

## CHAPTER V

### CONCLUSIONS AND SUGGESTIONS

#### 5.1 Conclusions

Based on the research findings, some conclusions were drawn as the following:

1. There were 706 utterances from the conversation between the seller and buyers from the different social status, the researcher found 30 politeness strategies. It divided into four types of politeness strategies which found in bargaining process and two strategies are as new findings found based on the data of the utterances by the female buyers. Four strategies namely, bald on record, positive politeness, negative politeness and off record. Two strategies as new finding namely over and menace strategies.
2. The ways of politeness strategies realized by female buyers in bargaining process conveyed direct and indirectly. The most way which found in bargaining process was direct.
3. The reasons of politeness strategies used by female buyers in bargaining process were suitable with the theory of Brown and Lavinson. The reasons of using bald on record by female buyers were to make the information from the seller clearly and get fast service. The reasons of using politeness strategy by female buyers in bargaining process were to minimize the social distance and build up familiarity. The reasons of using negative politeness by female buyers were to pay respect and deference to listener and to maintain social distance. The reason of using off record by female buyers in bargaining process were to avoid responsibility of doing FTA.

## 5.2 Suggestion

In relation to conclusion, suggestions are stated as following:

1. It is suggested that further studies should be conducted to find out more types of politeness strategies in other context.
2. It is a suggestion that further studies should be conducted a study to find out more ways of politeness strategies realized in same context by providing more data to enrich the analysis of politeness strategies in bargaining
3. It is advisable for the readers to understand the situation of bargaining process by seeing the meaning not only the direct or indirect to get low price. Because in bargaining process different people have different ways in bargaining process.

