CHAPTER V

CONCLUSION AND SUGGESTION

This chapter presents the conclusion of the present study and offers the suggestions for the further research. The conclusion is a summary of the findings and the discussion in the earlier chapter. Meanwhile, the suggestion is presented afterward.

5.1 Conclusion

As stated previously, this present study attempts to discover the complaint of the hotel guests about the service given by the hotel and examine the complaint responses of the hotel employees to the guests' complaint. From the discussion, it shows that out of five categories of complaints, there are only three categories found, which are the product quality complaint, speed complaint and reprimand complaint. The guests prefer making complaints indirectly to the direct complaint. It is to save both of the speakers' faces.

In terms of the complaint responses, the hotel employees frequently make the favorable responses. It means they often approve the claims of the complaints and give the hotel guests the repair or the compensation. To express their complaint acceptance, they use positive politeness strategy by using approving *the customers' claim and offering compensation* repeatedly.

Finally, from the previous discussion, it can be concluded that the frequent use of indirect complaints by the hotel guests about the product quality, the speed and the reprimand problem is more effective in triggering the hotel employees to give responses. It seems apparent by using indirect complaints the hotel employees feel imposed to find out and check the problems. With regard to the responses and their strategies, it is inferred that the hotel employees have made some efforts to solve each complaint made by the guests. This can be justified by the fact that there is no neglected complaint and repeated complaint occur.

5.2 Suggestions

The study attempts to investigate the complaints of the hotel guests and the complaint responses of the hotel employees gained from the natural-occurring data supported by taking notes. This procedure of gaining the data is more valuable and authentic, but it spends a long time to gain numerous data. Therefore, this study suggests to use Discourse Completion Test

(DCT). By using DCT, the next study can gain a large data in a short time. Besides that, still in the hospitality business, the further study can take account of gaining the data from the hospital. Thus, the theories are used not only pragmatics aspect but also the health communication aspect. Another aspect such as Face threathening act (FTA) can be also used in the next study. Moreover, practically and theoretically this study is expected to provide the new knowledge of complaint and complaint responses in pragmatics studies.