

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter presents the conclusion of the present study and offers suggestion for further research that hopefully will be useful for further researcher.

A. Conclusion

Based on the research findings and discussion, the researcher draws some conclusion according to research problems. This sub chapter would answer three questions of problem statement (1) what complaint responses strategies are used by EFL learners? (2) What politeness strategies of complaining responses are used by EFL learners? (3) How different genders of Indonesian EFL learners induce different use of complaint response strategies? The following was the answer of problem statement:

1. Complaint responses strategies based on the coding schema in Eslami & Rasekh (2004) used by Indonesian EFL learners are various. The researcher found nine strategies of complaint response used by participants, those are IFIDs (23%), explanation or account (25. 3%), acceptance responsibility (12. 8%), expression of appeal (9.6%), refusing responsibility (6.8%), concern to the hearer (1.4%), offer of repair (11.3%), promise of forbearance (1.0%), and emotional exclamation (8, 5%). But there were also found four complaint response strategies that was not found in all scenarios, such as refusing responsibility (scenario 1-8), concern to the hearer (scenario 6, 8, 9), offer of repair (scenario, 1,2,3,6-9)

and promise of forbearance (scenario 2 and 5). Explanation or account has the highest frequency than others, and it could be found in all DCT scenarios, however it has low frequency. The writer also found new strategy in this study namely 'agreement'. It was as kind of sub-strategy of acceptance responsibly. It was only found in DCT 4, DCT 7 and DCT 9.

2. There are four politeness strategies used by Indonesian EFL learners. Positive politeness is the most frequently used by participants. Then, negative politeness more frequently used by participants than bald on record strategy. Finally, off record is the least politeness strategy used by participants. Participants mostly used positive politeness in scenario 3 – higher (7, 9%). Of these, the writer found three teen strategies of positive politeness used by participants in all DCT scenarios; those are PP 1 (2, 8%), PP 3 (0,6%), PP 4 (15.7%), PP 6 (11. 1%), PP 7 (0, 9%), PP 8 (0, 6%), PP 9 (0, 3%), PP 10 (23, 5%), PP 11 (0,6%), PP 12 (0, 3%), PP 13 (41, 7%), PP 14 (1, 5%), and PP 15 (0, 3%). Then, participant used negative politeness in various strategies, such as NP 1 (2, 1%), NP 3 (8, 3%) and NP 6 (89, 6%). NP number 6 had higher frequency than others, and it was mostly used in scenario 8. While, BOR was used by participants mostly in scenario 4 as big as (2, 5%). The last is off record politeness strategy used by some participants in low frequency. Mostly, used OR number 10 namely 'rhetorical questions'. In this case, OR was not found only in situation 3 and 7.

The writer found that male and female students used all of complaint responses proposed by Eslami and Rasekh (2004). Here, account or explanation strategy has the highest frequency used by both male and female participant in all DCT. However, female used is more frequently than male. The following are complaint responses used by male and female participants: emotional exclamation (female 4.2%, male 5.0%), offer of repair (female 6.0%, male 5.7%), concern to the hearer (female 0.7%, male 1.1%), refusing responsibility (female 2.8%, male 3.8%), expression of appeal (female 5.0%, male 4.6%), acceptance responsibility (female 6.0%, male 6.3%) and the last is IFIDs (female 11.0%, male 12.5%). So, the conclusion is male and female used different types of responses. In this study also found that there are more female respondents choose opting out strategies than male respondents. It means that more female refuse to take responsibilities than male. It was related with Fitriani (2010) that it is a contradictory fact to the previous theory language and gender, which stated that women are more polite than men because of their social responsibility in their community.

B. The weakness of the Research

Based on the finding of the present study, there was several weakness of this research; those are first this research was oral DCT complaint responses, so participants felt nervous when uttering the complaint response, it caused the words were not clear and repeated a lot. The participants'

vocabulary was not quite enough, so the complaint response utterances consisted by Indonesian, Javanese, and English. The participants also need more time to produce the utterance, so there were so many paused in their utterance. This data was not the real condition to face complaint response; the participants were only imagining the cases. Some of them also wrote their utterances before speak, so the data were not entirely spontaneous.

C. Suggestion

The present study investigated the complaint response strategies used by Indonesian EFL learners. The research suggests next study will be more various DCT scenarios and may also conduct a similar research with different speech act or different perspective. Here, the further research can observe response of expressing apologizing, advising and requesting. Furthermore, compared complaint response strategies used by EFL students from different social strata or compared between complaint response strategies used by EFL students and those of native speakers of English. Moreover, it is expected that it can offer a new knowledge for everyone who is interested the similar study or a study that is still related to this present study.