

Abstract

Forgiveness is a rich and complicated phenomenon that is found to be related to well-being of individuals, relationships and community. It is not only an episodic behaviour, but also a predisposition trait. With development of technology and internet, how people stay connected to each other is different from before when traditional public spaces were important for interpersonal communication. More and more people use virtual platform to communicate. Many have reported to resolve arguments using digital tools, including offering apologies. This study examined effect of how people apologise in terms of communication media (through digital technology or face-to-face) in combination of trait forgiveness on intent of victims' forgiveness. Consistent with previous findings, people with higher level of trait forgiveness were more likely to forgive. It is also found that people are more likely to forgive when the apology was offered in person, comparing to apologising messages through virtual platforms. No interaction effect was found for communication media and trait forgiveness.