CHAPTER IV
CONCLUSION, LIMITATION, AND SUGGESTION

4.1 Conclusion

This research is about the forms and the strategies of refusal in English as acquired by the fourth-year students of International Accounting Department of Andalas University in 2019 in relation to social factors. The results show that the most dominant form used by the participants is indirect forms of refusal. The participants also used three sequences of refusal in producing an appropriate refusal in English. The form of 'reason' in making refusal was applied as a head of refusal in order to be polite. Then, 'regret' form was used as a pre-refusal to initiate the refusal interaction and 'explanation' form was produced as post-sequence of refusal in order to save the hearer's face for being rejected.

In conclusion, fourth-year students of International Accounting Department of Andalas University in 2019 may be aware of the negative effect of refusal. That is why they tend to use indirect forms of refusal such as reason form, alternative form, wish form, let off the hook form, and other forms in order to avoid doing FTA. It shows the participants' pragmalinguistic competence in producing a polite and an appropriate refusal.

After that, the participants acquired indirect refusal strategies more often than direct refusal strategies. Most of the fourth-year students of International Accounting Department of Andalas University in 2019 produced indirect refusal strategies to

anybody regardless of the power, the distance, and the rank of imposition. It shows the nature of Indonesian which is politeness. For instance, the participants tended to use indirect refusal strategies not only to someone who has higher power but also to someone who has equal and lower power. It seems that politeness may become the norm that the participants have to hold in everyday social interaction. Since the participants are Indonesian students and second language learners, their native culture may be influencing them when acquiring a refusal strategy in English.

4.2 Limitation and Suggestion

The limitation of this research is in the method of collecting the data. The researcher uses the DCT questionnaires in order to get the pattern of speech act of refusal. From the DCT questionnaire, the research is only able to analyze the structures, the forms, and the strategies of refusal used by the participants, which is the pragmalinguistic side. However, the researcher cannot see the sociopragmatics competence of the participants. The researcher cannot conclude whether those refusal strategies are appropriate or not. It is because the DCT questionnaire has a limitation. The questionnaire is just one side of the interaction. It means that the researcher does not know the reason behind those strategies and the reaction of the interlocutor for being rejected.

Probably, the next study can use role-play instrument to get a natural response and a real interaction between the speaker and the hearer. It makes the researcher able to see the participant's pragmalinguistic and sociopragmatic competence. Then, the

researcher may need to discover another area which is culture. It is because culture

may be influence someone when acquiring speech acts of refusal especially second

language   learners

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