

## CHAPTER V

### CONCLUSION

#### 5.1 Conclusion

Based on the findings and data analysis, it can be concluded that in producing requests, the majority of the participants in this study used both downgraders and upgraders. However, downgraders were employed more often than upgraders. In downgraders strategy, the writer found that the most frequently used downgraders in Line are syntactic and lexical downgraders (interrogative, consultative devices, understaters, hedges, and downtoner). Among the strategies used in downgraders, the interrogative strategy was used the most by the respondents. Meanwhile in upgrader strategy, the writer found that the most commonly used upgraders are intensifiers and expletives. From those two strategies, the intensifiers were used the most by the respondents.

From the findings and data analysis, it was found that the respondents used this strategy in order to show respect for their friends, with the intention of minimizing misunderstandings between readers and speakers. Furthermore, using a downgrader strategy can prevent insulting the reader while interpreting the speaker's meaning and goal.

## 5.2 Suggestion

This study has limitations. First of all, samples of request strategies were limited. They should be larger in order to acquire more occurrences of request strategies. For further study, the writer suggests that future researchers could conduct this research involving more participants. The next researchers could analyze not only the conversation in the online chat, but also offline conversation or in daily conversation among students, or among lecturers, or even between students and lecturers. The writer also suggests that the future researchers might analyze the request strategies during class. The future researchers could also use other theories, not only Blum-Kulkas's theory, but also Leech's theory or Brown and Levinson's theory.

