Difficulties faced by Iraqi undergraduate in Handling the Speech Act of Apology (Baghdad University)

**Abstract**

An apology is generally identified as a speech act in which the speaker says/ writes something in order to say that she/he is sorry for doing something wrong or causing a problem, it is an acknowledgment expressing regret or seeking pardon for a fault or offence, i.e. when she/he violates certain social norms. Apology, among other speech acts, requires people to have pragmatic (pragma-linguistic and socio-linguistic) knowledge as well as linguistic knowledge in order to identify and use apology. This certainly leads students to encounter difficulty in recognizing and producing the speech act of apology. Thus, the aim of this study is to investigate difficulties and errors committed by Iraqi EFL college students in handling apology, and attempting to get at remedial solutions. To attain this aim, a sample of 49 students of the University of Baghdad , College of Education for women / Department of English has been chosen and administered to a test consisting of two parts: recognition and production, Both recognition and production questions include ten items each. Students are required to give suitable answers to these questions. Data-analysis has been conducted in accordance with the students' replies on these questions. The study concludes that Iraqi EFL students have encountered difficulty and committed errors in both recognizing and producing apology. Moreover, they face more difficulty in producing than recognizing apology. This difficulty is mainly attributed to the students' lack of pragmatic and linguistic knowledge.

**Keywords**: pragmatic, Iraqi EFL, speech act of Apology