

## CHAPTER V

### CONCLUSION AND SUGGESTIONS

#### 5.1 Conclusions

Based on the analysis of the preceding chapters, below are the conclusions of the study:

1. The whole research analysis shows that there are differences between males and females in responding to personal problem, whether they use sympathy or advice although males tend to use advice and females tend to use sympathy.
2. The different ways of males in expressing sympathy were related to their personal characteristics. It is assumed that the sensitive characteristics of these respondents influenced their way in expressing sympathy to personal problems, they more used advice in every problem in the CSS.
3. Actually, there are no gender differences in expressing sympathy and advice.

#### 5.2 Suggestions

The researcher would like to give some suggestions for anyone who is interested in analysing the use of sympathy and advice to responding to problem, here are some suggestions worth doing in the future research:

1. The researcher only analyzed the use of sympathy an advice based on gender. There is a possibility to investigate the reason behind the use of sympathy and advice related to the different culture, age, and status.

2. The use of other methods of data collection such as recording or interviewing can help obtain more detailed data for a similar research.

