

## CHAPTER V

### CONCLUSIONS AND SUGGESTIONS

#### 5.1 Conclusions

Having analyzed the data, conclusions of this study are drawn as follows:

1. There were four types of speech functions that have been found in online shopping frauds on instagram namely (1) statement, (2) question, (3) command, and (4) minor. The most dominant speech function found was statement. It indicated the main function is giving information. The fraudster must describe their product, he/she has to provide their best service so that the consumer deal to buy and pay immediately. The fraudster also have to convince the consumer that their online shop is trusted.
2. The process of speech functions of online shopping frauds on instagram, there were two ways that have been found in realization of speech functions of fraudster in mood, namely, (1) typical clause mood (congruent), and (2) non-typical clause mood (incongruent).
3. The reasons of the realization of speech function used in online shopping frauds on instagram as (1) unequal, (2) informal, (3) negative, and (4) infrequent. This point of view see the consumer has a power to to decide whether they agreed to buy something or not. The situation or formality of the interactions is informal situation because the fraudster and the consumer didn't use standard language, they used slang words, means they have no predetermined rules of interaction. The affect lied in the conversation between fraudster and consumer shows negative because the consumers was

angry because they had been cheated. And the contact of the interaction is infrequent because they have not ever do interaction before. It is impossible for fraudster and consumer to have frequent contact because no one wants to be cheated over and over again.

## 5.2 Suggestions

As the conclusions have taken the place, there are some suggestions presented due to this study:

- 1) It is suggested to those who are interested in conducting a research in the field of discourse, in particular speech function to conduct a study in the other object, such as lawyer, stewardess, judges. Those findings will give rich contribution to other researchers and readers.
- 2) Since this study was only focused on congruent and incongruent realization, in which it describes how the speakers choose their role communication or their intention to the reader or listener. It is needed for further researcher to conduct a study in terms of their congruent and incongruent to find out how the speech function realization in avoiding the misunderstanding in communication and describing the intentions of their speech.
- 3) It is also suggested to further researchers to explain the reason of the speech function occurrences from its context such as power, formality, contact and affect view in order to give specific reason of why the speech function is presented in the way they are. It will give new findings for the researcher and it will give contribution for education.



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