

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

#### **5.1 Conclusion**

In this study, the writer found that students in the English Study Program used the politeness strategy from Brown and Levinson based on the circumstances in their different daily lives and their individual characteristics. four strategies of Brown and Levinson's theory were used as a reference, namely Bold ON Record, Positive Politeness, negative Politeness, and Of Record, and based on his findings Bald On Record became the most widely used strategy by second-semester students at Widya Mandira Catholic University.

#### **5.2 Limitation of the study**

**This research has several limitations:**

1. The sample size only involved a small number of participants, all of there were students of English study program students of Widya Mandira Catholic University which amounted to 20 people. Therefore, it is hoped that further studies can add more participants.
2. Since the instrument used to obtain the data was DCT, the data obtained were questioned in terms of participants' real life. Studies conducted on the methods used in the study also have DCT limitations compared to data obtained directly from a questionnaire that was given.

#### **5.3 Suggestion**

The suggestions are as follows:

For teachers, as input in order to help students in terms of communicating using polite language.

For students, it should be used as motivation to communicate in a polite and correct language.

For writers, they should be able to increase their knowledge and experience in good and correct communication and apply the knowledge gained in college to real problems faced in the world of education and become provisions for the future.

## **APPENDICES**

### **Questionnaire**

Thank you in advance for your participation in this research and for completing this questionnaire. By completing this questionnaire, you agree that I can use your responses for research purposes and possible publications. All your personal information will remain confidential if the results of this study are presented, written up, and/or published. This questionnaire contains two parts. In part 1, please write down your age and indicate your gender and also write your native language and university major. In part 2, you should complete the scenarios as explained before.

#### **Part I: Demographic information**

Age: ..... Gender: ..... Native Language: ..... University major: .....  
Degree: .....

#### **Part II**

There are 12 situations described below. Please read the following descriptions of situations and then write what you would say in each situation

1. your close friend broke your new camera. how will you complain?
2. your brother borrowed your motorcycle and he returned it late. How will you complain?
3. your father forgot to give you money for your tuition fee. How will you complain?
4. your neighbor next door turned on rock music too loud. How will you complain?

5. your inferior has not finished the report as you ordered. How will you complain?
6. your lecturer gave you a low mark. How will you complain?
7. a student cut your queue in a photocopy service center. How will you complain?
8. a busker next to you is playing the guitar too loud. How will you complain?
9. an administrative staff ignores your presence. How will you complain?
10. You lent your book to your friend four days ago. You have told her that she should return it soon because you need it. Tomorrow you have an exam and you need the book. You have called her but she has not returned it yet. How will you complain when you see her?
11. You are waiting in line to buy a concert ticket. You have been waiting for a long time. Suddenly, a person cuts in line in front of you. How will you complain?
12. You are sick and you need to get some sleep. Your new landlord who you have never talked to before makes a lot of noise. You have put up with the noise for the several days but tonight you feel you should do something. How will you complain?

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