ABSTRACT


The study reported EFL students’ awareness on apology and request through cross cultural learning activities viewed from group discussion and role playing. This study aims at describing what types of cross cultural learning activities used in contributing EFL students’ awareness on apology function and how the process occurred in EFL setting of university students and exploring what phenomena occurred in CCU classroom of EFL students and what solutions provided to overcome the problems. The data analyzed in this study were collected in Satya Wacana Christian University and Sebelas Maret University. The study used qualitative method in nature by employing observations, questionnaires, and interviews adapted from previous studies. Discourse Completion Tasks Questionnaires (DCTQ) was distributed to nineteen EFL students to find out their responds on situations concerning apology and request, then the qualitative data were obtained from individual interviews carried out with EFL students who came three different ethnic groups, namely Javanese, Batakinese and Chinese. The results showed two main findings. The former helps the students to be aware of apology and request functions by implementing CCU’s group discussions and role play learning activities. In this respect, the participants were found to use many kinds of apology and request strategies, in which they clearly demonstrated awareness on using adequate apology and request forms to meet the requirements of certain situations and relationships, including politeness and directness or indirectness. The latter refers to a socio cultural phenomenon which was discovered in the form of ethnic group variation that led to meaning variation through segmental (different vowel and consonant pronunciation) and suprasegmental (different level of loudness and forcing tone) cues. Related to this, Discourse Completion Task and Role playing with flash cards or Oral Discourse Completion Task were found to be ways to overcome communication problems.

**Keywords:** EFL students, awareness on apology and request, cross cultural learning activities