

CHAPTER V

CONCLUSION AND SUGGESTIONS

This chapter concludes the present study and offers suggestions for the future research. The conclusion provides the answer to the research questions that is based on the findings of the study that is obtained during the analysis. Meanwhile, for the suggestions, it provides some recommendation for future studies.

1.1 Conclusion

This present study aims to analyse the types of repair strategies that is used by the participants in group's chat room. The presents study reveals that the participants of the conversation in group's chat room used all types of repair strategies in order to prevent the mistake and misunderstanding during conversation. Other-initiated and self-repair appears as the dominant strategy used by the interlocutors with 52.6% occurrences, followed by self-initiated and self-repair (23.7%), self-initiated and other-repair (18.4%), and other-initiated and other-repair (5.3%) respectively.

The number of OISR in this present study is influenced by the topic of the conversation. The participants who live in different places with different occupations tend to select different topics which sometimes are only known by them. As a result, during the conversation, the recipient will actively initiate repair whenever they find the trouble source.

In addition, the present study manages to investigate the techniques of repair initiation. In investigating techniques, this study uses Finegan's theory (2008) of repair technique which consists of four. In case of repair techniques, it is found that not all types of techniques are identified in written conversation.

Based on the present study, there are only three techniques that occur in the conversation: (1) asking question toward the problem, (2) repeating part of the utterance or trouble source to be repaired, and (3) using particle and expression 'I mean'. The abruptly stop speaking technique is not detected in written conversation because the cut-off is not observable and cannot be seen by other

interlocutors. The process of writing the message which put in the cut-off process is only visible for the current speaker; in contrast, the recipient only sees the result of the speaker's thought in the form of text. Besides those techniques, another technique of repair initiation is found in *Calterone 33* namely giving possible understanding towards the problem.

The occurrences of each type of repair strategies appear as an attempt of the interlocutors to resolve some troubles in the conversation. Each type of repair strategies is triggered by different possible purposes, for example to get a further explanation, to clarify and confirm a thing, to extend the explanation, and to rectify the mistyping in the utterance.

Some occurrences that arise in online chat, including the unrepaired utterance and the number of initiation for one trouble source, can be affected by the Internet network and the participants who are not physically in one location.

1.2 Suggestions

Conversation analysis has many fields that can be analysed other than repair, such as turn-taking, overlaps, and backchannels. Due to the time limitation, this present study only focuses on the use of repair strategy and technique of repair initiation in one group conversation. Future researcher may analyse and compare different groups with different participants' backgrounds, such as group of family members and group of organization members.

There are many kinds of interaction that can become the foci of future studies: consultations, debate programs, meeting activities, and TV programs. It would be interesting if the researchers try to analyse each of them to complete and contribute in this field of research. Future researcher may also examine some variables, such as power, education background, and gender in order to enrich the analysis.