

## **CHAPTER V**

### **CONCLUSION AND SUGGESTIONS**

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This chapter is presented to give the conclusion of what have been discussed before and give some suggestions concerning to this study.

#### 5.1. Conclusion

The findings of this investigation, therefore constitute the real picture of a little aspect of language. Particularly because the use of language in daily life is not only in accordance with the rules of grammar but what is more important also is in accordance with various social conventions which has become part of the people's culture.

As mentioned in the previous chapter, this research is carried out to find out which strategies are used by Indonesians and English Native Speakers. To achieve this purpose, the writer gathered some data using two sets of structured questionnaires. The data of these structured questionnaires were then analyzed based on the several theories that the writer used. The analysis is supported by several theories such as theory of Sociolinguistics, theory of refusal and politeness. The writer makes two tables for

English Native Speakers and the same one for Indonesian Speaker. After analyzing the paper one by one and counting the total number of refusal strategies and counting the total number of refusal strategies in each table, the writer categorizes the papers by using the criteria of highly used, average, low (rarely used).

From the result of this study, it can be concluded that there are 7 ways from all respondents (16 English Native Speaker respondents and 20 Indonesian respondents) refuse to an offer, an invitation, a request, and a suggestion. They are:

1. Using 'No' or its equivalents
2. Using an Expression of Positive Opinion
3. Using an Excuse, Reason and Explanation
4. Using an Expression of Regret or Apologizing
5. Using a wish to be able to comply with the statement.

This strategy is divided into :

- a. The use of conditional statements
  - b. The use of principal statements
  - c. The use of Philosophy Statement
  - d. The use of sentence for self defense
6. Using Claim Common Ground

Brown and Levinson divided this category into :

- a. Using a statement to notice, attend to Hearer
- b. Using a statement to exaggerate
- c. Using a statement for seeking agreement

- d. Using a statement to avoid disagreement
  - e. Using a joke
7. Using a statement to convey that Speaker and Hearer are cooperators.

Brown and Levinson divided this strategy into:

- a. Using a statement of offer or promise
- b. Using a statement to be optimistic
- c. Using a statement for asking the Hearer in the activity  
(including both speaker and Hearer in the activity)

Finally, the findings also show that there are two important reasons that Indonesians and English Native Speakers rarely used Direct Refuse, they are :

1. Adaptation factor
2. Status

## 5.2. Suggestion

In line with the study above, the writer would like to give some suggestions for the improvement of students, Institution of Widya Mandala University, lecturers and for further research related to this study.

The first suggestion is for Widya Mandala students in the relationship with human interaction. They should be able to give other people impression that they can interact in ethically good manner.

Next is a suggestion for Widya Mandala Institution. Based on the experience of making this thesis, sometimes the writer of the thesis get difficulties in finding related materials in the library. Therefore, the institution should provide more Sociolinguistics and Pragmatics textbooks, which especially discuss about Politeness to enrich the students' knowledge about how to interact with others in a proper manner.

The third is suggestion for the lecturers. It will give a good impression for students or other people if the lecturers will pay more attention and learn about the principles of politeness strategies. Hopefully, they can apply these strategies in a real world because their duty not just teaching materials related to the content courses and student's skill, but interact with their colleagues from foreign countries. Sometimes they should give their students examples how to behave in a good way.

The last suggestion is for the research related to this study. The writer suggests that there should be further research with the same topic but using different aspects. It will be useful for the lecturers who are assigned to do some research and for the students as a fulfillment to get an S-1 degree.

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