

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

Everyone uses language to communicate. When communicating with each other, everyone must have a different style and way of using language. In communicating, they will choose the words wisely and pay attention to the choice of words they will throw at their interlocutors. There are two kinds of language that are more likely to use which are polite and impolite language. Culpeper (1996) proposed five strategies of impoliteness that tend to be used by everyone in their communication. Those impoliteness strategies can not only be found in daily conversation but also can be found in social media such as YouTube.

This research is focused on analyzing impoliteness in speech act of refusal in formal meeting EWC663 that found on YouTube. Based on the first research question previous, the finding shows that speakers in the eight formal meetings EWC663 on YouTube use four types of impoliteness strategies. They are Bald on Record Impoliteness, Positive Impoliteness, Negative Impoliteness, and Withhold Politeness. The most widely used strategy by the speakers in the eight formal meetings EWC663 video was Bald on Record Impoliteness as much as 13 times. It is because the speakers in formal meeting EWC663 tended to refuse in a direct, clear, and concise way. Meanwhile, withhold politeness strategy has a small number of occurrences in the video.

Based on the second research question previous, there are two function of impoliteness strategies found in this research. The two functions of impoliteness

strategies are Affective Impoliteness and Coercive Impoliteness. The highest function that are used by the speakers in formal meeting video EWC663 is Coercive Impoliteness as much as 25 times. It is because on average the speaker's speech contains sentences that are coercive.

#### **4.2 Suggestion**

This research entitled Impoliteness in Speech Act of Refusal in Formal Meeting is far from perfection. This research was conducted to identify the types of impoliteness strategies used and describing the function of impoliteness strategies chosen by the speaker when doing refusal in formal meeting EWC663. Therefore, this research can be a reference for the next researcher who wants to discuss the impoliteness in speech act by using different sources and objects. In addition, this research can also enrich the knowledge about language especially at impoliteness of speech act in society. The writer suggests to the future researchers if they want to analyze impoliteness with the same object to find data sources that meet all each of the impoliteness strategies itself because in this study the writer did not find one of the strategies contained in the writer's data source.

