

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This last chapter puts forward the conclusions of the present study and proposes some suggestions. The result of the present study is summarized in Conclusions. While some recommendations related to this study is presented in Suggestion.

5.1 Conclusions

Based on the Discussion in previous chapter, it can be concluded that:

With regard to the first research question, i.e. the patterns of repair, the present study identifies that there are four patterns of repair performed by the native and the non-native speakers of English, i.e. repair that is *self-initiated, self-repaired*; repair that is *other-initiated, self-repaired*; repair that is *self-initiated, other-repaired*; and repair that is *other-initiated, other-repaired*. Of these four possible patterns, the most preferred pattern performed by the native speaker (68.18%) and the non-native speakers (70.79%) is repair that is *self-initiated, self-repaired*. This finding is in line with the theory suggested by Finnegan (1992) and Schegloff (1977) which claimed that the most preferred pattern of repair is *self-initiated, self-repaired*. The fact suggested that self-awareness of both speakers is relatively good. Moreover, *self-initiated, self-repaired* seems to be less annoying both to the conversation and to the social relationship between two conversationalists.

The study found that there is a repair that is *self-initiated, self-repaired* in different turn. This kind of repair may happen if there are external interruptions such as insertion sequences from another speakers, or overlapping talks with other speakers.

With regard to the second research question which concerns about the techniques of initiating a repair, it was found that to initiate a repair both native speaker (51.72%) and non-native speakers (48.19%) of English show a clear preference for *repeating part of the utterance to be repaired* technique. This evidence suggested that it is the easiest and the simplest effort one can do whenever they face problems in speaking, hearing, or understanding. Furthermore, this technique gives a chance to the speaker of trouble source to delay the conversation while he/she is searching and deciding of what to say next. In initiating a repair by this technique, the speaker could be recycling phrases or words, repeating all or part of the message, or even elaborating the message.

With regard to the third research question which focuses on the reasons for initiating a repair, the finding revealed that the most frequent reason performed by the native speaker (43.33%) and the non-native speakers (46.34%) in initiating a repair is because the speaker faced difficulties in deciding what to say next. It may be a possible logic reason why the speakers, the NS as well as the NNS, initiate a repair when it is needed. This conclusion is in line with Schegloff et.al (1977) who suggested that repairs in a conversation commonly initiate whenever there are problems in speaking, hearing, and understanding. Furthermore, this reason appeared to replace the second reason for initiating repair from Finnegan (1992), i.e. *the speaker cannot think the correct word*. This replacement is appeared since it is considered

to have a better interpretation. Most of the repair that is initiated due to this reason uses the technique of *repeating part of the utterance to be repaired*.

5.2 Suggestions

After conducting this study, the suggestions are offered as follows.

In focusing the study, it is suggested that further research should be focused on one of the four repair patterns. This study is simple in data and involves relatively fewer respondents to observe. For further research, the study could be involving more respondents and taking more data from various sources; such as conversation from television, seminar, meeting, presentation, or even chat on-line in internet. For pedagogical implication, repairs in telephone conversation could teach to students of ESL (English as a Second Language), or other NNSs to make them know how to make a repair in a conversation through telephone.
