

## CHAPTER VI

### CONCLUSION AND SUGGESTION

This chapter, the researcher mainly presents a conclusion and suggestion based on the research findings and discussion presented in the previous chapter.

#### A. Conclusion

Based on the discussion in the previous chapter, after organizing, coding, summarizing, interpreting and reporting, the researcher presents the conclusion and suggestion as the last part of the research. In here, the conclusion is written based on the research questions that used in this research while the suggestion is intended to give additional information to the next researcher who interested in analyzing the similar research with this research in the future.

In this research, the researcher used the theory of politeness strategy. In here, politeness strategy that used by the native speakers in the “Alice Through The Looking Glass (2016)” Movie is positive politeness strategy and negative politeness strategy. The native speakers also used another strategy known as complain strategy; such as Accusation and warning, explicit complaint, indirect complaint, justifications, below the level of reproach, criticism and expression of annoyance and disapproval.

Here, the native speakers are tend to use politeness strategy in order to minimize the treat and damage that may occur by telling the complaint.

Different from negative politeness strategy, positive politeness strategy is mostly used by the native speakers in the movie. The amount of negative politeness strategy itself zero. It is because complaint (expressions of disapproval, disagreement) itself is an act that threatening on someone's positive face.

Later, the researcher also found five kinds of formal structure that used by the native speakers in the movie. These structures mostly used declarative sentence, but sometimes, rarely, the native speakers also used interrogative sentence.

In conclusion, delivering complaint can not be done by just telling it right away. There are many strategies that can be used, though it depends on how someone wants to delivers his complaint. To make it short, one's should considering the context when delivers complaint, not only the characteristic of word.

## **B. Suggestion**

This research is focused on politeness strategy that used by native speakers in "Alice Through The Looking Glass Movie (2016)". The result of the research says that when delivering complaint, one's should considers about the context. Here, the researcher would like to give recommendation on doing further research about the complain strategy and politeness strategy used in another kind of literature; it can be plays,

dramas, novels, etc. As we know, literatures have so many aesthetic kinds of utterance used. The speakers there tend to tell the complaint in such a beautiful way. The more diction used, the more kinds of strategy will be revealed. Therefore, it is interesting to try.