

CHAPTER V

CONCLUSION

This chapter presents the conclusion and suggestions of the study. The conclusion addresses the research questions by summarizing the key findings derived from the analysis. Following this, the suggestions are offered to guide future researchers who may be interested in exploring similar topics or expanding upon the current study.

5.1 Conclusion

This research classified comforting, encouraging, and social bonding as types of phatic speech acts. Besides that, the study identified the functions of phatic speech acts which consist of breaking the silence, starting a conversation, making small talk, keeping talking, expressing solidarity, creating harmony, creating comfort, expressing empathy, expressing friendship, expressing respect, and expressing politeness.

This study of phatic speech acts in the television series *9-1-1: Lone Star* identified three types and eleven functions of phatic speech acts. The types were adapted from Kreidler's concept to suit the series' context, while the functions were analyzed using Jumanto's framework. The findings show that phatic speech acts play a key role in maintaining relationships, expressing emotions, and supporting social interaction among characters.

Phatic speech acts in *9-1-1: Lone Star* are typically employed in intimate relationships, such as friendships, couples, or family, in both private and professional settings. Instead of supporting formal or remote encounters, these

behaviors serve to preserve trust and emotional ties in a high-stress setting. They demonstrate how language strengthens social ties by showing unity, kindness, and care, which eventually helps characters feel close to one another and support one another.

According to this study, phatic speech acts are essential for facilitating more fluid and organic everyday conversations. People become more conscious of how language contributes to societal harmony beyond information sharing when they comprehend its purpose. These speech acts facilitate communication and help to avoid misunderstandings by fostering connection, empathy, and respect between speakers and listeners. All things considered, they are crucial for encouraging polite, useful, and productive relationships in daily life.

5.2 Suggestion

Phatic speech actions are used to help people communicate and as a way to demonstrate how they happen in their line of work or in their free time as paramedics, firefighters, police officers, and dispatchers. Furthermore, using phatic speech acts in everyday situations could prevent confrontations and facilitate productive dialogue.

This study may advance the field's understanding of phatic speech acts. Only the kinds and purposes of phatic speech acts in the TV show *9-1-1: Lone Star* are included in this study. As a result, more studies on phatic speech acts from various angles, such pragmatic politeness, could be carried out in various settings. Additionally, more studies on phatic speech acts between native English speakers and Indonesian speakers might also be carried out.

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