

## CHAPTER VI

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Based on the analysis, there are some points that can be concluded from analysis:

1. The writer found that all participants use different patterns of refusal in different given situation seems to the patterns of refusal strategies in each situation. The researcher found 30 patterns of refusal strategies used by female respondents in which two patterns indicated non-combination as *Promise, ATDI*, while the others were combination strategies as *Regret + Reason, Regret + ATDI, Non-P + Reason, Non-P + ATDI, Regret + Non-P, Regret + Promise, Regret + Alternative, Promise + Alternative, Reason + Promise, Reason + Alternative, Regret + Reason + Alternative, Regret + Non-P + Reason, Regret + Non-P + ATDI, Regret + Reason + Promise, Non-P + Gratitude + Reason, Non-P + Gratitude, Positive + Non-P + Reason, Regret + Non-P + Reason + Promise, Positive + Reason, Regret + Non-P + Wish, Positive + Regret + Non-P, Positive + Regret + Non-P + Reason, Non-P + Alternative, Regret + LOE, Regret + Reason + ATDI, Non-P + ATDI + Reason, Regret + Non-P + LOE, Gratitude + Non-P + Alternative*). Then, 23 patterns are used by male's respondent in which three patterns indicated as non-combination as *Promise, Reason, ATDI*, while the others were combination strategies namely *Regret + Reason, Regret + ATDI, Non-P + Reason, Non-P + ATDI, Regret + Non-P, Regret*

+ *Promise, Regret + Alternative, Gratitude + ATDI, Promise + Alternative, Regret + Non-P + Reason, Regret + Reason + Promise, Regret + Reason + Alternative, Non-P + Gratitude, Positive + Reason, Positive + Regret + Non-P, Non-P + Alternative, Regret + Reason + ATDI, Regret + Non-P + LOE, Gratitude + Non-P + Alternative, Gratitude + Non-P + Reason*). Moreover, the researcher presented the percentage of the five most frequents of female's patterns like *Regret + Reason (25,83 %), Regret + Non-P + Reason (17,08%), Regret + Reason + Promise (7,08 %), Regret + Reason + Alternative (4,58 %)* and *Regret + ATDI (4,17%)*, while patterns of *Regret + Reason (27,5 %), Regret + Non-P (14, 17 %), Non-P + Reason (12,5 %), Non-P + ATDI(9, 17 %)* and *Regret + Non-P + Reason (27,5 %)*. Furthermore, it can be concluded that most patterns of refusal strategy used by male and female were (regret + reason) that indicated their carefulness in expressing refusal. Statement of regret "Be sorry" and "an excuse" are Indonesian communication culture which encourages indirectness in style to soften the effect of refusals.

2. Regarding the effect of gender factor on using refusal strategies, both females and males have no significant differences. Based on the result, it seems that mostly females and males attributed their refusal by giving indirect strategy as 'regret'. However, female still had higher frequent in the use of indirect strategy than male. It gives a conclusion that female is considered more sensitive in doing refusal. Furthermore, there has a difference in using a direct refusal. Although both females and males

applied the same strategies of direct as Non-Performative, female's respondent was rarely used Non-Performative as unwillingness (No), while male was indicated to use Unwillingness (No) as often. In contrary, female prefers to use negative willingness (I can't), while male performed negative willingness in less frequent. It can be concluded that male was considered straighter to the point than female in using direct way. However, unwillingness (No) was combined together with indirect refusal as usual in order to soften the effect of direct (No) and avoid the embarrassment. Furthermore, attributing the utterances by adjunct of refusal was rarely happened either female or male. The researcher only found adjunct as gratitude (thanks) and statement of positive opinion (I'd love to). Although it was counted similar both male and female in the use of adjunct, female still had higher frequent than male.

## **B. Suggestion**

Based on the conclusion above, in order to increase awareness of the possible strategies used in English speech acts of refusal, it is recommended that refusal strategies should be taught in the EFL setting. Then, the researcher offers some suggestions for the next researchers who are interested in socio-pragmatic study to conduct about the same point that is related to refusal strategy. They may use different procedures such as discourse completion role play or listening to different situation dialogues used in each refusal strategies.