

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

Request strategies refer to the pragmatic choices that speakers make to convey their requests. The choices are categorized into levels of directness, which range from highly direct strategies to indirect hints. Blum-Kulka, House and Kasper describe these strategies as a tool that can be utilized to understand and manage interpersonal interaction in daily life. This research aims to discover the types and factors influencing request strategies during emergency situations. The data for this research were derived from 10 selected recordings, which feature 911 emergency call transcription made involving 9 public figures.

Reflecting on the research problem that was present prior to this research, it was unveiled during this research that 176 request strategies were found throughout 10 recordings of 911 emergency calls involving 9 public figures. The 176 utterances were categorized into 9 levels of request strategies, and later, it was discovered that there are 2 factors that influence the choice of request strategies used in the emergency context. The 9 levels of request strategies present are mood derivable, obligation statements, want statements, query preparatory, suggestory formulae, hedged performatives, performatives, strong hints, and mild hints. After an extensive analysis, the most frequent strategies used by the caller and the dispatcher during an emergency call is mood derivable, which occurs 68 times from 10 recordings of 9 public figures.

From this result, it can be interpreted that when in a life-or-death and urgent situation, the speaker expresses their request with direct and imperative verbs to convey

their message and to prevent misunderstandings between two parties involved in this conversation. Despite the natural mood of direct utterances, the utterances found on this research can be categorized as polite but yet firm and assuring, this can occur on account of factor that influence the use of the request.

The second problem addressed in this research involves the factors that influence the strategies chosen by both the caller and the dispatcher during critical situations, as reflected in 911 recordings involving public figures. From the analysis, it was discovered that two possible factors may influence the choice of request strategies. A total of 33 payoffs and 143 relevant circumstances have been identified in the discoveries. These findings suggest that a specific condition impacting an individual's communication process primarily influences the application of request strategies.

This research contributes to the field of pragmatics, the studies of language meaning. Specifically, the speech act theory, which examines how people use language to perform actions, such as making requests. Employing frameworks by Blum-Kulka, House and Kasper (1989) and Brown and Levinson (1987), this research provides new insights into how request strategies are used in the context of real-life emergencies. While previous research has often focused on controlled settings, this analysis of emergency communication provides an understanding of how urgency and stress can affect the use of request strategies for both the caller and the dispatcher.

The findings about the dominance of mood derivable strategies, the most direct requests in emergencies, align with the idea that situational factors, such as urgency, can influence language use. This can be interpreted as the linguistic strategies are not fixed, but adapt to the needs of the speaker and the context.

4.2 Limitations and Suggestions for Future Research

This research focuses solely on the request strategies used during these 10 selected 911 emergency calls involving public figures. The findings and analysis of this research can provide valuable insights into the linguistic field due to the natural and real-life data used for the object of this research. However, several limitations can be acknowledged. One significant limitation observed is the limited sample size; since only 10 recordings were analyzed, these findings may not accurately represent all 911 emergency calls involving public figures, thus constraining their applicability to a wider context.

Future research should focus on overcoming these limitations by broadening both the scale and variety of the dataset used, specifically by including a wider range of emergency calls. There is always room for improvement in future studies regarding this topic, for instance, the exploration of more variables that can influence the use of strategies, such as gender or even cultural background. Based on the limitations present during this research, future research can improve by aiming to analyze more samples from more diverse sources and not focus on a specific demographic.

