that the "Stuart Little 2" movie employs the following apologies: acknowledgment of responsibility, explicit acceptance of the blame, expression of lack of intent, explanation or account, explicit explanation, explicit acknowledgment, offer of repair, expression of apology, expression of concern for the listener, minimization of offense, questioning precondition, expression of regret, and expression of self-deficiency.

Pajri (2018) examined the manner in which male and female Jambi University students expressed their apologies, which sets this study apart from previous ones. whereas in this study, the authors analyzed the conversations in the film Yes Day. In Nisa and Sutrisno's research (2018), they analyzed the type of apology strategy in the Harry Potter series, then used a theory that was different from this research. Next is Wardoyo (2014), which analyzes the apology strategy in online newspapers. The difference is that this study analyzes a film, while Wardoyo analyzes an online newspaper which has a different form, namely the written form.

Next is Larasati (2014), which analyzes 4 cartoon movies, while the current research only analyzes 1 film. Finally, Ratnasari (2017) analyzes a film called Stuart Little 2 movie. Ratnasari also used a different theory from this research.

Apology is not only happened in our daily life, but also in movie. Movie is one of literary works that is display in the form of moving image that convey a meaning to a group of people associated to the real life around them. The phenomenon of apologizing spoken by the characters in a movie. Movies usually show a conversation between one character and another. Whether it's a romantic film, action, horror, comedy, sci-Fi, thriller.

The purpose of this study is to examine the phenomenon of character apologies in the Yes Day movie and to provide a description of the functions of these apologies. The 2021 American film "Yes Day" is about a family named Charlos and Allison. Katie, the eldest of their three children, Nando, the second, and Ellie, the youngest, are their names. After experiencing some difficulties, Charlos and Allison decide to grant their three children a "YES DAY," during which the children have 24 hours to establish the rules. Charlos and Allison have always felt that they must say "NO" to their children. The movie is 1 hour and 29 minutes long. It is attempted to analyze the characters' strategy and functions of apologizing in Yes Day.

3. Methods

Because it attempted to reveal the natural phenomena of apology, this study was a descriptive qualitative research. The statements made in the 2021 film Yes Day served as the research's primary source of data. A Yes Day film can be found on Netflix. The data were the dialogues and utterances in the form of words, phrases, and sentences that indicate the use of an apology, also known as a verbal apology. The Yes Day movie contains 42 data. Explanation, apology or Illocutionary Force Indicating Device, explanation, offer of repair, and promise of forbearance are the most common. Because it requires some interpretation from the author herself, the writer was the primary research instrument in this study.

Several steps are used to gather the data, including: First, I watched the movie on Netflix and concentrated on the utterances of apology. After watching the movie, the next step is to read the script several times to understand the deep meaning of the words of apology in Yes Day. Following that, Olshtain, Cohen, and Rosenstein's theory was used to analyze the data (1986). Finally, classify the data according to its methods and draw a conclusion.

4. Result and Discussion

This study demonstrates the Yes Day movie's strategy for apologizing. This result is based on Olsthain, Cohen, and Rosenstein's (1986) Apology Strategy theory. The following table can be used to display the outcome:

Table 1. Types of Apology Strategy

No	Types of apology strategies	Total	Percentage %
1.	Illocutionary Force indicating device	25	63%
2.	An acknowledgement of responsibility	6	15%
3.	An explanation	8	20%
4.	An offer of repair	-	
5.	A promise of forbearance	1	2%
	Total	40	100%

Based on the data that presented above, the most frequent strategies are an explanation followed by Illocutionary Force Indicating Device. Every person has various strategy in expressing the apologize. It is depending on mistakes they had made that distracted the listener. in conveying the idea to apologize, there are some utterances selection strategy they used, whether intentionally or unintentionally, almost anyone ever made a mistake in everyday life. For example; interfering with other people's requests or expressions, forgetting to do something that is crucial to other people, or causing damage to another person's property

There was a few characterization of conciliatory sentiment procedures as per Olshtain, Cohen and Rosenstein (1986, for example, An Illocutionary Force Indicating Device (IFID), an Acknowledgement of Responsibility, an Explaination, a Promise of Forgiveness, and a Repair Offer The following are some tactics employed by the characters in the Yes Day movie:

Data 1 Illocutionary Force Indicating Device

This conversation took place when Nando and his family had a breakfast in the morning before they go to school and go to work. Allison Nando's mother was busy to talk to someone on the phone. Meanwhile, Carlos Nando's father and his two sister was busy to ready the breakfast. Nando was the child that likes science. So, he mixed the catalyst to a waffle to make a waffle volcano. After breakfast, Allison asked them to go to school.

Allison: Let's go! Let's go! Let's go!
(sighs) (the waffle explode)
Nando: the catalyst. I'm mean, **I'm so sorry.**
(breathing heavily)



(00.05.28)

The analysis: in this conversation, Nando the second child of Carlos and Allison made some waffle volcano and it's explode. The waffle explosion hits Nando's mother, Allison. Nando felt guilty towards his mother then directly apologized to his mother by saying: "I'm so sorry". This utterance can be included as Illocutionary Force Indicating Device or direct apology because Nando uses performative verb such as sorry.

The functions of the apology by the utterance of Nando in the conversation above is Nando want to express his regret through his mother.

Data 2



Source: "Yes Day" movie from Netflix
(00.42.01)

The conversation:
Allison : yeah, I guess if you're not feeling well, of course we'll go home.
Carlos : thank you.
Allison : Gosh
Carlos : maybe I'll pop by the office, then go home and crash.
Allison : **sorry**. what'd you say?
Carlos : hmm? Maybe I'll pop by the office.

In the conversation above, Allison and Carlos are in the hospital and Carlos is still bedridden. Then Carlos asked Allison's permission to go home and did not want to continue their activities. Allison then agreed and allowed Carlos to go home and rest. However, Carlos also asked to stop by his office and that made Allison angry because he did not expect that Carlos would prefer his job over continuing their game with their children. Then Allison says Sorry which means she wants to hear Carlos' answer one more time.

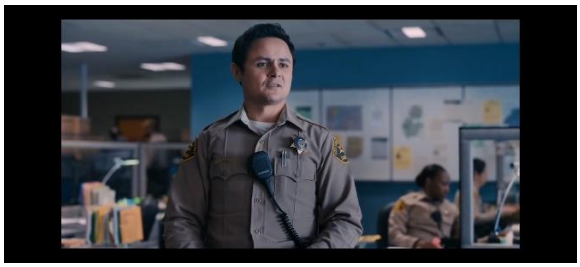
The function of apology expressed by Allison in the conversation above is that she wants to hear an explanation from Carlos and wants to hear Carlos's answer one more time and make sure that it was the answer that she didn't want to hear.

Data 3 Acknowledgement of Responsibility

This conversation took place when Allison and Carlos at the prison. They got there because they got into an argument with a woman at a playground for snatching a stuffed gorilla. Allison and the woman initially play fair, but then the woman does not accept her

defeat so they fight over the stuffed gorilla, which makes them end up in the prison. In the end Allison proved to be the winner of the doll, finally they were allowed to go home. Allison and Carlos immediately searched for their three children (Katie, Nando, and Ellie) but no one answered. Then they asked a police officer.

Allison : where are our kids?
Officer : sorry I forgot to tell you, Nana and Pop-pop picked them up.
Carlos : Nana and Pop-pop live in Pittsburgh.
Officer : but they're here on vacation.
Carlos : no, they're not.
Allison : you let our children leave by themselves?
Officer : **you see, when you say it out loud, I realize that it was a mistake.**
Allison : oh no.



(00.31.15)

The evaluation: The officer realizes, based on the conversation, that what he did was a mistake that allowed the children of Carlos and Allison to leave on their own. Because Allison yelled at him, the policeman saw it. The police officer admitted his guilt by saying, "I felt guilty." I can see that it was a mistake when you say it out loud. This statement was included in the Acknowledgement of Responsibility strategy because the person who apologized acknowledged that his actions were to blame for the violence that resulted from allowing Carlos and Allison's children to travel alone.

The function of the apology from the Police Officer mentioned above is to provide a statement that he feels guilty for his actions and this caused a problem for Carlos and Allison, namely they lost their children who were previously entrusted to the police officers.

Data 4



Source: "Yes Day" movie from Netflix

(00.45.05)

The conversation
[*Carlos, Allison, Katie, Nando, Ellie screaming*]
Carlos: eyes on the road, please.
Jean: got it. **My bad**.
[siren blaring]
[air horn blaring]

In the conversation above, Carlos and his family visited Magic Mountain. they were escorted by Jean, the driver of the ambulance. On the way Jean was speeding and Carlos and his family were screaming in the car. Jean kept talking on the go while driving and his eyes weren't looking at the road. In the end Carlos said that he should watch the road and be careful. Jean realized that he had not been careful. Jean also apologized by saying that it was his fault. Jean's words are included in the strategy of an Acknowledgment of Responsibility.

The apology from Jean above its function was that he felt guilty for not being careful while driving, this made Carlos and his family scream in the shaking car.

Data 5 Explanation

A Yes Day is being celebrated by Carlos, Allison, and their three children. A Yes Day gave parents 24 hours to follow their children's wishes. They played games like kablowey, which is like "capture the flag" meets "paintball meets a butt ton of Kool aid. After playing the games, Carlos tried to save a chick that had fallen from its nest which was located on a tree. However, when Carlos placed the chick in its nest he was suddenly attacked by several birds, so he was immediately rushed to the hospital.

Carlos : **Honey, I hate to be a party pooper, but my body's done. Can we finish this another day please?**
Allison : really?
Carlos : yeah.



(00.41.23)

Carlos and Allison had this conversation while they were in the hospital. In view of the discussion, Carlos by implication apologized to his better half, Allison that he needed to stop the game and they will complete it one more day since he was depleted by saying:

"I hate to disappoint you, honey, but my body is done. Here, Carlos used an explanation, which means that the apologizer committed the offense.

The functions of Carlos's expression in the conversation above as that he wants to ask permission from Allison that he doesn't want to continue the game because he is very tired and wants to continue their game on another day. He wanted it to be understood that he was very tired and immediately rested at home.

Data 6



Source: "Yes Day" movie from Netflix
(00.09.07)

The conversation:
Carlos: I have to ask you to throw the McGriddle away.
Employee 1: [slurping his drink]
Carlos: Joan? Both of you.
[bangs]
Employee 2: [sighs] mine finished
Carlos: **look, I hate to saying no, but it's my job**. Okay?

In the conversation above, Carlos had just arrived at his office. He looked very angry because the atmosphere in his office was very noisy. Carlos headed for the 2nd floor, but on the way he saw his two employees eating and drinking in their testing area. Carlos asked them to throw away the food they were eating, because it was not allowed to bring food in that area. Carlos asked them to throw it away, but one of his employees immediately gulped down his drink, and the other immediately put all the food in his hand into his mouth, so he didn't have to throw it away. Carlos then said that, actually he didn't want to forbid them to do what they wanted, but he had to do it because it was his duty. Carlos said "Look, I hate to say no, but it's my job." This expression from Carlos can be classified as an Explanation strategy because he explains the reasons why he prohibits his employees from eating and drinking in the testing area.

In the conversation above Carlos indirectly apologized to his employees because he did not give permission for his employees to eat or drink in the testing area, because it

was his responsibility to manage all of them. The function of the speech is to explain to the employee that it is only his duty and hope that the employee will understand it.

Data 7 Promise of Forbearance

This utterance took place when Carlos Torres arrived at his work place in the morning. Carlos works for a company called Icarus Technologies. This company is a sophisticated technology company with many employees in it. When Carlos entered the office, several employees made a fuss and damaged some of the equipment in the office. One of the employees talked to Carlos but Carlos not answered.

The employee: **Hey, Mr. Torres. I promise this never happens.**



(00.08.24)

In these statements, the employees apologized to Carlos (Mr. Torres) for the items that were destroyed in their office and promised that this accident would never occur again. It is possible to draw the conclusion that the statement includes a Promise of Forbearance strategy, in which the apologizer is expected to refrain from repeating the same mistake or offense in the future. Similar to a promise, it.

In the conversation above, the employee from Carlos apologized to Carlos for damaging his office equipment and he promised that he would not do it again in the future.

Apology strategies can be found in our daily lives, both in everyday conversation and in the form of media, namely films, newspapers and so on. Therefore, it is very important for future writers to analyze apology strategies using different theories and different data sources, for example taken from newspapers, novels, short stories and so on.

5. Conclusion

The purpose of this study was to learn about and describe the apology strategy, as well as the purposes for which it is used. The researcher came to the conclusion that people sometimes make mistakes and hurt other people, whether intentionally or unintentionally, and that apologizing is very important in our day-to-day lives. Apologies are crucial because they can maintain a positive relationship with others. The Yes Day movie's four strategies are the focus of this study. The Illocutionary Force Indicating Device (IFID) was their most common tactic, followed by an explanation, an acknowledgement of responsibility, and a promise of forbearance. The Illocutionary Force Indicating Device was used the most because it is the easiest to use and the one that people typically use the most when apologizing. The researcher suggests that the

subsequent researcher investigate the apology strategy across various media, such as: newspaper, drama, social media, and so on.

Conflict of interest

The author(s) declare(s) that there is no conflict of interest.

Authors' contribution

The author made substantial contributions to the conception and design of the study. The authors took responsibility for data analysis, interpretation and discussion of results. The authors read and approved the final manuscript.

References

Arsani, A., Juniartha, I. W., & Ariyaningsih, N. N. D. (2021). An analysis of representative speech acts used in covid-19 speech in Queen Elizabeth II. Elysian Journal: English Literature, Linguistics and Translation Studies, 1(1), 1-10.

Blum-Kulka, S., & Olshtain, E. (1984). Requests and apologies: A cross-cultural study of speech act realization patterns (CCSARP). Applied linguistics, 5(3), 196-213.

Finnegan, E. (2014). Language: it's structure and use. Cengage Learning

Austin, J.L. (1962). How to Do Things with Words. Oxford university press.

Larasati, D. P. (2015). Apology Strategy Used by the Characters in Four Cartoon Movies. Lexicon, 3(2), 179-189.

Nabilah, A., & Aliah, N. (2016). Apology Strategies Expressed by the Characters in The Proposal Movie. NOBEL: Journal of Literature and Language Teaching, 7(1), 1-14.

Nisa, I. K., & Sutrisno, A. (2018). Apology Strategies in" Harry Potter Movie Series". English Language Teaching Educational Journal, 1(1), 1-12.

Ratnasari, S. (2017). The Strategy of Apology Used by the Characters in the "Stuart Little 2" Movie

Sari, M. K. (2016). Apology strategy in English by native speaker. Lingua Cultura, 10(1), 13-17.

Wardoyo, C. (2014). Strategies of expressing written apologies in the online newspaper. Journal on English as a Foreign Language, 4(2), 73-78.

Yani, S. N. A. (2018). The apology strategies used in frozen movie (Doctoral dissertation, UIN Sunan Gunung Djati Bandung).