

CHAPTER V

CONCLUSION AND SUGGESTIONS

5.1 Conclusion

Based on the analysis the writer can conclude that there were impoliteness strategies and the function of using impoliteness strategies on Pedulilindungi application. There were four types of impoliteness strategies Bald on Record Impoliteness (7), Positive Impoliteness (4), Negative Impoliteness (11), Sarcasm or Mock Impoliteness (5). Negative impoliteness was the most used type and the least was positive impoliteness in the review of the application. The writer also concluded that there were three functions found namely Affective Impoliteness (20), Coercive Impoliteness (2), and Entertaining Impoliteness (5). Affective Impoliteness was the most used function and Coercive Impoliteness was the least utilized function of the strategies.

The three previous studies reveal that the most frequently used type of impoliteness strategies is positive impoliteness and the least used is sarcasm or mock politeness. Those previous study findings are different from the present research finding. The writer here found that the negative review is the most frequently used type of impoliteness while positive impoliteness is the least used. The writer now can draw the conclusion that her finding can not support the findings of the five previous studies based the results, they present different results even though they use the same theory.

Finally, the reviews on the application have many linguistics elements to be examined. We can increase our knowledge by using the app. Everyone can make good use of the application, the linguistics students, lecturers etc to review how it presents language in regard to expressing impolite words.

5.2 Suggestion

The findings encourage the writer suggest the future students explore more about pragmatics especially about impoliteness strategies. Because there have not been many students who conduct the further study in impoliteness, especially in Buddhi Dharma University in the Faculty of Social and Humanities. The writer invites the lecturers, readers, researcher candidate that they would find out more about the aspect of impoliteness. It is also recommended the readers that they can control their impolite utterances when the readers know and understand impoliteness. lastly, the reviewer on application can show the value of politeness to readers.

REFERENCES

Bousfield, D. (2008). *Impoliteness in Interaction*. Amsterdam: John Benjamins Publishing Company.

Brown, P., & Levinson, C.S. 1987. *Politeness: Some Universal in Language Usage*. Cambridge: Cambridge University Press.

Culpeper, Jonathan. 1996. *Journal of Pragmatics*. 25, 349-367. UK: Lancaster University.

Culpeper, Jonathan. 2011. *Impoliteness: Using language to cause offence*. Cambridge: Cambridge University Press.

Leech, Geoffrey. 1983. *Principles of Pragmatics*. London: Longman.

Levinson, C.1983. *Pragmatics Cambridge*: Cambridge University Press.

Yule, G. 2014. *The study of language*. Cambridge: Cambridge University Press.

ONLINE REFERENCES

Ajayi, Oluwatosin Victor. 2017. Thesis on Distinguish between primary sources of Data and secondary sources of data.

https://www.researchgate.net/publication/320010397_Primary_Sources_of_Data_and_Secondary_Sources_of_Data Accessed on May 6th 2022

Bogdan, Robert C, and Biklen S.K., (1982), *Qualitative Research in Education*, Boston, Allyn & Bacon, inc. <https://digilib.uinsby.ac.id/3223/6/Bab%203.pdf> Accessed on May 5th 2022

Fadhilah, Rizky. 2018. Thesis on Hate speech used by haters in social media. <https://repositori.usu.ac.id/bitstream/handle/123456789/9611/157052016.pdf?sequence=1> Accessed on October 26th 2021

Nordquist, Richard. 2019. *Pragmatics Gives Context to Language*.

<https://www.thoughtco.com/pragmatics-language-1691654> Accessed on March 22th 2022

Siahaan, Indah Permata. C. 2019. Thesis on Impoliteness Strategies Used by Haters of Lady Gaga in Her Instagram Comments
<https://repositori.usu.ac.id/bitstream/handle/123456789/23909/150705044.pdf?sequence=1> Accessed on October 26th 2021

Krisdayanti, Ayu. 2020. Thesis on Impoliteness Strategies in Straight Outta Compton Movie. <http://eprints.ums.ac.id/80048/> Accessed on April 27th 2022

Mills, S. 2005. Impoliteness. *Journal of Politeness Research* 1: 263–280.
<https://repositori.usu.ac.id/bitstream/handle/123456789/23909/150705044.pdf?sequence=1> Accessed on March 6th 2022

Wandira, Ayu. 2020. Thesis on Impoliteness Strategies Found in Dr. Phill Talk Show. <http://scholar.unand.ac.id/66400/> Accessed on April 27th 2022

Watts, Richard J. 2003. *Politeness*. Cambridge: Cambridge University Press.
<https://pragmatics.indiana.edu/politeness/politeness2.html> Accessed on March 5th 2022

Widiantho, Yuri. 2019. Thesis on An Analysis Hate Speech in Social Media.
<https://repositori.usu.ac.id/bitstream/handle/123456789/9611/157052016.pdf?sequence=1> Accessed on Juni 5th 2022

Yulidar, Lutfi. 2017. Thesis on Impoliteness Strategies Used in Dailymail's Comments. <http://eprints.ums.ac.id/51964/12/NASKAH%20PUBLIKASI.pdf>
Accessed on October 13th 2021

Pedulilindungi application
<https://apps.apple.com/id/app/pedulilindungi/id1504600374>. Accessed on October 10th 2021

APPENDICES

<p>Rusak 3 Mar ★★★★★ Fahrul Rhamajid</p> <p>APLIKASI RUSAK. GAK JELAS. DI TUNTUT DOWNLOAD TAPI APLIKASINYA RUSAK. RRRUUUSSSAAAKKKKK</p>	<p>Belum booster tau2 muncul sertifikat b... 14 Mar ★★★★★ minee21</p> <p>Yang lebih lucu wkt hubungi CS, diinfo utk merevisi maka semua sertifikat vaksin akan dihapus, jadi artinya mesti vaksin ulang lagi dari pertama. 😂</p>
<p>SAMPAH edited 4 Mar ★★★★★ Dunkow</p> <p>GA ADA SERTIFIKAT GA BISA KEMANA MANA,BISA DIPECAT KERJA...KAN SAMPAH....NTAH APA MANFAATNYA MENYUSAHKAN SAJA</p>	<p>Apk tolol 15 Mar ★★★★★ \$'vs gsy wm</p> <p>Apk tolol aku udah vaksin 2x tapi masih ga punya sertifikatnya .. goblok</p>
<p>Kecewa 4 Mar ★★★★★ Railfanf</p> <p>Udah vaksin walaupun tahap 1 masa tidak terdaftar. Dan untuk aplikasi sekarang masa ga bisa di buka crash glitch gitu. Makin ga jelas indonesia</p>	<p>APP ERROR!!! 17 Mar ★★★★★ rzn6616</p> <p>saya mau masuk mall tiba2 app error ga bisa masuk, ini sungguh bikin emosi dan ngerusak jadwal orang. tolong ini aplikasi level pemerintah masa jelek kayak gini</p>
<p>aplikasi di update, sertifikat vaksin jadi hilang 6 Mar ★★★★★ Fery F</p> <p>mohon konfirmasi knp setelah aplikasi di update sertifikat vaksinnya jadi hilang ya?trus update nya benerin apa klo malah datanya pada hilang....😂😂</p>	<p>Gak bisa login 18 Mar ★★★★★ rosadi ahmad . com</p> <p>Ini kata yg pas buat aplikasi yg gak bisa digunain apa yah? Tolol,goblok atau canggih yah. Nyusahin orang tau gak sih disuruh pake nih aplikasi gak mutu tapi gak bisa digunakan, kacau gak jelas</p>
<p>Tidak bisa self check out kembali edited 8 Mar ★★★★★ Roes Eddy CFX</p> <p>Setelah update terakhir, tidak muncul kembali tombol self checkout ketika akan keluar dari satu area. Ayo segera perbaiki aplikasi yg sangat bermanfaat ini, jangan ketinggalan dari tetangga. Nanti di review kembali peringkat bintangnya</p>	<p>Sangat buruk 19 Mar ★★★★★ kesusahan</p> <p>Aplikasi yang sangat buruk, menyusahkan dan tidak bisa digunakan. Mungkin kedepannya bisa diperbaiki agar bisa berguna sedikit</p>
<p>Cara mencegah sertifikat hilang setelah update plaikasi : hape dilaminating edited 8 Mar ★★★★★ Grooeat</p> <p>Ya, jangan lupa dilaminating. Oh ya, respon yg saya dapat dari chat wa sangat jelek, saya tertipu. Entah itu yg cs nya orang kemenkes atau developer app ini. Coba sini tatap muka...</p>	<p>TERPAKSA 20 Mar ★★★★★ larassila</p> <p>terpaksa banget download ini, kalo ga disuruh ga banget!!!</p>
<p>BURUK 10 Mar ★★★★★ seeditirns</p> <p>GA BERGUNA NIH APLIKASI , GAUSAH DIGITAL KALAU KEMAMPUANNYA BELOM MEMADAI</p>	<p>Gaje lu 21 Mar ★★★★★ hevdet.</p> <p>Kaga bisa simpen gambar hasil antigen bl0k. Useless lu ngehek</p>
<p>BURUK & sangat buruk 23 Mar ★★★★★ Ardin Nufindra</p> <p>Kualitas & bug performance nya dari dulu emang bad banget di app, di tingkatin lagi dong buruk amat sih aplikasi ini</p>	

<p>Developer tolol ★★★★☆</p> <p>Pantes review nya 2.6 yg develop apps nya abang tukang bangunan, tolol</p>	<p>25 Mar DavSat</p>	<p>Pedulilindungi ★★★★☆</p> <p>Aplikasi sampah</p>	<p>Wed derpolizei</p>
<p>User review ★★★★☆</p> <p>Aplikasi sampah nyusahin aja</p>	<p>26 Mar noname8887</p>	<p>Bad! Very very bad ★★★★☆</p> <p>Status vaksin hijau tapi sertifikat nya malah gak muncul, udah ngeklaim pas masuk proses klaim malah gak ada proses apa apa lagi, di back, ke ulang lagi. Aplikasi gagal 😞😞</p>	<p>Mon metr0 fr0zen</p>
<p>Lelet ★★★★☆</p> <p>Aplikasinya lelet, kek pemerintah kita 🙄</p>	<p>5 Apr hisishwlwk</p>		
<p>Sangat tidak berfungsi. ★★★★☆</p> <p>Aplikasi tidak berfungsi dengan baik.</p>	<p>12 Apr koyiis</p>		
<p>Bawel ★★★★☆</p> <p>Maksa banget minta di update si aplikasi anj</p>	<p>8 Apr Myayak</p>		
<p>A ★★★★☆</p> <p>Tolong jangan buat aplikasi ini klo slalu meyusahkan,tiap kali update ada masalah,bener2 aplikasi yg paling jelek dan parah</p>	<p>14 Apr antoyap</p>		
<p>Foto profil ngga keliatan padahal sudah... ★★★★☆</p> <p>Udah upload foto profil tapi kok ngga keliatan fotonya! Developer ga niat bikin aplikasi ini,</p>	<p>28 Apr pupicungkring</p>		
<p>Hapus Trace Bluetooth ★★★★☆</p> <p>Permission bluetooth nya ganggu dasar aplikasi anjing</p>	<p>27 Apr FajarAnugerah</p>		
<p>Jelek ★★★★☆</p> <p>Saya udah vaksin kedua tapi sertifikat gak keluar,kalo emang gak guna Ngapain di buat aplikasinya</p>	<p>30 Apr adisaputra12</p>		
<p>Aplikasi ga jelas ★★★★☆</p> <p>Aplikasi ga jelas banget, developer ga ada otak. Update melulu, upgrade juga enggak. Lemot. Developer amatiran</p>	<p>8 May Theapeescape</p>		