

CHAPTER 5

CONCLUSION

From 80 examples data about politeness strategy used by four Balinese in tourism sector while having conversation with tourist as their guest or customer, it can be concluded that there are various politeness strategies used by Balinese in tourism sector to satisfy and serve client as their hearer so that the communication may run well. They are bald-on record, positive politeness, negative politeness, and off record strategy. However, the frequency of the use for each strategies are different. Few types of politeness strategies appear used often than others for each Balinese.

It is known that surfing trainer used positive politeness strategy more often with percentage 38.67%, then followed by bald-on record 30.67%, off record 26.66% and negative politeness 4%. The second subject is waitress which is known that he only used positive politeness and off record strategy in his utterance which the use of positive politeness is 55% and off record 45%. Third subject is cashier which used positive politeness more often with percentage 50%, then off record 25% and each bald-on record and negative politeness 12.5%. It is different with fourth subject, laundress, who more often used off record strategy in her conversation with customer. It is known that off record strategy is used amount of 52.95% which more than a half from the total of data. Then positive politeness strategy is used amount of 38.23%, bald-on record 2.94 and negative politeness 5.87%.

Based on the data, surfing trainer used positive and bald-on record strategies more often. While three others Balinese used positive and off record more often, their percentage in using bald-on record is lower. It can be concluded that surfing trainer tends using a direct and casual language to his guest more often than waitress, cashier and laundress. However, each Balinese often used positive politeness and off record strategy generally although surfing trainer also used bald-on record in almost same percentage. They use those two strategies to satisfy tourist as their guest or customer by saying utterance directly but seems polite words. They rare used negative politeness because this strategy tends more polite than others

which sometimes it indicates that the use of this strategy is to show about differences and power relation exist between speaker and hearer. They prefer to avoid using this strategy because they want to make a better relation and approach to the customer so that the atmosphere of their conversation is more relaxed and better.

Through the analysis, I conclude that politeness strategy used by four Balinese has the aim in the conversation. The purpose of Balinese as speaker using politeness strategy is to satisfy hearer's face and to reach better and more significant conversation. Therefore, it is suggested that Balinese in tourism sector should always pay more attention to the politeness strategy used based on the context in the conversation to ensure their satisfaction.

I hope this research can be used as reference for further research projects related to the politeness strategies other than in tourism area, such as education field, migration area, medical place, sports place and so on. I also hope that this research can help people to be more aware about the use of politeness strategy because different context situation or place may cause different politeness strategy that used. Therefore, more appropriate for politeness strategies are used, then more politeness levels are gotten.