

Efek moderasi relasi suku dalam pengaruh strategi permintaan maaf terhadap penerimaan ketulusan = Moderation effect of ethnic s relation in an influences of apology toward perceived sincerity

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Abstrak

[ABSTRAK

Tesis ini membahas strategi permintaan maaf dan relasi suku antara pelanggar dan korban dalam konteks interpersonal dan antarkelompok untuk mengukur penerimaan ketulusan. Penelitian kuantitatif dengan desain between-participant. Hasilnya, strategi permintaan maaf yang dilakukan oleh relasi suku yang sama dirasakan tulus. Strategi permintaan maaf yang melibatkan pengorbanan dirasakan tulus. Strategi permintaan maaf yang melibatkan pengorbanan dan diperkuat relasi suku yang sama antara pelanggar dan korban dalam konteks interpersonal dirasakan paling tulus.

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ABSTRACT

The focus of this study is apologies and ethnic relation?s between transgressor and victim in an interpersonal and intergroup context measuring perceived sincerity. This research is quantitative between-participant. This research argued that apology in an ingroup?s more sincere than outgroup, costly apology?s more sincere than no-cost apology, and costly apology supported by an ingroup relation?s in an interpersonal context is the most perceived sincerity., The focus of this study is apologies and ethnic relation?s between transgressor and victim in an interpersonal and intergroup context measuring perceived sincerity. This research is quantitative between-participant. This research argued that apology in an ingroup?s more sincere than outgroup, costly apology?s more sincere than no-cost apology, and costly apology supported by an ingroup relation?s in an interpersonal context is the most perceived sincerity.]