

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter presents the conclusions of the study and the suggestions for the future studies.

5.1 Conclusions

This paper has examined the politeness strategies used in *Twitter* conversations. It has revealed that Brown and Levinson's (1987) politeness strategies have been successfully applied in analyzing the politeness strategies used by the speakers in observing and non-observing their hearers' face in the written conversations data, such as in *Twitter* conversations.

It is revealed that the speakers do face observance and non-observance. In observing and non-observing the hearers' face, the speakers use four kinds of politeness strategies: bald on-record, positive politeness, negative politeness and off-record strategy. It is also found that positive politeness strategy arises as the preferred strategy in observing the hearers' face. Meanwhile, in non-observing the hearers' face, the speakers use bald-on-strategy and off-record strategy.

A tweet posted by a speaker may consist of more than one strategy. A speaker may use different strategies to observe or non-observe their hearers' face. The combination of the strategy is used in order to get a certain result. Each strategy used by the speakers is employed in different kinds of forms or types.

However, the hearers' responses to the observance and non-observance done by the speakers are not the same. An observance or non-observance done by a speaker may cause a different response from the hearers. The hearers may employ

different politeness strategies as a response to the observance or non-observance done by the speakers.

Moreover, the observance and non-observance done by the speakers produce two different effects to the conversation. The first effect is that the observance or non-observance done by the speakers makes the conversations go well or in other words there is a good coordination between the speakers and the hearers. The second effect is that, the observance or non-observance done by the speakers makes the conversations do not go well or it is distracted and even stopped. There is no good coordination between the speakers and their hearers.

5.2 Suggestions

The study has presented the answers to the formulation of the problems. It has revealed how the speakers use politeness strategies in observing and non-observing their hearers' face, the response of the hearers, and the effects which were resulted in *Twitter* conversations.

This study only involved 21 participants with 6 sets of conversations. However, in relation to the research method of this study, other researchers should try to find more data by adding more participants in *Twitter* conversations. In line with face observance, other researchers should attempt to compare the case of face observance in some other social media, for example, they can compare how face observance happens in *Twitter* and in *Facebook*, so that the difference between how face observance done can be seen from some perspectives.