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15,5 x 23 cm __ ISBN: 978-623-88239-7-0 Penulis : Andri Kurniawan, dkk Editor : Nurul Hidayah Pratama, Marrieta Moddies Swara, Sri Utami Tata Letak : Hadzky Shafa Hafizah Desain Sampul : Farhan Saefullah Cetakan 1 : Oktober 2022 Copyright © 2022 by Penerbit Yayasan Wiyata Bestari Samasta All rights reserved **Hak Cipta dilindungi Undang-Undang** No 19 Tahun 2002. Dilarang memperbanyak atau memindahkan sebagian atau seluruh isi buku ini dalam bentuk apapun, baik secara elektrik maupun mekanis, termasuk memfotocopy, merekam atau dengan sistem penyimpanan lainnya, tanpa izin tertulis dari Penulis dan Penerbit.

Isi di luar tanggung jawab percetakan Penerbit Yayasan Wiyata Bestari Samasta Anggota IKAPI Jl. Sumadinata 22 Cirebon – Jawa Barat Indonesia 45151 e-mail: wbsamasta@gmail.com Web : <http://wbs-indonesia.com/> FOREWORD This book is a symbol of intellectual enthusiasm in studying knowledge about the basic concepts of English conversation which will be published in 2022. The contributors of this book are researchers and lecturers from various universities in Indonesia. They have different educational backgrounds.

The writing of this book is based on the importance of updating the latest research on the study of educational science with the theme of basic English conversation which is currently an issue and problematic. **This book consists of** 21 articles that are included in the 21 chapters in this book. Efforts to prepare this book were made to document the works produced by the authors so that they can be useful for a wider audience. Writing a book also has consequences for building Indonesian education that is more dignified and with integrity. In closing, there is no ivory that is not cracked.

Of course, there are many shortcomings in the preparation of this book so that criticism and input are always needed for the development of educational science studies both in theory and in implementation. Great things of course start from the simple. Hopefully the writings in this book become useful knowledge for the development of education today and tomorrow. Cirebon, October 2022 Writer team **DAFTAR ISI KATA PENGANTAR**
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CHAPTER 10 APOLOGY A. Introduction Making mistakes is an inseparable part of living. Everybody makes mistakes, it is something undeniable, as the proverb goes, "to err is human, to forgive is divine".

However, despite the causes of the mistake that one did, sometimes asking for an apology for one mistake is very difficult. In this part of the book, we shall discuss apologizing and accepting an apology, and rejecting an apology. B. Apologizing Everybody makes mistakes. Whether it is a bump in a school or office alley, mistakenly taking things that are not yours, or accidentally knocking over a glass of water. All these actions are quite harmless and usually do not result in a big problem. There are, however, intentional actions that are clearly a breach of ethics, norms, or even laws that one did and later regretted.

Cheating during an exam, calling people names, and deliberately withholding important information or items from your friends or coworkers, are just a few examples of these intentional actions. Regardless of the intention, at the end of the day, if you made a mistake, you must admit your mistake and apologize. Nicholas Tavuchis, a prominent sociologist defines an apology as a form of speech act that expresses the speaker's sorrow and regret over an action for which the speaker seeks forgiveness from the wronged person (Tavuchis, 1991).

Based on the definition proposed by Tavuchi, an apology requires the expression of sorrow and regret. This means, by apologizing, a speaker communicates that 1) the speaker acknowledges that a mistake has been made, most likely by the speaker, 2) the speaker regrets the mistake made, 3) the speaker acknowledges the wronged person is hurt by said mistake, 4) the speaker intends on making up for the mistake.

Since apologizing means communicating the above meanings, a simple "I'm sorry" sometimes is not enough, in fact, offering a very short apology can be perceived as insincere, perfunctory, and even rude, especially when offered to a superior, employer, or older person. Therefore, apologizing for your mistake **is one of the** important skills to be mastered in communication. Failing to apologize appropriately may result in damage to your reputation, damage to your relationships, and even ruin your current and future career opportunities. Conversation 1 is an example of an ineffective apology.

Conversation 1
Johny : _Sam, **have you seen my** dictionary? _Sam : _Yeah.... I think I've seen it on the coffee table.
_Johny : _Yeah, I know. I left it there yesterday, but it's not there anymore
_Sam : _Wait, I think I brought it with me to my English class this morning. Ah! Here it is.
_Johny : _Oh okay.... Hey, why is the cover torn? _Sam :
_Ummm... I don't know.
_Johny : _I really love this dictionary, you know. It's my only

one. _ _Sam _: _Look, I'm sorry if I did anything wrong, but that's how I found it. _ _ The apology in Conversation 1 is ineffective because it is not sincere.

Sam, does not admit any guilt and submits only a conditional apology. Sam apologizes IF something was wrong, which means that he did not see nor admit that he had done something wrong. Sam did not take into account Johny's feelings and material loss. To be able to apologize appropriately, first, we need to understand the contents of an apology. In chronological order, scholars have proposed different elements of an apology, starting in 1981, Cohen and Ohlstain proposed that an apology consists of 5 elements, namely: Expression of Apology, Acknowledgment of responsibility, Explanation, Offering to fix the situation, and Promise of non-recurrence.

In line with Cohen and Ohlstain's proposal, Sher and Darley (1997) define an apology as having 4 elements, namely: Expressing remorse for a mistake, Admitting responsibility, Making amends, and Promising that it won't happen again. Most recently, a study by Lewicky, et. al (2016) states that an effective apology consists of six distinct elements, namely: Expression of regret **Explanation of what went wrong** Acknowledgment of responsibility Declaration of repentance Offer of repair Request for forgiveness Based on the above definitions, we can see that there **is a recurring theme** in apologizing, that apologizing is to communicate not just regret, but also other elements to express your acknowledgment of guilt, explanation of the mistake, and promise of non-recurrence.

Therefore, we shall continue our discussion on apology by using these four elements as our guidelines. C. Expressing regret The first and foremost element of apology is the expression of regret or sorrow. Here the speaker must sincerely submit her or his regret over the mistake made. Naturally, the magic words in this element are "I am sorry" or "I apologize". The important thing in submitting an apology is the sincerity behind it. The person making the apology needs to be honest and has no ulterior motives other than expressing regrets and sorrow. When apologizing, the following sentences can be used: A big apology for... A formal apology for... A heartfelt apology for...

A personal apology for... I sincerely apologize I deeply apologize **I would like to** sincerely apologize for... **I would like to express my sincere** apology for... I have to apologize **I would like to** offer a sincere apology for... **I am sorry for** disappointing you I apologize for not... I apologize for what happened I am sorry and apologize for... **I am so sorry** about this **Please accept my sincere apologies for** the inconvenience caused Please accept my apologies for the mistake My apologies for the mistake Conversation 2 Surya _: _Good afternoon, Dewa. _ _Dewa _: _Good afternoon, Surya.

You look so gloomy today, are you okay? _ _Surya _: _Not really. _ _Dewa _: _Ouch,

what's wrong? _Surya _: _Well, I wrote my email account new password on a piece of paper and I left it on the dinner table yesterday, and when I woke up this morning, it was gone! _Dewa _: _Oh...! _Surya _: _I have been looking for it since this morning. _Dewa _: _Oh... I am so sorry, Surya. I have made a terrible mistake. I found that piece of paper on the dinner table, and I thought it was just scrap paper.

So, I threw it in the rubbish bin! _Surya _: _The rubbish bin? I have not checked it! I'll go home and check it now. _ In Conversation 2, Dewa expressed his regret for throwing Surya's note **into the rubbish bin**. He expressed his regrets by saying "I am so sorry". He used the word "so" to put an emphasis on the degree of his regret. You can also use the sentences above instead of using "I am so sorry". D. Acknowledgment of guilt After starting with the expression of regrets, one needs to continue with the next part which is one's acknowledgment of guilt. In apologizing, it is very tempting to explain or justify one's action.

However, this can be seen or construed as blame shifting, i.e., blaming others as the cause of one mistake. Sometimes people do this intentionally and sometimes people do it automatically, as a knee-jerk response to a mistake. For example, we often hear one says, "I'm sorry for yelling at you yesterday, I was very busy and I got a lot on my mind when you came to my office". By saying this, the speaker implies that he or she is not fully to blame, and the person yelled at somehow should also bear the responsibility, despite the fact that the person yelled at was oblivious to the speaker's mood or condition, or that the person was compelled or obligated by his or her duty to come to the speaker's office. In order to avoid being seen as shifting blame, one needs to own up to one's mistake and admit that you have done something wrong.

By admitting that you were the one who made the mistake, you showed that you are sincere and do not wish to blame anyone for the mistake. This can be stated by saying the following sentences or phrases: It was my mistake, I know what I did was wrong, I admit that I made a mistake, It is my mistake that..., I have made an error, I made a terrible mistake, I have made a huge mistake, That's definitely on me, That's my mistake, It's totally my fault Conversation 3 Wisnu _: _Oh my God! _Agni _: _What? What's wrong? _Wisnu _: _Look at this! Somebody forgot to turn the tap off, the whole bathroom is flooded! _Chandra _: _Hey, it wasn't me. I have just got here, and I haven't been to the bathroom. _Agni _: _No, it was definitely not you, Chandra. I'm very sorry, but it's totally my fault.

_Wisnu _: _What do you mean? _Agni _: _I was in the bathroom brushing my teeth, and I was about to wash my face when my phone rang. I ran to my room to pick it up. After that, I totally forgot to go back to the bathroom to turn the water off. _Wisnu _:

_Oh, it's okay. We just need to pull the drain plug and dry the wet carpet. __Agni _: _Oh, thank God! Do you think we can still save the carpet? __Wisnu _: _Sure, we just need to dry it under the sun. No worries, Agni. __ In Conversation 3 Agni quickly admitted her mistake, by saying "it's totally my fault.". Although the admission does not necessarily resolve the situation, it shows that she feels responsible and does not wish to blame other people for her mistake.

E. Explanation of the mistake After you have admitted that you were the one who made the mistake, you can continue by providing an explanation for the mistake. Naturally, explaining is done to reiterate the mistake made, and not to take a defensive standpoint or to make excuse for the mistake made. Therefore, in explaining the mistake you must continue to take responsibility for the pain and suffering of the person wronged.

In explaining the mistake, you should only do it when it is combined with the other three elements of an apology, otherwise, you will only come across as trying to paint yourself in a good light or simply offering an excuse. If done correctly, an explanation can be useful for healing a broken relationship and may even become the foundation of re-establishing truth and respect. The followings are some examples of how you can provide an explanation for your mistakes. As stated before, the explanations should not be done in a stand-alone fashion, therefore, the examples here are also presented in tandem with the apology and the admission of guilt. Conversation 4 __ _Lisa _: _Good afternoon, Sir. __Mr.

Wijaya _: _Well, good afternoon, Lisa. Do you know what time this is? __Lisa _: _Yes, Sir. Please forgive me, Sir. I know that I am late for the meeting. It was totally my fault. The traffic on the way here was very heavy, I was held up for more than an hour. I have known that the traffic coming here is usually heavy in the morning, and I should have left home much earlier. __Mr. Wijaya _: _I see. I heard from the radio that there was a traffic accident at Jalan Soetomo this morning. __

Lisa __Yes, Sir. I saw the wrecked truck on the way here. __Mr. Wijaya _: _Well, I guess it was not entirely your fault.

But please try to consider this kind of thing in the future. This meeting is quite important, and Mr. Darma is currently explaining our position to the client, could you please take over from him? __Lisa _: _Certainly, Sir. And again, I'm terribly sorry, Sir. __Mr. Wijaya _: _It's okay, just make sure that this does not become a habit. __Lisa _: _You have my word on that, Sir. __Mr. Wijaya _: _Good, go on now! __ In conversation 4 above, Lisa preceded her explanation by taking full responsibility and did not entirely put the blame on the traffic condition.

When she provided her explanation, it come across as stating a fact, instead of providing an excuse for her tardiness. She also acknowledged that she could have done better to prevent the mistake from happening. The fact that Lisa took **responsibility for the mistake** instead of using the traffic jam as an excuse shows that Lisa is a responsible person. Her explanation ties very well with her statement of responsibility. F. Promising non-recurrence The last element of an apology is the promise of nonrecurrence. This element delivers your assurance to the wronged party that the mistake will never be done or take place anymore in the future.

This will further highlight your sincerity. Nevertheless, this element will not be needed in some scenarios where you will not meet the wronged party in the future, for example, when bumping into somebody in an alley or on the sidewalk. However, when you made a mistake in a work environment, then a promise of non-recurrence is a must. It shows not only your regret for the mistake but also your commitment to better working performance. The followings are example sentences that communicate your promise of non-recurrence.

Rest **assured that this won't happen** again, **I won't make the same mistake** again, **I'll be extra careful reading important documents in the** future, You have my words, this will never happen again. Conversation 5 __Ratih _: _Kama, have you called your father about the car? __Kamajaya _: _Huh, the car? __Ratih _: _Please, don't tell me that you haven't called him __Kamajaya _: _Wait, tell me again, why do I need to call him? __Ratih _: _Oh, you really are forgetful. Don't you remember that we are going to attend Darma and Parvati's wedding the day after tomorrow? __Kamajaya _: _Oh, shoot! I totally forgot! __Ratih _: _Well, I reminded you three times already.

We need to borrow your father's car to go there. __Kamajaya __Now I remember! Oh, I am terribly sorry, honey. This is totally on me. I really should have not delayed calling dad. Don't you worry, this will be the last time I delay doing important things, I promise

you. _Ratih _: _Well, I hope you do, now call your dad before you forget again. _
_Kamajaya _: _Okay, okay, I'm calling him now. _ _ In Conversation 5 Kamajaya promised Ratih that he will never repeat his mistake again in the future by saying, "...this will be the last time I delay doing important things, I promise you".

This expression is very useful in assuring the other party that you will not **make the same mistake again** and will help you in repairing the relationship and regaining their trust. G. accepting apology Just as making mistakes is a part of life, so is forgiving others for their mistakes. Every now and then we will feel wronged or sustain losses due to other people's actions. When the people who wronged us admit their mistakes, it is our turn now to consider whether or not to accept their apology. When you decided you will accept an apology, you can use the following sentences to express your acceptance.

Don't worry about it. Don't mention it. **No need to apologize**, it's OK. That's all right. Never mind. Don't apologize That's OK. No worries. That's quite all right. It's not important. That's all right. It's all fine. Don't worry, you're forgiven. I quite understand. You couldn't help it. Forget about it. No harm done. It doesn't matter. Conversation 6
Divya _: _Weda, there is something that I want to say. _ _Weda _: _Wow, you sound so serious. What is it? _ _Divya _: _I just found out that you cried over the broken vase last night. _ _Weda _: _Oh, yeah.... That vase was a special vase for me. _ _Divya _: _I know, and I want you to know that I'm very sorry for knocking it over. It was all my fault.

I was taking out the water jug and accidentally knock it with the jug. _ _Weda _: _Yeah, I have to say that I am not totally happy with it, but then again as you said, it was an accident. No need to apologize for it, it's okay. _ _Divya _: _But I feel so bad about it, can I please buy you a new vase? _ _Weda You don't have to do that, look, believe me, I am okay. It was an accident. Divya : Oh, I feel so bad about it, please forgive me. Weda : It's okay, I forgive you. In Conversation 6 Divya truly regretted the accident and he apologize for it.

Weda, knowing that it was an accident, did not consider it a big problem although she also stated that it was not a happy incident for her, and accepted Divya's apology and even refused Divya's offer of a new vase. By accepting Divya's apology, Weda showed Divya that she has no hard feelings against Divya. H. Rejecting APOLOGY Despite an apology, there are also times when an apology is not enough, the way the person submitted the apology is rude, or maybe an apology is not something you seek in a particular case. In such cases rejecting an apology is inevitable.

There are, of course, a number of ways **to reject an apology**. You can reject an apology by being blunt, by being tactful, or maybe you are not really rejecting the apology per

se, but you simply cannot forgive the person at the time. One thing that you have to understand is that it is okay to refuse an apology, or to delay accepting an apology. The first route in rejecting an apology is by being blunt, especially when you feel that the mistake was too severe or when you think that there is nothing left to be said and done about the matter.

Keep in mind that such rejection may end a relationship and at the very least, left a bad memory for everyone involved. Nevertheless, for the times when you feel the need to take this route, here are some example sentences of refusing an apology. I'm sorry, but I simply cannot forgive you, I fail to see how your apology is going to help me, I'm afraid an apology is not something I need nor look for from you, What you did was too hurtful, and I don't think saying sorry will change anything. Conversation 7 Maria _: _Surya, wait. I want to talk to you. _Surya _: _I don't think there is anything left to say between us, Maria. _Maria _: _Wait, just wait, please. I want to say something. _Surya _: _Okay, talk then.

_Maria _: _Look, I am so sorry for what I did, I know what I did was wrong, and I truly regret it. _Surya _: _Maria, what you did was too hurtful, and I don't think saying sorry will change anything. And I think it would be better if we simply go our separate ways from now on. _Maria _: _Please, oh please don't say that. Please forgive me, I am so sorry, Surya. _Surya _: _Look, I am not in the mood to talk about this. So please, just leave me alone, Maria. _A better strategy in rejecting an apology is by doing it in a tactful way. It means that you refuse by simply stating facts that and do not dwell on the fact that you simply cannot accept the apology.

Such as presented in conversation 8.

Widya _: _Hello, Cin. _ _Cintya _: _Hi, Wid. _ _Widya _: _How are you today? _ _Cintya _: _Huh... still the same as yesterday. _ _Widya _: _You're still upset about your bike? _ _Cintya _: _I guess so. _ _Widya _: _I'm so sorry, Cintya. I truly am. If only **I can turn back** time. Can't you forgive me? _ _Cintya _: _Wid, I know that you are sorry. But it still hurts me, every time I think about my bike. _ _Conversation 8 Arya _: _I am so sorry, Putra. I should have not copied your exam answers. _ _Putra _: _Arya, the exam was very important to me, I studied for weeks for it. _ _Arya _: _I know, but... _ _Putra _: _Look, just look at us now. Both of us have been expelled from the class.

But the difference is that I studied hard for it, and you were just copying it. You cannot even begin to understand how I feel. _ _Arya _: _I'm so sorry, Putra. I truly regret it. _ _Putra _: _You should be. _ _ The last route to rejecting an apology is by delaying the acceptance. You may want to do this because you still feel hurt and still coping with the matter. Or conversely, you simply do not want **to think about it** just now. The following example highlights the way to delay accepting an apology Conversation 9 Widya Cintya Widya Cintya Widya _: : : : _I am so so sorry, Cintya. I know, and I appreciate it. But I guess I am still a bit mad about it.

So, I'm sorry, but I think it will take a while until I feel better about this. Okay, I truly understand. But you have to promise me that you will tell me if there's anything I can do to make you feel better. Okay, I will. Thank you, Cintya. _ _ _ _ _

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