

REFERENCES

- Abudin, B., & Sundari, H. (2021). Exploring apology strategy by Indonesian public figures: A pragmatic study in social media. *Deiksis*, 13(2), 122–133. <https://doi.org/10.30998/deiksis.v13i2.7627>
- Austin, J. L. (1962). *How to Do Things with Words*. Oxford: Oxford University Press.
- Birner, B. J. (2013). *Introduction to pragmatics*. United Kingdom: Wiley Blackwell.
- 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.
- Creswell, John W. (2009). *Research Design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Hartantri, M. E. (2020). *A Study of Apology strategy used by female characters in Thirteen Reasons Why Season 1* (Doctoral dissertation, Universitas Islam Negeri Maulana Malik Ibrahim).
- Kristanti, Y. I., Anam, S., & Supriono, H. (2015). Apology Strategy In Agatha Christie's *Black Coffee*. 1–5. <http://repository.unej.ac.id/handle/123456789/72929>
- Larasati, D. P. (2014). Apology strategy used by the characters in four cartoon movies. *Lexicon*, 3(2), 179–189. <https://doi.org/10.22146/lexicon.v3i2.42122>
- Montgomery, M. W. (2015). Apology strategies in scream queens. *Lexicon*, 4(1), 22–31. <https://doi.org/10.22146/lexicon.v4i1.42132>
- Mulianita, H., & Wijayanto, A. (2023). A STUDY OF APOLOGY STRATEGIES USED IN JAMES CHARLES' VIDEO YOUTUBE CHANNEL "NO MORE LIES, I INVITED TO MET GALA AND COACHELLA VLOG 2022."
- Nisa, I. K., & Sutrisno, A. (2018). Apology strategies in Harry Potter Movie Series. *English Language Teaching Educational Journal*, 1(1), 1-12 <https://files.eric.ed.gov/fulltext/EJ1288282.pdf>
- Alfhiani. (2020). An Analysis of Apology Strategies in "The Ellen egeneres Show" Talk Show: Pragmatics Approach.



- Safitri, Popi. (2019). Apology Strategies Used by the Characters in the Movie “SHAZAM”.
- Searle, J. R. (1979). *Expression and meaning: Studies the theory of speech acts*. Cambridge University Press
- Thompson, R. J. (1997). *Television's second golden age: From Hill Street Blues to ER*. Syracuse University Press.
- Trosborg, A. (1987). Apology strategies in natives/non-natives. *Journal of Pragmatics*, 11(2), 147-167.
- Trosborg, A. (1995). *Requests, complaints, apologies*. Berlin: Mouton de Gruyter.
- Widyaningastuti, N. R. (2019). Apology Strategies Used by Male and Female Students of English Department 5th Semester of Sebelas Maret University (A Socio-Pragmatics Approach).
- Yule, G. (1996). *Pragmatics*: Oxford University Press.



APPENDIX

Datum	Utterances
1.	Diego: You don't belong here. Not after what you did. Allison: You're seriously gonna do this today? Way to dress for the occasion, by the way. Diego: At least I'm wearing black. Vanya: <i>You know what? I— Maybe he's right. And I shouldn't—</i>
2.	Vanya: Oh, thank God. I was worried sick about you. Five: <i>Sorry, I left without saying goodbye.</i> Vanya: <i>No, look, I'm the one that should be sorry. Yeah, I was dismissive, and... I— I guess I didn't know how to process what you were saying. And I still can't, to be honest.</i>
3.	Vanya: Well, I've never met your ex-husband, but he sounds like an asshole. Allison: That's one word for it. Vanya: You know what? You're probably better off here. Allison: No, I'm probably better off with my daughter. Vanya: Of course, um... <i>I'm sorry. I didn't—</i>
4.	Vanya: <i>Oh, my... I forgot. I am so sorry.</i> Leonard: I swear I had nothing to do with Mr. Puddles. Vanya: <i>Oh, no... Sorry, it's, uh, my neighbor, Mrs. Kowalski. She... Well, she has this cat that always goes missing. She thinks I know where it is. I don't. She's older. And I should stop... talking. I'm so sorry. Please come in.</i>
5.	<i>Vanya: Um.. I'm so sorry I'm late.</i>
6.	Allison: <i>Um, I'm sorry to interrupt</i> , but, uh... could you come back to the house? We're having a family meeting. Vanya: And you guys want me there? Allison: Of course. It's about Mom. Vanya: I'm so sorry. I—
7.	Vanya: He's a... just a friend. Allison: Friend? Vanya: No, it's not... Maybe I'm just trying to not separate myself from everything and everyone. Allison: <i>I'm... I'm sorry. I shouldn't have said those things to you yesterday. I was angry with Patrick, and I... I took it out on you. I'm really sorry. I'm, uh... I'm not good at this whole sister thing.</i>
.	Leonard: Vanya! Oh, my God, you're bleeding. What happened? Vanya: <i>Sorry, I... I didn't know where else to go.</i> Leonard: It's okay. Come in



9.	<p>Leonard: I hope I wasn't being too loud.</p> <p>Vanya: <i>Oh, I'm so sorry. I must have fallen asleep last night.</i></p> <p>Leonard: It's okay. You were exhausted. I would've let you sleep all day, too, but...</p> <p>Vanya: Rehearsal.</p> <p>Leonard: Rehearsal.</p> <p>Vanya: Oh, shit.</p> <p>Leonard: What?</p> <p>Vanya: I thought I'd be going home last night, so I left my refill. Stupid!</p> <p>Leonard: So you stop by on your way.</p> <p>Vanya: No, there's no time. It's just... I really need it for my nerves. I've been taking it since I was a kid.</p> <p>Leonard: For one day, I think you'll be fine.</p> <p>Vanya: Yeah, you're right. I'm sorry.</p>
10.	<p>Diego: What?</p> <p>Eudora: You could have called me for an update. So why are you really here?</p> <p>Diego: Nothing, I just, uh... My mom. She died last night.</p> <p>Eudora: <i>Shit. Diego, I'm so sorry. I remember how close you were.</i></p>
11.	<p>Leonard: Allison! Wait!</p> <p>Allison: <i>Leonard! Sorry. I thought you were a... Um... Where is Vanya?</i></p>
12.	<p>Diego: Grow up, Luther. We're not 13 anymore.</p> <p>Luther: That's what leaders do, by the way.</p> <p>Diego: He sent you on that mission all alone. Almost got you killed.</p> <p>Luther: Yeah, well at least he was there. Where were you? You and everyone else in this family? You walked out.</p> <p>Diego: And thank Christ that I did, or I would have ended up just like you. Let me ask you a question. When you watch one of these nature shows...</p> <p>Pogo: Diego, please.</p> <p>Diego: ... does it turn you on?</p> <p>Luther: So what? Is he just an animal to you, too now, Diego, huh? [pointing his fingers to Pogo]</p> <p>Diego: Don't.</p> <p>Pogo: Enough! This house was attacked. We barely got out with our lives. And Grace... she wasn't so lucky. Your brother is missing, and this how you rise to the occasion? Take your nonsense elsewhere. Now.</p> <p>Diego: <i>Sorry, Pogo.</i></p> <p>Luther: <i>Yeah, sorry, Pogo.</i></p>
3.	<p>Vanya: Leonard wouldn't. I mean, I can't even imagine.</p> <p>Allison: Uh, I get it. I don't wanna believe it either, but why would</p>



	<p>he tell you he's going to work, and then he's letting himself into your place?</p> <p>Vanya: To use the bathroom, like he said?</p> <p>Allison: Or to creep around.</p> <p>Vanya: He wouldn't.</p> <p>Allison: Riffle through your stuff? Maybe steal something? I mean... Jerk off on your Mr. Snuggles teddy bear?</p> <p>Vanya: No! No, stop.</p> <p>Allison: <i>Look, I'm sorry to be the one to tell you this, but sometimes, men are unredeemable shits.</i></p>
14.	<p>Chacha: Sit. You told me you shot the wife in the alley. And now I'm hearing that you spared her?</p> <p>Hazel: Come on. Don't be ridiculous. You think I'd do something like that? I just... I was bored. I thought I'd give her a head start, make it more exciting.</p> <p>Chacha: Exciting? Wait, so... the kid in Tokyo, did he really get lost? Aw, Jesus, Hazel! What the hell is goin' on with you lately? You're just not... Especially on this job. You're distracted. I thought we were in this together. For the long haul.</p> <p><i>Hazel: We are. I'm sorry.</i></p>
15.	<p>Harold: You know, I don't think your sister likes me very much.</p> <p>Vany: No. No, it's just... She just doesn't think I'm capable of making my own decisions.</p> <p>Leonard: She may have a point. You did just put salt in your coffee.</p> <p><i>Vanya: Oh, shit, sorry. I'm sorry. I just have a lot on my mind.</i></p>
16.	<p>Klaus: I am a vet.</p> <p>Veteran: Really? Where'd you serve?</p> <p>Klaus: None of your business.</p> <p>Veteran: You got balls comin' in here, pretending you're one of us.</p> <p>Klaus: Oh, I have every right to be here, just like you. Asshole.</p> <p>Diego: Whoa, whoa, whoa, whoa, whoa. Hey. Slow down, Marine. All right? My brother's just had a few too many. Let's just call it a day, all go out own way.</p> <p>Veteran: Sure thing.</p> <p>Diego: Thank you. Klaus—</p> <p>Veteran: As long as you apologize.</p> <p><i>Diego: Fine. I'm sorry. He's sorry. We're all sorry. So... are we good?</i></p>
17.	<p>Vanya: Oh, hey.</p> <p>Allison: Hey. Can I come in?</p> <p><i>Vanya: Well— Sorry, I really need to rehearse.</i></p>
3.	<p>Luther: Klaus? Klaus? Klaus!</p> <p><i>Klaus: Yeah! Sorry.</i></p> <p>Luther: So, what? You're giving up on the world, too?</p> <p>Klaus: Yeah, pretty much. Yeah. Mm-hmmm.</p>



	<p>Luther: So that's it. You're cool with us all dying in three days? [Klaus walk away] I can't believe it. It's just us. Oh, please not you, too.</p> <p>Allison: I have to book a flight back to LA. If this happens I have to be with my daughter, custody be damned. And you said it yourself... we need the full force of the Academy to even stand a chance. I'm sorry, Luther.</p>
19.	<p>Vanya: I can't believe I was stupid enough to go back there.</p> <p>Leonard: Sorry. I shouldn't have made you do it.</p>
20.	<p>Vanya: Thanks.</p> <p>Leonard: Are you okay?</p> <p>Vanya: Yeah, I'm fine.</p> <p>Leonard: Okay. Look, I... I'm sure this is a lot to deal with. You know, the idea that you've always had these powers lying dormant.</p> <p>Vanya: What, the ability to bend lampposts?</p> <p>Leonard: Your mood changed things. The rain stopped. I saw it.</p> <p>Vanya: That wasn't me. I'm so sorry to disappoint you.</p>
21.	<p>Luther: Oh, my God...</p> <p>Allison: I am so sorry.</p> <p>Luther: No, I'm sorry</p>
22.	<p>Luther: You know, a part of me just wishes that... I could tell everyone here to enjoy this while they still can.</p> <p>Allison: Yeah, a part of me wishes I didn't know.</p> <p>Luther: Yeah. Sorry about that.</p>
23.	<p>Five: So, the apocalypse is in three days. The only chance we have to save our world is, well, us.</p> <p>Luther: The Umbrella Academy.</p> <p>Five: Yeah, but with me, obviously. So if y'all don't get your sideshow acts together and get over yourselves, we're screwed. Who cares if Dad messed us up? Are we gonna let that define us? No. And to give us a fighting chance to see next week, I've come back with a lead. I know who's responsible for the apocalypse. This is who we have to stop.</p> <p>Allison: Harold Jenkins?</p> <p>Diego: Who the hell is Harold Jenkins?</p> <p>Allison: I'm sorry. Am I the only one that's skeptical here? I mean, how exactly do you know all of this about what's his name?</p>
24.	<p>Vanya: [on voicemail] This is Vanya. Leave a message, I'll get back to you. [phone beeps]</p> <p>Allison: Hey, Vanya, it's me. I just wanted to... Things have gotten so messed up. And... all I ever wanted was to be a good sister to you. Guess I pretty much failed at that. But you need to call me. Okay? I love you, sis.</p>
5.	<p>Vanya: I can't. I can't.</p> <p>Leonard: What's funny?</p>



	<p>Vanya: What's...? I look and I feel ridiculous. I have no idea how they did this stuff with a straight face. I—</p> <p>Leonard: It's because you're not used to it, that's all. If you kept trying, maybe you would—</p> <p>Vanya: You are so invested in this.</p> <p>Leonard: I— I'm just trying to help you, Vanya. You can't just give up that easily. I'm sorry.</p>
26.	<p>Leonard: Vanya. Hey. Wake up.</p> <p>Vanya: Oh, my God, you're awake!</p> <p>Leonard: Yeah.</p> <p>Vanya: Wh—Why... Why... Why... Why are you dressed?</p> <p>Leonard: I'm getting out of here.</p> <p>Vanya: Don't you need to be observe? Or—</p> <p>Leonard: No, no, no. They, uh, want me to come back for a checkup tomorrow, and to be fitted prosthetic eye, but that's it.</p> <p>Vanya: God, your eye, I'm so sorry.</p>
27.	<p>Klaus: Hey, calm down, Luther.</p> <p>Luther: No, I won't calm down. We've been lied to by the one person in this family we all trusted.</p> <p>Pogo: It was your father's dying wish, Master Luther. I... I had no choice.</p>
28.	<p>Cop: I gotta ask you to stay behind the lines. We had an accident here last night.</p> <p>Allison: A—What kind of accident?</p> <p>Cop: Ma'am. The line, please.</p> <p>Allison: Okay. Yes. Sorry.</p>
29.	<p>Cop: Hey, by any chance, is your movie called Small Town Cop Falls for Hollywood Superstar's Bullshit?</p> <p>Allison: I am sorry for misleading you.</p> <p>Cop: I believe the word would be "lying."</p> <p>Allison: I'm sorry I lied. But I didn't know how else to get answers. This is my sister. And I think the guy that put him in this hospital has her. I have to find her.</p>
30.	<p>Vanya: Allison. No! No! Allison! Oh! Allison!</p> <p>Leonard: Vanya, wait—</p> <p>Vanya: Allison! I didn't mean to... I didn't... I didn't mean to. I'm sorry. I'm sorry. I...</p>
31.	<p>Luther: Allison, I'm so sorry. I'm so sorry I wasn't there. And I won't let you wake up alone.</p>
32.	<p>Five: You're here to kill me?</p> <p>Hazel: Oh. Shit. Sorry. Old habits.</p>
3.	<p>Allison: Hey, Vanya, it's me. I just wanted to... Things have gotten so messed up. And I... all I ever wanted was to be a good sister to you. Guess I pretty much failed at that. But you need to call me. Okay?</p> <p>Vanya: I'm sorry!</p>



34.	<p>Vanya: Hello?</p> <p>Luther: Vanya.</p> <p>Vanya: Is Allison...</p> <p>Luther: She survived.</p> <p>Vanya: Thank God.</p> <p>Luther: What happened?</p> <p>Vanya: We got in an argument. And things got out of control. I didn't mean to hurt her. Please you have to believe me.</p> <p>Luther: I do.</p> <p>Vanya: It was an accident. And I was... I was angry, and... uh, it just happened. Could I see her?</p> <p>Luther: She's resting now. Maybe later.</p> <p>Vanya: Is it okay if I wait here for a bit?</p> <p>Luther: Of course. This is your home.</p> <p>[Luther and Vanya are hugging each other]</p> <p><i>Vanya: I'm sorry. I'm sorry. I'm sorry. I didn't mean it... I didn't mean.</i></p> <p>Luther: I can see that, Vanya.</p> <p>[Luther hug Vanya so hard]</p> <p>Vanya: You're hurting me.</p> <p><i>Luther: I'm sorry too, Vanya.</i></p> <p>Vanya: Stop. Please stop.</p> <p><i>Luther: I'm sorry.</i></p>
35.	<p>Luther: Allison, what are you doing down here? You should be in bed.</p> <p>Allison: Let her go.</p> <p>Luther: I can't do that. She hurt you.</p> <p>Allison: My fault.</p> <p><i>Luther: I'm sorry, but she's staying put. Just until we know what we're dealing with. She stays put. Come on. Come on. You need to rest.</i></p>
36.	<i>Vanya: I'm sorry! I'm sorry!</i>
37.	<i>Luther: Listen, we can't do this now. I'm so sorry, I should never have slept with that girl... uh, woman. Uh, look.. I had just found out that Dad sent me to the Moon for nothing. All right? And I just felt so lost and alone. Klaus wasn't lying, I got drunk.</i>
38.	<p><i>Hazel: I'm so sorry you had to see that. If you want to change your mind about being with me, I understand.</i></p> <p>Agnes: Everyone has a past.</p>

