

## CHAPTER IV

### CONCLUSION

#### 4.1 Conclusion

In this current study, the writer concerns on the negative politeness strategies and the factors of sociological variables influencing the choice of the negative politeness strategies in WhatsApp chatting between students and lecturers of English Department of Universitas Andalas. The data of this research consist of personal WhatsApp chatting from English Department students 2019 with their lecturers. There are 24 samples out of 89 populations chosen with the purposive sampling by considering some requirement aspects of the students who have learned politeness. The samples are also chosen from some of the writer's friends. Therefore, it will be easier to ask detail information about the data. The data are analyzed by using the theory of politeness strategies and sociological variables influencing the choice of strategies by Brown and Levinson (1978) in order to find out the answers of the research questions.

As far as it is concerned, there are found 4 types of 10 negative politeness strategies in this research. They are question, hedge, apologizes, give deference and go on record as incurring a debt or as not indebting hearer. Based on the result of the analysis, there are 10 data included in the strategy of question, hedge, 14 data in the strategy of apologies, 2 data in the strategy of give deference, and 1 data in the strategy of go on record as incurring a debt or as not indebting hearer. Thus, the strategy of apologizes is the most used strategy found in this research that has a function to minimize the impact of the FTA that is done by the student

to the lecturer. Accordingly, most of the students always use the strategy of apologies in the opening of their WhatsApp chatting to apologize for bothering the lecturer's time or in the context of apologizing for making mistakes. Therefore, the frequency of using this strategy is higher than 3 other strategies found in this research.

Moreover, the usage of the strategy of apologizes relates to the reason of the students using the same forms of sentences in their WhatsApp chatting with their lecturer. The students are worried of making mistakes and cause misunderstanding with the lecturers, so most of the students often apologize to their lecturers either to express their reluctance or apologize for their mistakes to minimize the impact of their FTA to the lecturers. As the result of that case, the strategy of apologizes is often used by the students in their WhatsApp chatting with their lecturers.

Furthermore, the usage of the negative politeness strategies that are found in this research, are also influenced by 3 factors of sociological variables that occur in all of data of this research. They are social distance, absolute ranking, and relative power. The social distance occurs in 7 data that are involved in the strategy of apologizes. The absolute ranking occurs in 10 data that are involved in the strategy of question, hedge. Moreover the relative power occurs in 10 data that all of them consist of the strategies of apologizes, give deference, and go on record as incurring a debt or as not indebting hearer. Generally, the most influential factors in using the negative politeness strategies in WhatsApp chatting between students and lecturers of English Department of Universitas Andalas are the absolute ranking and the relative power.

Accordingly, the absolute ranking and the relative power influence the students to use the negative politeness strategies to their lecturers because of the matter that they need from the lecturers and the different power between the students and the lecturers. In this case, most of data show that the students are the ones that ask something to the lecturers. Most of them relate to the academic field, such as the chances to fill the attendance, the chances to fix the grade, etc. Thus, it can be seen that they cannot afford to get what they want. Meanwhile, the lecturers are the ones that are asked to do something by the students, because the lecturers have more power to do what they want and give what they need. Therefore, the students use the negative politeness strategies to get what they need from the lecturers by minimizing the impact of doing their FTA to the lecturers who have more power to give what they need.

Thus, 4 types of 10 negative politeness strategies and 3 factors influencing the choice of the negative politeness strategies can be the examples of the usage of politeness in real life. Hopefully, it can give knowledge to other people to use politeness properly in the communication with other people. Therefore, they can have good communication and avoid conflict in their relationships with other people.

## **4.2 Limitation**

Generally, there are limitations of this research in two aspects. First, this research only concerns on the WhatsApp messages in the short term because of the consideration in choosing the sample for this research. The data are only taken from recent WhatsApp messages. Meanwhile, the writer also found data that

contain the negative politeness strategies in the collected WhatsApp messages in the term of the first, second, third, and third semesters. Therefore, there are some data that cannot be involved in this research due to the limitation of time. Moreover, there are some data that involve in the negative politeness strategies, but also contain incorrect grammar in the same messages, so they are a little bit weak to be included in this research.

#### **4.3 Suggestion for Future Research**

Based on the experiences during conducting this research, there are some suggestions for future research. In conducting this research, the writer was struggling in analyzing the data because the collected data were put in the same folder that made the writer confused to find out the data for each strategy. Thus, the writer had to analyze the data again several times. Therefore, it is suggested to the next researcher in the future to separate the file of the collected data into each strategy found in the research. Furthermore, if the data are transcribed from WhatsApp messages, movies, talk shows, etc. It is suggested to the next research to transcript and match it with the original script. Therefore, it will be easier to be analyzed or list in the thesis document.