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Discourse Analysis of Apology in Chat

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To my Family and my Friends

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Abstract

This study is called Discourse Analysis of Apology in Chat, This study aims to present and discuss types of apology that use in chat , the functions of apology use in chat , and using honest apology in chat .It's hypothesized that remorse and Social Harmony Apologies are mostly used in chat, re-establish dignity and repair relationship functions are mostly used in chat ,honest apology is mostly used in chat , and we use the act of Apologizing every day.According to the results of data analysis the researcher conclude that remorse and social harmony apologies are mostly used in every day chats since since these two types people used these two types in order to avoid conflict or preserving peace with others and help to repair relationships by getting people talking again, and makes them feel comfortable with each other again.

Section One

Introduction

1.1 Problem of the Study

“Apology” means an expression of sympathy or regret, a statement that a person is sorry or any other words or actions indicating regret or remorse for actions, while apologizing is the act of expressing regret or remorse. In informal situations, it may be called saying sorry. The problem is that which type of apology is suitable for the problem and how to apologise and for whom .The questions which raised here are:

1. What types of apology are used in chat?
2. what are the functions of apology use in chat ?
3. How honest apology is given in chat ?

1.2 Aim of the Study

This study aims to present and discuss :

1. Types of apology that use in chat .
- 2.The functions of apology use in chat .
3. Use honest apology in chat .

1.3 Hypothesis of the Study

It's hypothesized that:

1. Remorse and Social Harmony Apologies are mostly used in chat.
2. Re-establish dignity and repair relationship functions are mostly used in chat .
- 3.Honest apology is mostly used in chat.
- 4.We use the act of Apologizing every day.

1.5 Procedures of the Study

1. Presenting the definitions of apology and its types and its element.
2. Showing the function of apology and how to Give an Honest Apology
3. Analysis the act of apology in chat
4. Writing a conclusion that sum up the research paper

1.5 Limit of the Study

This study is limited to discuss :

1. The act of apology used in chat
2. Types of apology used in chat
3. Functions of apology used in chat
4. Honest apology used in chat

1.6 Value of the Study

The study can be of value for teachers, and textbook designers.

Section Two

Literature Review

2.1 Speech Act of Apologies

The act of apologizing is called for when there is some behavior which has violated social norms. When an action or utterance has resulted in the fact that one or more persons perceive themselves as offended, the culpable person(s) needs to apologize. We are dealing here, therefore, with two parties: an apologizer and an apologizee. However, only if the person who caused the infraction perceive himself or herself as an apologizer do we get the act of apologizing. The act of apologizing requires an action or an utterance which is intended to “set things right” (Olshtain, 1983:235).

As Marquez-Reiter (2000: 44) states an apology is a “compensatory action for an offense committed by the speaker which has affected the hearer. Apologies fall under expressive speech acts in which speakers attempt to indicate their state or attitude. They add that in order for an apology to have an effect, it should reflect true feelings. (Bataneh .2006:1903)

A person who apologizes for doing A expresses regret at having done A so the apology act can take place only if the speaker believes that some act A has been performed prior to the time of speaking and that this act A

resulted in an infraction which affected another person who is now deserving an apology (Searle.1979)

2.2 Elements of Apology

The basic elements of an apology communicate:

That the person apologizing was, in some way, responsible for the unjustful actions taken; That the person apologizing is aware of the injustices that resulted from those actions; and that the person apologizing intends to behave differently in the future. Most philosophers believe that apologies require the person apologizing to hold certain emotions, especially regret or remorse. (The relevant difference between regret and remorse is that people who feel remorse believe that the situation was caused by their actions or inactions, whereas people can feel regret for situations beyond their control or outside of their involvement. However, others, at least in some situations, believe that this is not strictly necessary.) Browne, 2015:30)

The function of apology is to maintain harmony between the speaker and the hearer, and thus, people expect to apologize when they think they have violated social norms. It is generally forgiveness, reconciliation and restoration of the relationship between the people involved in a dispute. An apology is a very culture-sensitive speech act which varies greatly from one culture to another) Browne, 2015:30(

According to the attribution theory, giving an apology as early as possible leads to less conflict during the discussion and increases communication satisfaction. The way the apology is given affects the outcome and the process of forgiveness. For example, putting genuine emotion into an apology generally helps resolve disputes more quickly and helps rid negative emotions faster. When responding to a crisis, there are multiple

implications and ethical standards organizations and groups might follow.(Ebesu:2013)

2.3 The Five Types of Apologies

The following types of apologies reflect how people tend to vary in their degrees of acknowledging they hurt someone and feel what they did was wrong. (Robinson,2019)

2.3 .1.Remorse Apology

When people think of giving an honest apology, a remorse apology is usually what they are thinking of. A remorse apology needs that the apologizer fully acknowledges their behavior hurt another and believe their hurtful behavior was wrong. An example of a situation in which someone might give a remorse apology is spilling a drink on someone because they weren't aware of their surroundings. An example could be getting into a car accident due to lack of attention on the road.

A remorse apology could sound something like, "I am sorry for (particular behavior). I recognize that I hurt you and I feel remorse for (specific behavior)." Here, the apologizer apologizes for their specific behavior that hurt the other person and expresses remorse for the injury inflicted upon them.

Using the car accident example above, a remorse apology would sound like this: "I am sorry for not paying attention while I was driving, getting distracted, and hitting your car. I recognize that by not paying attention while driving, I hurt you. I feel remorse for putting you in pain and am very sorry." (Robinson,2019)

2.3 .2.Regret Apology

Unlike a remorse apology, a regret apology means that the apologizer does not acknowledge their behavior hurt another, but believes their

hurtful behavior was wrong. This apology is typically used when someone believes the action they took was the right thing to do, but is remorseful for the hurt their action has imposed upon others.

An example of a situation where a regret apology may be used is when someone seriously injures or even kills someone out of pure self-defense. In this case, the individual likely feels justified in their actions because their actions kept them alive, but may feel remorseful for pain inflicted on the friends and family of the person who attacked them.

An example that Robinson (2019) presents is a doctor who gives a shot to a child. The doctor may feel bad about the pain and fear the child feels in receiving the shot, but knows that the shot will help protect the child from disease in the long-term and therefore feel justified in their actions.

A regret apology could sound like this: “I am sorry for the hurt I have caused you by doing (specific behavior).” In the case of the doctor giving a shot to child, a regret apology may sound like this: “I’m sorry that the shot hurt you and that you were scared. But this is going to help you become stronger when you’re older, which is why we go to the doctor to get shots.” (Robinson,2019)

2.3.3. Empathy Apology

Giving an empathy apology means that the apologizer rejects that their behavior injured another and does not believe their behavior was wrong. This apology is utilized primarily for its namesake—empathy. In this case, the apologizer wants to show compassion and care to someone suffering, even if they did not contribute to the event that led to their suffering.

An example of this could be giving an apology to someone who has lost a loved one. In this case, the apologizer likely had nothing to do with the death of the loved one but wishes to be compassionate towards them.

This could sound like: “I am so sorry for your loss. I know (loved one) was so important to you.” (Robinson,2019)

2.3.4.Social Harmony Apology

A social harmony apology fits the requirements of the empathy apology: the apologizer does not acknowledge their behavior has hurt another and does not believe their hurtful behavior was wrong. However, the difference between a social harmony apology and an empathy apology lies in underlying motivations. Often, people use a social harmony apology with the intent of avoiding conflict or preserving peace with others.

For example, an email you sent to a coworker is misinterpreted by them. Due to their interpretation of the email, they feel hurt and talk with you about it. However, you do not believe you did anything to hurt them and subsequently, do not feel bad about it. But to preserve the peace between the two of you and avoid conflict, you decide to apologize.

It should be noted that while a social harmony apology can be appropriate sometimes, in many cases it is not. While apologizing to preserve the peace and relationship seems helpful in the short term, it can have long term negative effects. Avoiding conflict is not always the best route to take when it shows up in your life, especially in workplace relationships like in the example above. (Robinson,2019)

2.3.5.Harmless Error Apology

A harmless error apology can be defined as one in which the apologizer believes their hurtful behavior was wrong but does not believe or acknowledge that it hurt the other person. Another way of putting this is if someone condemns their behavior and apologizes when that behavior did not actually hurt the other person.

You might, for example, walk into a friend's house with your shoes on and realize that your friend took their shoes off at the front door. You may wonder if you should have taken your shoes off at the door too.

You think to yourself that your shoes are relatively clean and that your friend did not say anything about taking your shoes off when you entered. But you still feel bad not asking them about this in the first place. You apologize for not taking your shoes off and your friend says it's fine—their family wears shoes indoors sometimes too. In this case, you gave a harmless error apology—you felt bad about your behavior even though your friend was not hurt by it. (Robinson,2019)

2.4 Giving an Honest Apology

Honest apology means admitting you were wrong . An honest apology leaves you with a better understanding of yourself and others, and hopefully will give you the empathy to avoid the same hurtful path in the future

The first step is figuring out the following:

- (1) the degree to which you understand your behavior has hurt someone.
- (2) whether you think this behavior was wrong.

Once you narrow this down, you can figure out which apology works best for you and your current circumstances. From there, it's all about wording the apology and saying what you mean in a way that meets the needs of the receiver (if appropriate to the situation). (Robinson,2019)

2.5 Functions of Apologizing

- Apologizing when you've broken a rule of social conduct—from cutting in line to breaking the law—re-establishes that you know what the "rules" are, and you agree that they should be upheld. This allows others to feel safe knowing you agree that hurtful behavior isn't OK.
 - Apologies re-establish dignity for those you hurt. Letting the injured party know that you know it was your fault, not theirs, helps them feel better, and it helps them save face.
 - Apologizing helps repair relationships by getting people talking again, and makes them feel comfortable with each other again.
 - A sincere apology allows you to let people know you're not proud of what you did, and won't be repeating the behavior. That lets people know you're the kind of person who is generally careful not to hurt others and puts the focus on your better virtues, rather than on your worst mistakes.

Section Three

Data Collection, Description And Analysis

This section is concerned with collection and description of the data under study. It also presents the analysis of 15 chats between the members of the family, friends, and with other people from every day life ,these chats will be analysed

3.1 Data Collection and Description

The data were collected for the analysis from every day chats. Generally speaking, the data under analysis are characterized by having different types of apologies .

3.2 Data for Analysis

Chat 1

The woman: Sorry! but do we know from each other?

John: Oh! I'm terribly sorry. Please, forgive me. I didn't mean to do so. I mistook you for a friend. I'm very sorry for making you startled.

The woman: That's all right! But you've got to be more careful next time!

Chat 2

Student 1: Wanna play a game of tennis this Saturday?

Student 2: That sounds great. What's the time?

Student 1: How about 4 p.m. at the sport center?

Student 2: Sure, I can make it.

Student 3: Hey! Can you move the chair?

Student 1: Of course, Oops! So sorry. Your pencil's tip is broken. I'll buy you a new one for you tomorrow.

Student 2: It's not a big deal. Never mind.

Chat 3

You: Glad to meet you here. (Take your mobile phone out of the pocket and discover there were three missing calls from her)

You: Oh, you've called me many times, Sorry for that, I didn't hear the phone ring when driving. What was that?

Customer: I told me you to pick me up at 9:15 you didn't show up, so I called you many time.I have been waiting here for more than 30 minutes.

You: Oh my dear! I'm really sorry that I didn't come to pick up you on time. I might misunderstand the time schedule. I thought you meant 9.50. I didn't check the time again to make it clear. I feel embarrassed and ashamed of what I did. Please accept my apology.

Customer: Okay! Forget about it.

You: Let me help with your bags and drive you to the hotel right away.

Chat 4

Mother: Jack, look! Haven't I told you to clean it? Why didn't you do that?

Jack: I'm so sorry, mom. I know it was my fault. I should have done that when you asked me.I'll clean it right away.

Mother: I hope you won't repeat this.

Jack: Sure, mom. I promise.

Mother: You'll also clean the garden and your own room, too.

Jack: That's fine, mom.

Chat 5

Nick: Oh my gosh! What happened with my laptop? Did you drop it?

You: I apologize, Nick. I accidentally dropped it on the floor and its screen broke.

Nick: You know I've stored lots of notes for the exams. How can I get them now?

You: It's too careless of me, Nick. I'll do everything you want to make up this wrongdoing. I'll take it to the laptop shop nearby to have it checked right now. I'll cover all the cost for a new one if yours doesn't work well after it's fixed.

Nick: You know what I need now is my notes and a laptop to work on with my assignments.

You: I know Nick. It was all my fault. I'll try my best to set it straight for you.

Chat 6

Neighbors: Can I talk to you for a while?

You: Oh! Hi! What's up?

Neighbor: Are you having a party now?

You: Yeah, today is my birthday and I'm having a few close friends over.

Neighbor: Oh! Happy birthday, but the music is too loud. We have to work early tomorrow.

You: Oh! So sorry for that. I don't realize I'm making so much noise at the moment. I promise this won't happen again.

Neighbors: Great thanks for that.

You: Let me apologize again for the noise.

Chat 7

Mr. Kim, why didn't you include the semi-quarterly figures in your report? Our clients expected to see them in the meeting this morning".

Apology: "I'm very sorry, Ms. Jones. I misunderstood your instructions in the departmental memo. In the future I'll be sure to clarify with you before any deadlines."

Chat 8

Dad : "Cruz, you're late."

Curz: *Sorry about that* Dad,it will not happen again.

Chat 9

Ellen : That's so sweet of you. Now, I got a letter from a friend of yours. I carry it around in my pocket all the time. And so the fact that you're here today is such a coincidence. "Dear Ellen, my name is Jalincia. And I am writing to you about my best friend, Sophie. For years Sophie and her

family have been struggling to make ends meet. They both work so hard to take care of their beautiful daughter, Liani. But, they can't catch a break. They're also expecting their second child in June. Sophie such a giver-

Sophie : Oh, that's me!

Ellen : Don't interrupt. I'm talking.

Sophie : I'm sorry. I'm so sorry.

Chat 10

Justin :[COUGHING] Excuse me

Ellen : That's ok. Do you want

Some more water? All right.

Chat 11

A: I apologize for my behaviour. I was under a lot of stress.

B: Never mind. I understand.

Chat 12

Ali:I'm dreadfully sorry, but I've broken a plate.

Mum: Oh, that doesn't matter.

Ali: I'm ever so sorry. Tell me where you bought it so I can get you another.

Mum:No, certainly not. I wouldn't dream of letting you do that.

Chat 13

Nada :I'm awfully sorry, but I seem to have mislaid your scarf.

Aunt: Oh, don't worry about that.

Nada:I just don't know what to say. I'll replace it, of course.

Aunt: No, that's quite out of the question.

Chat 14

Mum: I'm afraid I've spilt ink all over the tablecloth.

The neighbor:Oh, never mind about that.

Mum:I'm terribly sorry. Won't you let me pay for it?

The neighbor: No, I won't hear of it

Chat 15

I:Accidantly, I crashed with my sister and her phone is damaged

My sister:Oh,No

I: sorry ,I would repair it if I could but it's nothing to do with me,I'm so sorry again.

Chat 16

I:You look sad Ahmed!

Ahmed:I have lost my beloved.

I:Oh,I feel sorry about you.

3.3 The Analysis

Number of Chat	Remorse Apology	Regret Apology	Empathy Apology	Social Harmony Apology	Harmless Error Apology
1	2	0	0	0	0
2	1	0	0	0	0
3	2	0	0	0	0
4	0	0	0	1	0
5	0	1	0	0	0
6	0	1	0	0	0
7	0	0	0	1	0
8	1	0	0	0	0
9	0	0	0	0	1
10	0	0	0	1	0
11	0	0	0	0	1
12	0	2	0	0	0
13	0	0	0	1	0
14	1	0	0	0	0

15	0	0	0	2	0
16	0	0	1	0	0
Total	7	4	1	6	2
Percentage	35%	20%	5%	30%	10%

3.4 The Discussion

In this part, the researcher analyzes the data that have been chosen for analysis from every day chats. The researcher also explained all types of apology. They are Remorse Apology, Regret Apology, Empathy Apology, Social Harmony Apology, and Harmless Error Apology. According to data above, the researcher discusses about 5 kinds of apology that have been found in the chats which chosen for analysis as in the following:

Items number 1,2 3, 8 and 14 are Remorse Apology since the apologizer fully acknowledges their behavior hurt another and believe their hurtful behavior was wrong

Item number 4,7,10,13, and 15 are Social Harmony Apology because the apologizer does not acknowledge their behavior has hurt another and does not believe their hurtful behavior was wrong. Often, people use a social harmony apology with the intent of avoiding conflict or preserving peace with others.

Item number 5,6 and 12 are Regret Apology since the apologizer does not acknowledge their behavior hurt another, but believes their hurtful behavior was wrong. This apology is typically used when someone believes the action they took was the right thing to do, but is remorseful for the hurt their action has imposed upon others.

Item number 9 and 11 are Harmless Error Apology because the apologizer believes their hurtful behavior was wrong but does not believe or acknowledge that it hurt the other person. Another way of putting this is if someone condemns their behavior and apologizes when that behavior did not actually hurt the other person .

Item number 15 is Empathy Apology since the apologizer rejects that their behavior injured another and does not believe their behavior was wrong..

Remorse Apology and Social Harmony Apology are mostly used between people in every day chats.

Section Four

Conclusion

A statement saying that you are sorry about something : an expression of regret for having done or said something wrong. Relationships can be great sources of stress relief, but conflict can cause considerable stress, which really takes a toll. Learn the art of apologizing effectively and you may find a significant reduction in the negative effects of conflict and relationship stress because apologies help us put the conflict behind us and move on more easily.

According to the results of data analysis the researcher conclude that remorse and social harmony apologies are mostly used in every day chats since since these two types people used these two types in order to avoid conflict or preserving peace with others and help to repair relationships by getting people talking again, and makes them feel comfortable with each other again.

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