

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the analysis, the writer can conclude that there is a politeness strategy carried out by BCA KCP Cikupa staff. The majority of staff (93.3%) consistently use greetings like "Good morning," "Good afternoon," or "Good evening" in their communication. However, a small portion (6.7%) only sometimes uses greetings. This indicates a positive trend but also room for improvement. An overwhelming majority (76.7%) of respondents have never been complimented by staff during their interactions.

This suggests a potential lack of emphasis on positive recognition culture within the branch. Over half (53.3%) of respondents feel that staff always offer assistance. However, a significant portion (33.3%) had mixed or negative perceptions of staff's ability to understand their needs. While 50% of respondents feel happy when staff praise them, 46.7% felt that praise was sometimes sincere. This highlights the importance of genuine and personalized interactions.

5.2 Suggestion

The writer is encouraged by these results to propose that students look more closely at pragmatics in the future, particularly politeness techniques. Because few students pursue postgraduate courses in manners, particularly at the Faculty of Social and Humanities at Buddhi Dharma University.

The writer encourages readers, academics, and aspiring scholars to learn more about the various facets of civility. It is also advised that readers who are aware of and comprehend civility should be able to regulate their speech.

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APPENDICES

Seberapa sering staf kami menawarkan bantuan kepada Bapak/Ibu saat Anda sedang melakukan transaksi? *

How often do our staff offering helps to you when you are making a transaction?

☐ Selalu

☐ Kadang-kadang

☐ Tidak pernah

Seberapa sering staf kami menggunakan kata-kata sapaan seperti "Selamat pagi", "Selamat siang", atau "Selamat sore"? *

How often do our staff use greetings such as "Good morning", "Good afternoon" or "Good evening"?

☐ Selalu

☐ Kadang-kadang

☐ Tidak pernah

Bagaimana Bapak/Ibu menilai kesiapan staf kami dalam menawarkan bantuan ketika Anda membutuhkannya? *

How would you rate our staff's readiness to offer help when you need it?

☐ Sangat sigap dan membantu

☐ Cukup sigap dan membantu

☐ Tidak sigap dan tidak membantu

Seberapa sering staf kami menggunakan kata-kata seperti "tolong", "terima kasih", dan "maaf" dalam interaksi dengan Bapak/Ibu? *

How often do our staff use words such as "please", "thank you" and "sorry" in interactions with you?

☐ Selalu

☐ Kadang-kadang

☐ Tidak pernah

Apakah Bapak/Ibu merasa staf kami memahami kebutuhan Anda dengan baik sebelum menawarkan bantuan?

Do you feel that our staff understands your needs well before offering assistance?

☐ Selalu memahami

☐ Kadang-kadang memahami

☐ Tidak pernah memahami

Bagaimana Bapak/Ibu merasa ketika staf kami memuji Anda? *

How do you feel when our staff give you a compliments?

☐ Senang dan dihargai

☐ Biasa saja

☐ Tidak nyaman

Menurut Bapak/Ibu, apakah pujian yang diberikan staf kami tulus dan sesuai dengan situasi? *

In your opinion, is the compliments given by our staff sincere and appropriate to the situation?

- ☐ Selalu tulus dan sesuai
- ☐ Kadang-kadang tulus dan sesuai
- ☐ Tidak tulus dan sesuai

Pernahkah staf kami memuji Bapak/Ibu atas sesuatu? Jika ya, dalam situasi apa dan apa yang mereka puji? *

Have our staff ever give a compliments to you for something? If yes, in what situations and what do they praise?

- ☐ Tidak pernah
- ☐ Lainnya...

Bagaimana Bapak/Ibu menilai kesopanan staf kami dalam melayani Anda? *

How do you rate the politeness of our staff in serving you?

- ☐ Sangat sopan dan membantu
- ☐ Cukup sopan dan membantu
- ☐ Tidak sopan dan tidak membantu



CERTIFICATE OF PLAGIARISM SCAN RESULTS



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Sincerely,
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: CIKUPA IN CUSTOMER INTERACTIONS BY BROWN AND
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Tanggal	Catatan	Paraf
2024-07-11	Unit I	✓
2024-04-04	Unit II Previous Studies	✓
2024-04-10	Unit Theoretical Review	✓
2024-04-17	Unit III Methodology	✓
2024-04-24	Unit III Revision	✓
2024-05-03	Unit IV Analisa	✓
2024-05-13	Unit V Analisa	✓
2024-05-22	Unit V Conclusion	✓
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2024-07-11	Unit V Revisi	✓

Mengetahui
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