CHAPTER V

CONCLUSION AND SUGGESTION

This is the last chapter of this research which consists of two part, they are conclusion and suggestion. The researcher explains the result of this research and gives some recommended for the next researcher.

5.1   Conclusion

Communication used by human to deliver message and information to each other. People usually communicate their idea through conversation. According to Holmes (1992:87) a conversation is communication between multiple people which consist of speakers and listeners. When someone delivers their ideas, feeling and information to others in different way, they take some consideration in selecting language before uttering something. Some strategies of politeness should be applied by the speaker especially in negative politeness strategy in order to make communication run well.

This research tries to find out the phenomena of negative politeness in social media which consist of Facebook and Instagram. The data was taken from utterances, phrases, and sentences that used by the users of Facebook and Instagram especially for the Manchester United fans club. The aim of this research is to describe the kinds of negative politeness strategies that used by the Manchester United fans, and the factors that might in influence the choice of the strategies.

The researcher used Brown and Levinson (1987) theory to analyze the strategy of negative politeness which divided into ten strategies, they are be conventionally indirect, question and hedges, be pessimistic, minimize the imposition, give deference, apologize, impersonalize, state the FTA as a general rule, nominalize, and go on record as incurring in a debt. In Facebook and Instagram, the researcher found that there are seven strategies out ten strategies that appear by the Manchester United fans, while the dominant strategy is "Be Pessimistic" with 26 data out of 62 data. The result of this research found that negative politeness strategies applied by the Manchester United fan depends on the context and situation. Sometime the fans are used simple and complex form of negative politeness strategy, it is depend on the result and the performance of the team.

Every people have different purpose in expressing negative politeness. According Brown and Levinson (1987:71) there are two factors that might influence the choice of negative politeness strategies. It is discovered into two factors, namely by "Payoff" and "Relevant the Circumstance". In the factor of the circumstance is divided into three kinds, they are social distance, relative power, and ranking. From 62 data, the payoff factor's is the highest factor. There are 8 data out of 62 data, and for the second highest is social distance while it can be seen from the different between players and fans. For the last highest is relative power, it shows that there are 3 data out of 62 data.

In conclusion, most of the Manchester United fans used the negative politeness strategies when the team defeat. The Manchester United fans can uses

the free language phrases, sentences to express their doubt feeling. As a human being, we cannot be separated from making a mistake in communication, but by using the negative politeness in communication, the Manchester United fans will minimize the face threatening act and solve the problem and restore the broken relationship.

5.2   Suggestion

This research tries to reveal the phenomenon of politeness strategy which focuses on negative politeness strategy, and the data is taken from Facebook and Instagram. The researcher recommended to the next researcher to conduct the research on negative politeness in the other forms of object their study, such as drama, magazine, newspaper and etc. in order to expand the area of investigation. Besides, for the next researcher can uses the different theory of negative politeness or can combine between Brown and Levinson (1987) with other theory. The various research of negative politeness strategy in different media, area and aspect hopefully can increase and enlarge the knowledge about the phenomenon of negative politeness.