

CHAPTER V

CONCLUSION AND SUGGESTION

5.1. Conclusion

From the analysis in the previous chapter the writer can conclude that in making request to agents, clients uses different kinds of request strategies. They use three out of four types of request strategies. They apply indirect request, conventionally indirect request (hearer-oriented condition) and direct request.

For indirect request, they applied hints (mild) and hints (strong), reasonableness. There is no availability and obviousness. They may not use it as they do not ask about some condition and about the desire to perform by the hearers.

In the conventionally indirect request (hearer-oriented condition), they applied ability by asking "can" and permission. They do not use willingness and suggestory formulae. The direct request used are imperative, obligation and performative.

By analysing the social factors of the clients, some conclusion can be made. First, the range of different age influences the choice of request strategies used. When the client and the agent are at the same or near the same age, they will use direct request while when the difference

age of the client and the agent is high, they seldom use direct request. The closeness between the clients and the agent also determine the kind of request strategies applied. When they are close, they will use more direct request and indirect request. Next, all the customers do not use conventionally indirect request (speaker-oriented conditions). The social factors such as the age and closeness between the client and agents influence the choice of request strategies applied.

5.2 Suggestions

This study is not without limitation. The number of clients used is a little. Therefore, the writer suggested to use more participants in the similar study. Besides, it will be interesting to see the kind of request the clients ask. It can be analysed whether the insurance clients ask for services or for goods, whether they ask for souvenir or for an insurance claim.