

## CHAPTER V

# SUMMARY, CONCLUSION AND SUGGESTION

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Finally, in this last chapter, the writer will review what she discusses in this study from the first chapter to the fourth one then will give conclusion and suggestions towards this research.

#### 5.1 Summary

Studying the language styles on e-mails is interesting. This interest brings the writer to investigate the e-mails complete with the language functions as a factor that influences the styles used from the East Asian suppliers (the Japanese, the Koreans, the Chinese, and the Taiwanese) of PT. Maspion. The writer then, begins to collect the data, to categorize then to analyze the data. She finds that the Japanese' styles are consultative in the directive function, casual in referential one and intimate in expressive one. Furthermore, the Koreans' and the Chinese' styles are consultative in referential, phatic or directive functions, and casual in expressive and or directive ones. Meanwhile, the Taiwanese uses casual only in all kinds of language functions occurred. In short, no frozen and formal styles are found in their mails.

#### 5.2 Conclusion

As it is discussed before, again, the styles figured in the e-mails of East Asian Suppliers are arisen from consultative to intimate ones. This might indicate that the East Asians prefer using informal language in e-mails to formal one, as consultative, casual and intimate styles are the indications of informal language. Those styles use incomplete sentences, non-standard vocabularies and shortened forms of grammar in which those characteristics do not belong to formal language, but informal one. It is also acknowledged that they exist when the

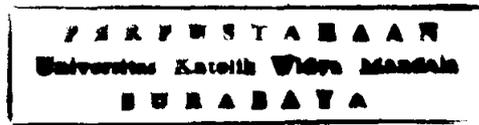
functions of referential, directive, expressive, phatic and metalinguistic languages are shown.

Furthermore, it is also found that many mistakes on grammars are made by the East Asian Principals, as shown in bold terms. This is a sufficient finding to conclude that their styles are not formal ones.

### **5.3 Suggestion**

The writer realizes that her research is a small part of language styles study. It is only covering East Asian region and the topic under e-mails are limited to import administration. She expects other researchers would try to examine the language styles used by other parts of regions such as Europe, Australia, America and Middle East with various topics, including import administration. The writer would also like to offer her assistance to provide the permitted data from the company where she works to every body who is interested in this kind of research.

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