

CHAPTER IV

4.1 Conclusion

The analysis results from the previous chapter will be concluded in this chapter. In this research, the researcher has analyzed 20 data. The data is the conversation between the students and the lecturers that take place on WhatsApp social media. The data taken are politeness utterances made by students in submitting a request. The data is taken randomly or without classifying the source of the data. In analyzing the data, the researcher used Brown and Levinson's (1987, p.92) approach regarding various politeness strategies in pragmatics and Brown and Levinson's (1987, p. 71) regarding the factors influencing the choice of strategies to find the functions of the students' chosen strategies.

After the data has been analyzed, the researcher categorizes the data into politeness strategies. The researcher obtained 16 data using *negative politeness strategies*. Other politeness strategies such as *bald on-record* and *off-record* were not found in the data. Furthermore, the researcher concluded that the politeness strategy was used so that the speakers could show respect for someone older.

Using *negative politeness strategy*, the speakers will also get a good image and get a positive response from the hearers to their previous requests. Another influence of the use of *negative politeness strategy* is the lecture's position, which is superior than the students. It is indicated by the use of give deference categories on some data. The categories of *apologize* and *minimize the imposition* are also signs that the speaker does not want to apply pressure and coercion to the hearer.

The researcher also obtained 4 data using positive politeness strategies. The four data categories include *notice*, *attend to hearer* and *offer and promise*. This strategy aims to show that the speaker cares about the condition or condition of the hearer. Furthermore, with this strategy, the speaker tries to convince the hearer with an agreement he made. It is done

so that the speaker can satisfy the hearer's positive face and get a good response to their request.

4.2 Suggestion

This research focuses on understanding the politeness strategy when making requests. In this thesis, there are many shortcomings in its preparation. The lack of a large amount of data is also found in this study, so this research is far from perfect. This study provides examples of conversations between students and lecturers in making requests via WhatsApp social media. The suggestion from the researcher is that future researchers can find new findings from this thesis, such as different research results and more data. Researchers hope that similar research in the future can minimize errors in this study.

