CHAPTER FOUR

CONCLUSION

In this chapter, I will write a conclusion related to the three chapters above that I have written. In this thesis, I discuss Pragmatics, the study of politeness and interaction. I use this theory to analyze the data, which are taken from the Grey's Anatomy TV series. All data that I have analyzed have conflict between the speaker and the hearer because of the miscalculation of weightiness that causes tense atmosphere in the story. The conflict between the speakers and the hearer appears because the speakers miscalculate the weightiness: Rate of Imposition, Distance and Power, before the speaker chooses the strategy.

When the speaker miscalculates the weightiness automatically the speaker will choose a wrong politeness strategy. There are five politeness strategies that the speaker can use: Bald on Record, Positive Politeness, Negative Politeness, Off Record and Say Nothing. All the strategies are chosen based on the value analysis that the speaker has done. The use of a particular strategy will cause various responses from the hearer. The selection of the strategy also depends on the situation when the speaker and the hearer have the conversation, which could be formal or informal situation.

After analyzing the data, I found almost all the speakers miscalculate the parameter of Distance and in some data the speaker miscalculates the parameters of Power and Rate of Imposition. This happens because of their habit when in an informal situation. Their habit influences the way they communicates with others. The miscalculation happens when the speaker and the hearer have a different view of the weightiness.

Bald on Record strategy cannot be used by a speaker who has a lower status than the hearer. On record strategy is more straight to the point. When someone who is in a lower position of status uses this strategy to his boss, it will cause a conflict, and it can even happen when the speaker and the hearer have the same level. This is shown in Data 1, when the speaker, Dr. Stevens, who has the same level as the hearer, Dr. Karev, uses this strategy. It causes conflict between her and him.

Positive Politeness strategy cannot be used when the speaker does not have a close relationship with the hearer. When someone has a close relationship with others, the speaker will address the hearer by his nickname or first name, to show empathy or interest. Otherwise, when the speaker and the hearer have distance, the hearer wants to be respected by the speaker, it also depends on the situation where the speaker, for example Olivia, and the hearer, Dr. O'Malley has the conversation. This for speaker interest case in Data 2, when Olivia ignores the situation; she miscalculates the weightiness, even though Olivia and Malley have a close relationship.

Negative Politeness can be used when the imposition is high, in a situation when the speaker has to use hedges to minimize the imposition. Without using hedges the possibility causes the tense atmosphere to be high. It is show in Data 4; from this data I found that the speaker, Dr. Yang, uses the word <u>think</u> as a hedge to minimize the imposition.

Off Record strategy cannot be successfully used to the hearer, when the hearer's sensitivity is low. In this strategy the speaker, usually uses an implied meaning in his/her utterance. For example, in Data 4, we know that the hearer, Dr. O'Malley, does not get the implied meaning from Dr. Yang, the speaker's utterance because Dr. O'Malley sensitivity is low.

Say Nothing strategy can be used when the imposition is too high. It means that the speaker will not say anything to explain his/her desires to the hearer. This strategy will not cause a conflict between the speaker and the hearer.

The conflict happens because of the inequality of strategy between the speaker and the hearer. For instance, in Data 1, 5 and 6 there are conflicts between the speaker and the hearer. They happen when the speaker thinks that they have a close relationship. On the other hand, the hearer wants to keep a distance because they are in the hospital and there are patients. The hearer wants to be respected by the speaker. In Data 2, 3 and 8 the hearer expects Negative Politeness from the speaker, but the speaker uses Positive Politeness. The speaker uses this kind of strategy because she has a close relationship; on the other hand, the hearer wants to keep the distance because there is an intern present, and he wants to be respected. In Data 4 and 7 the speakers use Negative Politeness; still, the hearers

expect Say Nothing strategy. In Data 9 the speaker uses Bald on Record strategy, but the hearer expects Say Nothing strategy. In Data 10 the hearer expects Say Nothing strategy from the speaker, but the speaker uses Off Record strategy. In the last data, Data 11, the speaker uses Off Record and Bald on Record. This happens because when the speaker uses the first strategy, the hearer does not get the implied meaning from the speaker, and when the speaker uses Bald on Record, the hearer feels that the speaker does not have respect. That is why the hearer expects Politeness Strategy in order to have empathy from the speaker.

According to my analysis, all data have at least two parameters before the speaker decides to choose the best politeness strategy to use in the speaker's utterance. The conflict happens between the speaker and the hearer caused by the difference of calculation of weightiness. The calculation also depends on the situation where they have the conversation. The hearer's response in each data is different. Sometimes the hearer is angry. We can know this from his/her utterance, facial expression of the hearer, the intonation that the hearer uses and his/her action. The entire hearer's response causes a tense atmosphere in the story.

Finally, I suggest that the analysis of the politeness strategy can be applied in any drama movie where the characters have different status. The setting of the movie can be in the office, hospital, or school. In these settings, we can see clearly the difference between each character. For the future thesis writers, I hope this analysis can be elaborated more. The writers can apply this kind of research to another kind of movie outside drama. The effect from the hearer's response is not

only tense; hopefully the future writer will find other effects from the conflict, such as humor.

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