

## **CHAPTER FOUR**

### **CONCLUSION**

This chapter consists of some conclusions based on my analysis in the previous chapter. In this chapter, I would like to show a number of information especially on the speech act that I found in the previous chapter. I can see that speaker's intention in saying an utterance is called speaker's illocutionary act. In addition, sometimes the reaction (uptake) from the hearer and the speaker's illocutionary act is different and it depends on the situation.

The analysis also shows that the speakers and the hearers make some violations in reacting to the speech act. The violations are influenced by some factors. The first dominant factor that influences the unexpected reaction from the hearers is the lack of awareness from hearers. We can see it in the character of Phoebe who is told as a person with lack of awareness. It is showed when she is talking to other she misunderstands the utterance most of the time and has wrong interpretation towards the speaker's illocutionary act. These can be seen in most of the tables given. She always gives unexpected reactions because of her lack of awareness.

The character that also is lacking of awareness is Joey. Joey also gives many unexpected reactions because he is described as a person that can be fooled by

others. It is showed in table number 11 when Joey answers Chandler's statement. In addition, I also find that Monica, one of the main characters, gives unexpected reactions because of her lacking of awareness. It can be seen in table numbers 8 and 9. Therefore, I conclude that the unexpected reactions happen when the hearer is lacking awareness.

The second factor that influences the unexpected reaction is the condition of the hearer. When the hearers get angry or happy, for instance, they can get wrong interpretation that leads to the unexpected reaction. This can be seen in the table number 3. Phoebe is hungry and she gives the unexpected reaction towards Joey's illocutionary act. In table number 5, it is showed that Phoebe feels bad about things happened between Monica and Chandler. She is sad because she hears that Monica and Chandler were having a fight. Therefore, she gives the unexpected reaction towards Chandler's illocutionary act. Another example can be also seen from table number 11, Joey is so happy about his going to be the model for the disease advertising that gives an unexpected reaction towards Chandler's illocutionary act. Rachel also gives some unexpected reactions because she is angry and tired. It is showed in table number 12.

The topic of the conversation is the third factor that leads to unexpected reactions. It can be seen in table number 15. When Joey gives an unexpected reaction, he changes the original topic, that is why Monica gets confused with Joey's reaction.

The fourth factor influencing the unexpected reaction is the participant; who is speaking and who are they speaking to. It can be seen in table 13, when Joey is talking with the girl that he has just met. The girl, the minor character, gives the

unexpected reaction because the hearer is female and they do not know each other. Therefore, she thinks that Joey is flirting with her, when Joey starts the conversation.

The effect of those unexpected reactions are various. The most dominant effect that occurs in the analysis is that the speaker gets surprised or shocked and cannot say anything. It is showed in most of the tables given. All of these effects create the funny situation.

To end my conclusion, from the result of the factors that influence the unexpected reactions and the effects of those unexpected one, I conclude that communication can be called good if the speaker and the hearer understand the situation of the conversation they are engaged in. To know the situation of the conversation is important, because in that way, the hearer will know the intention or the expectation of the speaker and they can communicate each other.