

ANALYSIS OF APOLOGIES SPEECH ACT IN JAPANESE AND ENGLISH: CONTRASTIVE PRAGMATICS

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Abstract

Purpose: In everyday life, humans when interacting with others often misunderstands and make apologies. Apologies in Japanese and English have different ways of delivering. Like the expression of apology "sumimasen" in Japanese and "Sorry" in English. This study uses a corpus-based approach to check the variation of apology strategies used in Japanese and English and then analyzed. This study aims to analyze and compare apologies in Japanese and English also study their contextual use.

Methodology: The method used in this study is a qualitative method with content analysis techniques consisting of the form of Japanese and English language apologies. Sources of research data are qualitative data sources from examples of Japanese and Bahasa sentences.

Main Findings: it can be concluded that the expression of apology in Japanese and English is very diverse. Judging from the origin he said some phrases of apology in Japanese are more likely to be a misconception or misconduct (sumimasen, gomennasai, shitsureishimashita, mooshiwakearimasen, warui). Apologies in Japanese may vary depending on how severe the mistakes have been made and how well a person relates to the person who is the object of the error.

Implications/Applications: The findings of this research can help individuals in communication and social interactions. Also, it provides an overview of apology in different settings and social situations.

Keywords: *Apologies in Japanese, apologies in English, analysis contrastive, speech, pragmatics.*

INTRODUCTION

In everyday life, humans when interacting with others are often misunderstood or other mistakes are intentional or not. If something like that happens, the person making the mistake usually apologizes. In apologizing to others when making mistakes in choosing apologies is very important and determines the success of communication and social interaction. The use of apology in social interaction is quite high. In an event of social interaction, almost always there is a mistake, whether it is a mistake to speak or act. Ethically, in the event of a mistake, it requires an action or expression that expresses an apology for the occurrence of the error. The selection of variation of speech acts in the event of apology speech was done to achieve the purpose of the speaker.

In the apology disclosures, socio-cultural factors prevailing in the community contribute to the selection of variations. Setting and social situations of a speech event also greatly affects the election of apology (Saifudin, 2009). An apology is defined as a speech act aimed at giving support to an actual spokesperson or potentially committing an offense (Olshtain, 1983). Apologize is a speech in which the action is contained in order for the spoken partner to act in accordance with the purpose of the speech (Revita, 2005). In other words, the intent of the petition is the basis of the speaking partner in acting. In general, an apology is included in expressive speech acts that speakers try to show their own attitude. In order for an apology to have an effect, it must reflect the true feeling. Appropriate apology of acknowledging the reality of wrongdoing, accepting primary responsibility, expressing sincere regret and grief, and promising not to repeat mistakes (Gooder and Jacob, 2000). Therefore, an apology can cause a speechless partner to lose face because it reduces his freedom of action (Abdullah, Laily Ramli, & Rafek, 2017, Brown & Levinson, 1987, Boonyarattanasoontorn, 2017, Hilao, 2016, Niamhom, Srisuantang, & Tanpichai, 2018)

Brown and Levinson (1987) revealed that in the activity of communication acts that occur always involves two parties; Speakers and hearers. There is a message the speakers want to speak to hearers and among them is intense. In order for communication to run smoothly, then there must be cooperation between speakers and hearers (cooperative principle). Therefore, the communication required ethics or rules that can be used as a guide in social interaction. One communication ethic that greatly influences the success of social interaction is to pay attention to the strategy of choosing speech acts that used.

In this study, the author is interested in examining the form of apology expression in Japanese and English. The expression of apology in Japanese and English as well as other languages in general that have the concept of apology acts. In Japanese, there are some phrases used to apologize, among others sumimasen, gomennasai, moushiwake nai, shitsurei, and so on. While the expression apology in English, among others I'm sorry, I apologize, and so forth. The purpose of this study was to find different apologetic expressions in both languages, especially in terms of their form, which were analyzed by contrastive analysis. As known, contrastive analysis was an important strand in applied linguistics a few decades ago, used extensively in the field of Second Language Acquisition (SLA) in the 1960s and early 1970s, as a

method of explaining why some features of a Target Language were more Difficult to acquire than others ([Taher, Shrestha, Rahman, & Khalid, 2016](#), [Wu, 2017](#), [Madina, Sholpan, Zhanar, Bekzhan, & Kuandy, 2017](#))

BACKGROUND INFORMATION ABOUT APOLOGY

Conceptions of Apologies

Many researchers and theorists regard apologies as speech acts that follow a perceived breach or transgression. The transgressor, recognizing both the transgression itself and his or her role in its occurrence, explicitly expresses regrets ([Ely & Gleason, 2006](#)). Thus, the minimum constituents of an apology include a breach or transgression, the recognition of the transgression, the acceptance of responsibility for its occurrence by the transgressor, and linguistic expression of remorse (Oh, I'm so sorry). A dictionary definition, "apology" can be defined as "regretful acknowledgment of fault or failure; assurance that no offense was intended" (The Concise Oxford Dictionary of Current English, 1980). From the definition we understand that they are not things that will not be forgiven. Apologies have also been viewed as pragmatic behavior designed to preserve face, especially when encountering face-threatening acts ([Brown & Levinson, 1987](#)).

From another point, according to [Holmes \(1989, p. 195\)](#), they are "face-supportive" acts. Research on speech acts has shown that apologies are among the more frequently used speech acts in people's daily affairs ([Blum-Kulka, House, & Kasper, 1989](#)). In situations when the apology expectation was not fulfilled by the interlocutor or the mismanagement of apologies, there could turn out grave interpersonal consequences. On the other hand, apologies may be required to soften the tense settings or an offense. [Olshtain \(1989\)](#) gives an instance of a virtual collapse of the Israeli cabinet, which was eventually resolved after a painstaking negotiation forced the then Industry Minister to offer a suitable apology to the country's Premier. Another example of apology can be given as an incident involved a US surveillance aircraft making an emergency landing in China following a collision with a Chinese fighter jet. After extensive procrastination, the Chinese government put an end to the detention of the American aircrew once it had received an official letter of apology from the US President ([McGeary, 2001](#)).

Factors such as the offender's own perception of the degree of severity of the offense, the recipient's point of view, age, familiarity, and social status are major indicators in denying an apology, even when an apology is overwhelmingly needed. There is not only one-way kind of apology. Different situations or the degree of offending determines which apology strategy will be used. More, the choice of apology strategy depends on the nature of offence, the severity of the offence, the situation of the interaction, the familiarity of the individuals involved and the sex of the individuals ([Fraser, 1981](#)).

Apologizing as a Speech

Some philosophers and pragmatists classify speech acts into categories. Some have similarities with other categories some are adding or completing existing categories. Each also includes an apology into a diverse category. One of them is [Austin \(1962\)](#) who said about the act of speech which is divided into 5 (five) categories as follows:

1. Expositives it is a speech act that conveys information, including starting, contending, insisting, denying, reminding, guessing.
2. Verdictives that is the act of speech that states the assessment, including sentencing, ranking, grading, calling, defining, analyzing.
3. Commissives That is a speech act that "binds" the speaker into the part of an action, including promising, guaranteeing, refusing, declining.
4. Execrative that is speech acts that use power, rights, and influence, including ordering, requesting, begging, daring.
5. Behabitives it is a speech act that reacts to "behavior and something good that happens to others (speaking partners)", including thanking, congratulating, and criticizing.

In the taxonomy put forward by [Austin \(1962\)](#), there is no clear apology grouping into certain categories, but there are some pragmatic linguists who classify apologizing into [Austin \(1962\)](#) behabitives. According to [Bach and Harnish \(1979\)](#), an apology is a ritual act. They express opinions on communicative and conventional speech acts. According to their communicative speech acts aim to make partners say something to do; the success of this speech act depends on the acknowledgment of the said partner on the speaker's intent. While the act of constative speech does not depend on the reaction of the said partner, such as marriage ritual action, and so forth. They classify speech acts into four categories and include acts of apology in the acknowledgments category, i.e., acts of ritual speech, including apologizing, condoling, congratulating, greeting, thanking Love), accepting (acknowledging an acknowledgment).

Furthermore, [Bach and Harnish \(1979\)](#) in "Routledge Encyclopedia of Philosophy Entry" expressed his opinion that an apology is merely an act of expressing remorse (verbally) and in that way also acknowledging something done by a proponent that may be detrimental or at least disturbing to the said companion. "The apology is just the act of verbally," [Bach and Harnish \(1979\)](#) said, adding that the apology was communicative because the action was aimed at making partners Accepting it as an intent from speakers to express certain attitudes, in this case is regret. In order for the apology to succeed, the said partner must accept the acknowledgment as an expression of remorse for an act or omission ([Laksita, 2010](#); [Pradhan, 2016](#)).

METHOD

This research is done by finding the source of the theory about the apology. Then focused on the form of apology in Japanese as well as in English. Both forms of apology are compared and analyzed differently and are searched for. The method used in this study is a qualitative method with content analysis techniques consisting of the form of Japanese and English language apologies. Sources of research data are qualitative data sources from examples of Japanese and Bahasa sentences. Examples are taken from several sources and added to the examples made by the authors themselves taking into account the general level of acceptability. Data from the results of this study were analyzed by using a constructive analysis that is useful to find the similarities and differences between the two languages.

RESULT

Apology in Japanese

Someone apologizes for a variety of reasons, in the Kokugojiten dictionary ([Gakken, 1996](#)) explained that someone apologizes when he feels rude or has been a hassle for others. While something is done or something that makes disrespect varies according to one's personal view or according to the views of each culture. In Japan usually when there is a problem, first after apologizing each other, then talk and find solutions to the problem at hand. A person may use multiple expressions to convey the same purpose, as well as to convey the intent of apologizing. In Japanese there are some apologetic expressions using apology: *gomennasai*, *mooshiwake arimasen*, *sumimasen*, *shitsuree shimashita*, *dooka oyurushikudasai*, *kanite shite kudasai*, *gokaiyoo no hodo onegaishimasu*, *owabi mooshimasu*, *koko ni shai o arawashimasu*. There are also apologies that do not use apologies, such as: (*Futoku no itasu tokoro desu*), (*Moo nido to itashimasen*), (*Fukaku hansee shite orimasu*), (*Kaigo no namidani kurete orimasu*), (*Tsuusekino nenni kararete orimasu*), *Shikkee*, *waruinaa*.

From the various expressions of apology, the author analyzes some frequently used phrases in terms of the origin of the word, the expression is: *sumimasen*, *gomennasai*, *shitsureishimashita*, *mooshiwakearimasen*, *yurushite kudasai* and *warui*.

Sumimasen

Sumimasen (すみません) is a negative form (hitee) of sumimasu whose dictionary form is sumu (済む) which has several meanings one of which is inexcusable. The negative form of sumu is sumanai which means it is unforgivable. Because sumimasen is a polite form of sumanai then the same meaning is unforgivable ([Nelson, 1994](#)). If we pronounce the word sumimasen to our interlocutor, it means as an acknowledgment that our deeds or words are unforgivable. The use of sumimasen as an expression of apology can be seen in the following example of dialogue, ie when 'A' comes late, 'A' apologizes by using a Sumimasen expression ([Setyanto, n.d.](#)).

Example dialog 1

A: Okurete, *sumimasen*.

B: Iie, *daijoobu desu*.

Watashi mo kita bakari desu.

A: Aa, *soo desu ka*. (triconstantine.wordpress.com)

Gomennasai

Gomen (御免), derived from two kanji letters ie go or gyoo (御) and men (免). Go or gyoo is actually a prefix to honor. But there is a word gyoo suru which one means to manipulate or action that is not true. While menus also read manugareru or manukareru means is liberation, escape, survivor, free, free from, avoid, or evasive. So the word gomen if we interpret from the kanji it is the release of actions or actions that are not true (manipulate), or in other words is forgiveness ([Nelson, 1994](#)). Gomennasai comes from the noun (meishi) gomen (your forgiveness) and the word nasai (command or request or help) which is a form of command from nasaru (polite form of the verb suru). So Gomennasai is a request to the speech partner to forgive our actions or actions that are not right or wrong. Use as an expression of apology lies in the following example of a dialogue, i.e., when a student A asks about his request for help some time ago to student B who has not fulfilled the request for forgiveness. Then B apologizes by using gomen phrase.

Example dialog 2

A : Nee, 'Eh...'

B : E, nani?

A : Hora, are kono aida tanondeitano.

B : A, ikenai

A : Ee' mada nano?

B : Gomen, gomen sukkari wasureteta.

A : Un,...moo (Gendai Nihongo Chuuyuu II : 102)

Shitsureishimasu

This expression is another commonly used apology. For the many people who confuse it with its present-tense form, Shitsureishimasu, it might help to think of Shitsurei shimasu as "Excuse me for what I'm going to do" and Shitsurei shimashita as "Excuse me for what I've done." Shitsurei shimashita, being more polite than Sumimasen, is recommended for business situations. You can say:

Example 3

A: shitsurei shimashita. Mata mairimasu.

(Oh, I'm sorry. I'll come back later.)

Mooshiwakearimasen

Mooshiwakearimasen (申し訳ありません) consists of two words mooshiwake and arimasen. Mooshiwake (申し訳) (reason or apology) itself consists of two kanji letters, moosu (申) which means the same as saying, telling, declaring, besides also having the meaning of honor, and also kanji wake (訳) In yaku read has some among other things: meaning, meaning, reason, cause, case, case. Then there is the word wakeshirazu which means the person is not polite / do not understand anything. From the origin he said mooshiwakearimasen can be interpreted that we express or declare that there is no more reason for the mistakes we make. We can also admit that we are rude people.

Contoh dialog 4

A: Gakusei

B: A no ooya-san

A: Anoo, owabishinakya naranai koto ga...

B: Haa, nandeshoo? ‘

A: Jitsu wa, senjitsu okarishita bidio kamera nandesga.

B: Ee,

A: Anoo, kowashite shimattan desu.

B: Ee! ‘Hah!’

A: Hontoo ni mooshi wake arimasen.

B: U-n. ‘Eemm....’ (Gendai Nihongo Chuukyuu II: 100)

Warui

From the kanji, the word warui (悪い) contains many meanings that all relate to negative or bad qualities, including: crime, evil, delinquency, lawlessness, immoral, evil, guilty, harmful, destructive, harmful, treacherous. If the word warui we use with the aim of apologizing, it means an acknowledgment that what we do or our actions are one of the above meanings for the other person ([Setyanto, n.d.](#)).

Contoh dialog 5

A wa B no tomodachi (Sukoshikudakete)

A: Ashita iku deshoo?

B: Iya, sore ga...

A: Dame nano ? (un) dooshite?

B: Iya, jitsu wa kuni kara tomodachi ga.

A: Kuru no?

B: Un, sorede dooshitemo...

A: dame ka? Ja, raishu ni shiyoo.

B: Soo, warui ne. ([Setyanto \(n.d.\)](#) quoted from Gendai Nihongo Chuukyuu II : 15).

Yurushitekudasai.

Yurushite kudasai (許してください) comes from the verb yurusu which means forgiveness in addition also has the meaning of allowing, approving, validating, admitting, and releasing. The verb-kudasai is an imperative form. So yurushite kudasai means asking the other person to forgive or forgive what we have done (error).

Contoh dialog 6

Front Desk : Mooshiwake gozaimasen. Kyoo wa umi no mieru oheya ga zenzen arimasen.

‘Maaf, hari ini kamar dengan pemandangan laut tidak ada sama sekali.’

Quest : Nandatte! Yoyaku wa umi no mieru heya data yo. Maneejaa o yondekoi! ‘Apa! Pesanannya kamar dengan pemandangan laut kan ! Panggil manajermu!’

Front Desk : Hai sumimasen sukoshi omachi kudasai. ‘Baik. Maaf silahkan anda tunggu sebentar.’

Manajer : Satoo sama, makotoni mooshiwakegozaimasen. Asu umi no mieru yoi oheya o goyoi shimasu, Oyurushi kudasai. ‘Tuan Sato, kami mohon maaf yang sebesar-besarnya. Besok kami akan Menyediakan kamar dengan pemandangan laut untuk Tuan. Maafkan kami!’

Quest : Ja, sooshite kudasai. ‘Kalau begitu kerjakan seperti itu.’

Manajer : Arigatoo gozaimasu. ‘Terima kasih.’ ([Setyanto \(n.d.\)](#) quoted from Japanese Hotel : 76-77).

Apology in English

Expressing an Apology is a way of expressing apology in English. In everyday life we will surely find a condition where we make mistakes against others. The guilt is usually expressed by various forms of expression. So expressing apology is a statement expressing apology expression. Why is apology important? Apologizing is important because it means we are aware of our mistakes and want to improve our relationship with that person. In other words apologizing is important to keep the relationship between human beings. In everyday conversations, we also often apologize, for example; At the time will pass a group of people who are sitting and we pass the way in front where the people are sitting together, for example by saying: "sorry, ride through ya?". Or, the phrase is spoken when we want to ask something, for example: "sorry, what is your name?". The last-mentioned phrases are not the way to express an apology in English. The phrase is no other because of the nature of our eastern, customs, habits, culture and aspects of our manners to others. But not so in English. English (especially English speaking) only knows how to express an apology when we make a mistake whether intentionally or not, either directly or indirectly that makes the other person hurt, etc. The phrase / sorry / can also mean: condolence or sorrow for a negative incident that happened to someone, for example; Death, fall, accident, etc. (Situation: At the time of meeting and after a brief pause then immediately utter a deep sorrow for her).

Example:

I'm sorry to hear that.

"I feel condolence to your sister."

There are many different ways to say sorry in English depending on the situation, who you are apologizing to and how you are feeling. You may have already learned this vocabulary in your English classes; however, I have listed 10 common expressions to say you're sorry below:

Sorry.

This is a very common, simple apology and there are many situations we can use it in. For example:

- when we bump into someone on the street ("Sorry!")
- when we want to get someone's attention (e.g. to go past them on a train. "Sorry, excuse me")
- when we are sympathizing with someone (e.g. "I'm sorry to hear that")
- when we know we have done something wrong (e.g. "Sorry I'm late")

This is a weak apology so don't use it if you have done something very wrong – it won't sound strong enough!

I'm so / very / extremely / terribly sorry.

This is similar to "sorry" but adding an extra word makes the meaning stronger. For example:

- "I'm so sorry I didn't come to your party yesterday."
- "I can't believe I forgot the tickets. I'm terribly sorry!"

How careless of me!

This phrase is used when we criticize ourselves for making a mistake. For example:

- “I just broke a glass, how careless of me! I’ll buy you a new one.”

I shouldn’t have...

We use this when we realize that we have done something that we shouldn’t have done and now we regret it. For example:

- “I shouldn’t have shouted at you last night. I didn’t mean what I said.”

It’s all my fault.

We use this phrase when we want to take responsibility for something. For example:

- “It’s all my fault we missed the train. I should have woken up earlier.”

Please don’t be mad at me.

This is quite an informal phrase which we use when we’ve done something wrong and we don’t want the other person to be angry with us. For example:

- “Please don’t be mad at me but I have to cancel our plans this weekend.”

I hope you can forgive me / Please forgive me.

We use this to ask forgiveness from someone when we do something to upset them. For example:

- “I acted awfully last night and I know I embarrassed you. I hope you can forgive me.”

I cannot say/express how sorry I am.

This is a very strong way of saying sorry. We use this when we know we have done something very wrong and we cannot find the right words to apologies. For example:

- “I cannot express how sorry I am for telling James your secret. I had no idea he would break up with you.”

I apologies for... / I’d like to apologies for...

This is a more formal way of saying sorry. You usually hear it in formal/business situations or emails. For example:

- “I apologies for the delay in replying to your email.”

Please accept my (sincere) apologies.

This is a very formal way of apologizing, especially when the word ‘sincere’ is included. It is usually used in formal letters. For example:

- “Please accept my sincere apologies for the mistake. We will refund the money to your account immediately.”

Being polite and knowing how to apologies are important in all languages and cultures. After all, everyone makes mistakes! Hopefully, now you will know how to say sorry in any situation and if these phrases do not work, you can always send flowers.

Comparison of Apology in Japanese and English

In Japanese and English have their respective differences in expressing apology to others.

- 1) Yukatoo : Ashita, Eegakan ni ki-masen ka?
Shiroo : *Gomen'nasai*. Ashita wa ie de benkyoo shi-masu.

In this example sentence number 1, Shiroo expresses an apology by using "Gomennasai". It is a very informal apology that can usually be used with close friends, family, and girlfriends. For casual apologies such as gomen, bending is often unnecessary. In the number 1 sentence, Yukatoo asks Shiroo who is his best friend, which is why Shiroo expressed his apology by using the word "Gomennasai".

- 2) A: Itai...(ashi ga fumare mashita)
B: Ah,, *Sumimasen*.

In sentence number 2, B expresses an apology by using "Sumimasen". This word is one of the most common words in Japanese. Sumimasen which can mean "sorry" or "excuse" and can be used in various common situations. Sumimasen is the most common way to make apologies for strangers. Sumimasen can be used to get a person's attention and can also be used as a thank-you when receiving a gift. In this example of sentence number 2, B expresses an apology by using "Sumimasen" which possibly "A" is a stranger or someone he or she does not know.

- 3) A: *shitsurei shimashita*. Mata mairimasu.

In sentence number 3, A expresses an apology by using "*shitsurei shimashita*". This word is the formal version of *shitsureimasu*. It is a polite expression when you leave the room. *Shitsureishimasu* and *shitsureishimashita* are common expressions in Japan. Very helpful at work, where manners are important. When about to leave work before co-workers or bosses, the Japanese often say "*osaki ni shitsureishimasu*" which basically means "I'm sorry to leave before."

4) Takeshi: Meeru o ayamatte sooshin shite shimai-mashita. *Mooshiwakearimasen*.

In sentence 4, Takeshi expressed his apology by using "*Mooshiwakearimasen*". A very formal expression to apologize and the most polite form. Apologies used in formal situations. When speaking with superiors, such as *sumimasen*, *mooshiwake arimasen* can also be used to express our gratitude.

5) A: *Sorry* I'm late.

In sentence 5, A expresses an apology by using the word "sorry". In English this is a very common, simple apology and in many situations, we can use it anywhere and anytime. But this sorry is a kind of apology that is less powerful or meaningful less serious.

6) I can't believe I forgot the tickets. I'm *terribly sorry*!

In sentence 6, A expresses an apology by using the word "terribly sorry". In English this is similar to "sorry" but adds additional words that make the meaning stronger.

Distribution of Apology Strategies

There are different kinds of apology strategies as shown in Table 1. The samples from the corpora exemplify each strategy and sub-formulas one by one ([Prachanant, 2016](#)).

Table 1. Distribution of Apology Strategies

A. An expression of apology
Sub-formula A1. An expression of regret
Sub-formula A2. An offer of apology
Sub-formula A3. A request for forgiveness
B. An account or explanation of the act
C. An acknowledgement of responsibility
Sub-formula C1. Accepting the blame
Sub-formula C2. Expressing self-deficiency
Sub-formula C3. Recognizing the other person deserving apology
Sub-formula C4. Expressing lack of intent
D. An offer of repair
E. A promise of forbearance

Apologies in Japanese

A. An expression of apology

The strategy A is related to making an explicit display of apology, and can be further broken down into three individual sub-formulas (see Table 1).

a. Sub-formula A1. An expression of regret

In this sub-formula "I should not have ..." is used when we realize that we are doing something we should not do and now we are sorry. Here's an example of a sentence.

➤ "*Kanojo o naka sete wa ikenai, sumimasen*".

b. Sub-formula A2. An offer of apology

In this sub-formula "I apologize" is a more formal way of saying sorry. Usually you hear it in a formal business situation or email.

➤ "*Watashi wa anata ni nayamasa rete mōshiwakearimasen*".

c. Sub-formula A3. A request for forgiveness

In this sub-formula is a very formal way to apologize, especially when the word 'sincere' is included.

➤ *Kokoro kara kansha shimasu*.

B. An account or explanation of the act

The strategy B "An account or explanation of the act" involves giving either an explanation or account of why the transgression was inevitable.

Example dialog:

A: *Gakusei*

B: *A no ooya-san*

A: *Anoo, owabishinakya naranai koto ga...*

B: *Haa, nandesshoo? ‘*

A: *Jitsu wa, senjitsu okarishita bidio kamera nandesga.*

B: *Ee,*

A: *Anoo, kowashite shimattan desu.*

B: *Ee! ‘Hah!’*

A: *Hontoo ni mooshi wake arimasen.*

B: *U-n. ‘Eemm....’ (Memir&Takkac, quoted from Gendai Nihongo Chuukyuu II: 100).*

C. An acknowledgement of responsibility

The strategy C constitutes an acceptance of responsibility on the part of the offender and has a further set of three sub-formulas, as in the following:

a. Sub-formula C1. Accepting the blame

This self-reproaching device acts as a token that the offender acknowledges that the fraction he/she has evoked is a result of his/her own doing, not that of the offended interlocutor. The example in the corpus is, the relatively formulaic expression such as:

➤ *Watashi no sei de gomennasai.*

b. Sub-formula C2. Expressing self-deficiency

At first look, this sub-formula looks like a close repetition of the strategy B and sub-formula C1, however; here the speaker spells out his/her own self-deficiency and this is also used when we criticize ourselves for making mistakes.

➤ *“Kokoro kara hansei shiteimasu.”.*

c. Sub-formula C3. Recognizing the other person deserving apology

The speaker specifies that he/she perceives that the offender is entitled to an offer of apology, by saying you are right or you deserve an apology ([Holmes, 1990, p. 167](#)).

➤ *Kokowa watashi no kao ni menjite douka oyurushi kudasai.*

d. Sub-formula C4. Expressing lack of intent

In sub-formula C4, “Expressing lack of intent” the offender explicitly expresses that the wrongdoing was, indeed, not intended to be a malicious act.

➤ *Sonna tsumori wa arimasen deshita.*

D. An offer of repair

The strategy D “An offer of repair” wishes to re-establish the spoiled camaraderie by offering either a verbal or material compensation to the addressee. This is illustrations:

➤ A : *Kokoro kara hansei shiteimasu.*

B : *Kondo kara ki wo tsukereba ii kara*

E. A promise of forbearance

As last in the strategy E “A promise of forbearance”, the speaker presents the hearer with assuring words that a compensative action would be taken or that the same mistake would not be reiterated.

➤ A : *Maggie sensei, omocha wo kowashite shimatte sumimasen.*

B : *Kondo kara ki wo tsukereba ii kara.*

A : *Mā, watashi wa futatabi sore o kurikaesu koto wa arimasen.*

Apologies in English

A. An expression of apology

The strategy A is related to making an explicit display of apology, and can be further broken down into three individual sub-formulas (see Table 1).

a. Sub-formula A1. An expression of regret

In this sub-formula "I should not have ..." is used when we realize that we are doing something we should not do and now we are sorry. Here's an example of a sentence.

- "I shouldn't have shouted at you last night. I didn't mean what I said".

b. Sub-formula A2. An offer of apology

In this sub-formula "I apologize" is a more formal way of saying sorry. Usually, you hear it in a formal business situation or email.

- "I apologise for the delay in replying to your email."

c. Sub-formula A3. A request for forgiveness

In this sub-formula is a very formal way to apologize, especially when the word 'sincere' is included.

- I beg your pardon for doing so.

B. An account or explanation of the act

The strategy B "An account or explanation of the act" involves giving either an explanation or account of why the transgression was inevitable.

Example dialog:

- Dewi: How are you? Long-time no see.
- Chika: I am fine. I was caught up with doing my script. I simply had my graduation function yesterday.
- Dewi: Really? Why didn't you let me know?
- Chika: Oh I am sad. I neglect to let you know.
- Dewi: So I missed your graduation function?
- Chika: It's fine.
- Dewi: No. It's not fine. I am your companion. How would you be able to neglect to let me know?
- Chika: Forgive me please. I was in a surge, so I neglected to let you know.
- Dewi: Okay. I can acknowledge your reason. However, next time, you have to let me know anything.

C. An acknowledgment of responsibility

The strategy C constitutes an acceptance of responsibility on the part of the offender and has a further set of three sub-formulas, as in the following:

a. Sub-formula C1. Accepting the blame

This self-reproaching device acts as a token that the offender acknowledges that the fraction he/she has evoked is a result of his/her own doing, not that of the offended interlocutor. The example in the corpus is, the relatively formulaic expression such as:

- It's my entire fault we missed the train. I should have woken up earlier.

b. Sub-formula C2. Expressing self-deficiency

At first look, this sub-formula looks like a close repetition of the strategy B and sub-formula C1, however; here the speaker spells out his/her own self-deficiency and this is also used when we criticize ourselves for making mistakes.

- "I just broke a glass, how careless of me! I'll buy you a new one".

c. Sub-formula C3. Recognizing the other person deserving apology

The speaker specifies that he/she perceives that the offender is entitled to an offer of apology, by saying you are right or you deserve an apology (Holmes, 1990, p. 167).

- I think you should apologize her; I thinks she don't know what she do.

d. Sub-formula C4. Expressing lack of intent

In sub-formula C4, "Expressing lack of intent" the offender explicitly expresses that the wrongdoing was, indeed, not intended to be a malicious act.

- I can't believe I forgot the tickets.

D. An offer of repair

The strategy D "An offer of repair" wishes to re-establish the spoiled camaraderie by offering either a verbal or material compensation to the addressee. This is illustrations:

- Donny: Shari, Sorry I left your dictionary at home, I was in hurry.

Shari: Never mind, but how can I find the difficult word when English class?

Donny: I will borrow in the school library.

Shari: Good idea

E. A promise of forbearance

As last in the strategy E "A promise of forbearance", the speaker presents the hearer with assuring words that a compensative action would be taken or that the same mistake would not be reiterated.

- The policeman: Good morning, Madam. You have broken the rules. You put your child in front and it was so danger for him. And also he did not wear the helmet on his head.
A girl: I am very sorry, Sir. We are in hurry because he has been late to enter the class. I forgot to bring it.
The policeman: I keep giving the punishment, you can tell it in our office.
A girl: I swear that I will not do it anymore
The policeman: Good. (<http://www.studybahasainggris.com>).

CONCLUSION

After the authors conducted a contrastive analysis of the expression of apology in Japanese and English, it can be concluded that the expression of apology in Japanese and English is very diverse. Judging from the origin he said some phrases of apology in Japanese are more likely to be a misconception or misconduct (sumimasen, gomennasai, shitsureishimashita, mooshiwakearimasen, warui). Apologies in Japanese may vary depending on how severe the mistakes have been made and how well a person relates to the person who is the object of the error. In the Japanese apologetic expression each form of apology expression has its own function depending on the mistake made. Similarly, in English apologies, not all sentence variations are appropriate to the context and situation. So, not all types of apology phrases in English can be used into any type of situation. For example, the phrase to express an apology, like I'm sorry I would like to apologize, I beg your pardon or I'm terribly sorry. In general, we usually use the word sorry more often. This word is commonly used as a word that refers to apology or to express remorse. When we are late in an appointment, we can say I'm sorry, I cannot arrive in time or I am sorry to have kept you waiting so long. To express the regret, we can express it with the sentence I did not want to hurt you, it was just a joke or with the sentence I am sorry if I have unwittingly hurt your feelings. In the expression of apology in Japanese and English both have a formal and non-formal situation in expressing the sentence. However, the apologies in Japanese are adapted to the circumstances of the occurrence of the error. For example, in the formal situation of Japanese working environment using "shitsureishimashita". While the word "Gomennasai" is a very informal apology that should only be used with close friends, family and girlfriends. For casual apologies such as gomen, bending is often unnecessary. The phrase "Moushiwakearimasen" is a very formal apology for apologizing and a politer form of "moushiwake gozaimasen". If someone does something bad at work, then it should use "moushiwakearimasen" while bending over. This is in contrast to an apologetic expression in English. In English the expression does not have to adjust to the situation or with whom it speaks, which needs to be considered in the English apologetic expression is adapted to the situation of what we do.

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