

## **CHAPTER 5**

### **CONCLUSION**

This chapter is the final chapter of the research on positive and negative politeness used by the characters in the Pinocchio movie script. Based on the discussion or research in chapter 4, the use of positive and negative politeness by the characters is based in the context of the communication taking place at that time. The purpose of employing polite speech is to encourage a positive communication environment and reduce potential conflicts between individuals engaged in interaction.

In this research, there are (24) utterances of positive politeness strategies uttered by the characters. The following are the most frequently used positive politeness strategies by the characters: Offer, Promise (4 utterances), seek agreement (4 utterances), notice, attend to hearer (2 utterances), assert or presuppose speaker's knowledge of and concern for hearer wants (3 utterances), presuppose/raise/assert common ground (2), include both speaker and hearer in the activity (2 utterances), avoid disagreement (2 utterance), give reasons (1 utterance), exaggerate (2), optimistic (1 utterance), assume or assert reciprocity (1 utterance).

Meanwhile, there are (20) utterances of negative politeness strategies uttered by the characters, with the following strategies being the most frequently used: be conventionally indirect (11 utterances), apologize (3 utterances), give deference (2), questioning and hedging (2), minimize the imposition (1), and state the FTA as a general rule (1). The factor that most influences the use of positive and negative politeness strategies in this research is the social distance between the characters, such as gender, age, and intimacy, followed by the relative power, the rank of imposition, and lastly, the payoff.

In the previous chapter, it was discussed that the purpose of using polite speech acts is to establish a favourable communication environment and reduce conflicts between the speaker and the listener during their interaction. The data and explanation presented in Chapter 4 also indicate that individuals employ positive

politeness when addressing someone they have a close relationship with, such as a friend. On the other hand, the negative politeness strategy is primarily used by speakers to demonstrate their politeness towards the listener, often resulting in the speaker appearing to humble themselves, as they aim to avoid offending the listener with their words. In order to avoid portraying a negative self-image to the listener, the speaker employs negative speech act politeness strategies during the interaction.

Based on the analysis in Chapter 4, it can be concluded that the characters uttered more positive politeness than negative politeness. This is because of the closeness between the characters, especially the father-son relationship between Geppetto and Pinocchio. One of the factors that also influences the use of positive and negative politeness strategies is the theme of the movie itself, which portrays the warmth of family relationships among the characters.

The difficulty I encountered in this research was identifying the problem in searching for the factors that influence the use of positive and negative politeness strategies. It took me a long time to determine the identification of the problem. I hope this research can be beneficial and help others in studying politeness strategies for effective communication and avoiding misunderstandings.