CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusion

After analysing the data, in this section the writer concluded.

1. There were four politeness strategies used in communication which is taken place in Islamic Education Department of Islamic State University, they are: greeting, question, command, and request.

2. Using these strategies, the administration staffs of Islamic Education Department dominantly used bald on record strategy rather than positive and negative politeness strategy as their way to communicate with students. They combined the strategy depending on the situation, but sometimes they do not do FTA.

3. The reason for the staffs dominantly used bald on record strategy is to save the time, because there are so many students to be serve, then the staffs responded students to the point so they can serve for other students. The other reason is diversity age. It means that staffs more senior than students. For Indonesia culture, it is acceptable for the senior uses the direct responded without any small talk. This strategy also is used by staff to avoid the ambiguity. However, they also used positive strategy for recognized students to make closeness and friendliness and used negative politeness to save students face.

5.2 Suggestion

In relation to the conclusion, there are suggestions that the writer want to present in this section as follows.

1. The administration staffs of Islamic Education of State Islamic University to consider the importance of politeness strategies and establish it in interaction to students. The using of politeness strategies can avoid Face Threatening Act (FTA) that makes students comfortable and enjoyable to finish their study in State Islamic University.

2. It is suggested to the next front-line of staffs to be have the politeness strategies in their communication skill in order to give the best server for someone who need it.

3. Further research to enrich the field of politeness strategies in the other context.