

## TABLE OF CONTENTS

APPROVAL PAGE .....	i
LEGALIZATION .....	ii
ABSTRACT.....	iii
ABSTRAK .....	iv
PREFACE .....	v
KNOWLEGDEMENTS.....	vi
MOTTO .....	vii
TABLE OF CONTENTS.....	viii
<b>CHAPTER I INTRODUCTION.....</b>	<b>1</b>
1.1.Background    1	
1.2.Research Question .....	6
1.3.Research Objective.....	6
1.4.Research Significance.....	7
1.5.Definition of the key term .....	7
<b>CHAPTER II THEORETICAL REVIEWS .....</b>	<b>8</b>
2.1.Pragmatics .....	8
2.2.Context.....	11
2.3.Speech Act .....	13
2.4.Behabitivies .....	16
2.4.1 Apology and Face .....	17
2.4.2 Apology Strategies .....	19
2.4.3 Politeness Theory .....	21

<b>CHAPTER III RESEARCH METHOD .....</b>	<b>27</b>
3.1. Research Design .....	27
3.2. Source Data.....	28
3.3. Sample of Data .....	28
3.4. Technique of Collecting Data.....	29
3.5. Technique of Analyzing Data.....	30
<b>CHAPTER IV ANALYSIS AND DISCUSSION.....</b>	<b>31</b>
4.1. The Apology Strategies Used in <i>Frozen</i> Movie .....	31
4.1.1. Apology Strategy as an Expression of Apology .....	33
4.1.1.1. Apology Strategies Expression of Regret.....	33
4.1.1.2 Apology Strategies Request for Forgiveness.....	37
4.1.2 Apology Strategies An Explanation or Account of The Situation	41
4.1.3 Apology Strategies An Acknowledgment of Responsibility.....	42
4.2. The Apology Strategy Use by The Characters Related With Principle of Politeness in <i>Frozen</i> Movie.....	45
4.2.1. Apology Strategies in Relation with the Tact Maxim .....	46
4.2.1.1. Apology Strategy : Expression of Regret.....	46
4.2.1.2 Apology Strategy : An Explanation of the Situation. ....	47
4.2.1.3 Apology Strategy : Request for Forgiveness .....	49
4.2.2 Apology Strategies in Relation with the Generosity Maxim .....	51
4.2.3.1. Apology Strategy : Expression of Regret .....	52
4.2.3.2 Apology Strategy : Acknowledgment of Responsibility ...	53
<b>CHAPTER V CONCLUSION AND SUGGESTION .....</b>	<b>52</b>
5.1. Conclusion.....	52
5.2. Suggestion .....	53
<b>REFERENCE</b>	
<b>APPENDIXS</b>	