

CHAPTER I

INTRODUCTION

A. Background of the Study

In the daily interaction, language is used to deliver person's expressions, opinions, acts and so on, whenever people meet something they do not agree or like, sometimes they will show their disapproval. Complaining is one way of reminding a person that there are certain norms or behavior which must not be transgressed (Laforest, 2002: 34). Trosborg defines the act of complaining in essence of retrospective that a speaker passes a moral judgment on something which (he / she believes) the complainee has already done or failed to do, or is in the process of doing (Trosborg, 1995:311). In other word, it can be understood that complaint is one way of person to express their disapproval toward something that has already done or failed to do by the complainee. When people feel dissatisfied to the service they have got, action they have achieved or lack of action they will do complaint. People do complaint in most of situation such as when they get bad service in the restaurant, in hot weather as they do in cold weather or rainy day, when people get bad treatment, or when they got such unwell internal emotion and etc.

Sometimes complaint is not delivered directly to the point. People use several strategies on how to deliver it. For example: a person who does not like black hue then he got a black bag as his birthday present from his friend. In this context, he / she can directly say that he/she does not like the present

as it has black color, however he/she can say it in such strategy by saying "This is great, but it will be nicer if it is blue". The utterance is categorized as complaint act as it shows disapproval toward what he / she have got (the black bag), he / she uses indirect complaint strategy to show it to the complainee. According to Trosborg (1995) there are eight strategies of complaining, including: hints, annoyance, direct and indirect accusation, modified blame, explicit blame (behavior), and explicit blame person. All of these strategies can be comprehended as one of complaint act using the context that surrounds it.

There are some previous study of complaint before. They mostly discuss the complaints which are uttered by English Learners. The focusing of study in the previous is direct-indirect complaint, the doers pf complaint are native and non-native speaker. However, in this study, the writer elaborate a different research from those researchers before, this present study takes box office movie as the object of the study and the similarity of those researchers is that the writer and previous researchers apply pragmatic approach of complaint act in their research. The position of this study is to fill in the gab.

This research analyzes the complaint act in the movie. The title of the movie is *The Help*. The movie is really impressive and complicated. There are many complaint utterances which can be found in this movie. Here are several data of complaining utterance that the writer found in *The Help Movie* by Tate Taylor:

Data (1)

01/TH/Dr Accs Strategy/QF

Elizabeth : “*Aibileen, bridge club's in an hour! Did you finish the chicken salad?*”

Aibileen : “yes ma'am”

The conversation above happened when Elizabeth wanted to make such a friend gathering, but the preparation was not ready yet, then, she complained her maid, since she knew that it was Aibileen's (the maid) duty to finish the preparation including making the chicken salad. In the datum above, Elizabeth's utterance “*Aibileen, bridge club's in an hour! Did you finish the chicken salad?*” is categorized as direct accusation in the form of question as the complainer says the disapproval of unready chicken salad directly to the complainee (maid). The intention of the complaint is to give a warning to her maid to be as soon as possible finishing the preparation of *Bridge Club* as the time is only about an hour left but it was not ready yet. The complainee (maid) responded “yes ma'am” shows that she accepted the complaint and tried to cover the disapproval by doing the preparation in the kitchen. The complainee here uses the strategy of verbal complaint explicit acceptance of the blame.

Data (2)

Minny : “*missus walters?! You need help coming down*”?

Missus Walters : “***I'm down. Been down!***”

Minny jumps with a yelp, spins around.

Minny : “*gone give me a heart attack!*”

Missus Walters was an alzhaermeric, she was about to attend the Bridge Club at Elizabeth’ house with her daughter and also her maid, Minny. Due to her condition, she always needed a help on doing everything and Minny was the one who always helped her. In this story, Missus Walter went down by herself, as Minny was too busy preparing the meal. At last, she offered her a hand but Missus walter has been already downstairs. Missus Walter complaint utterance “***I'm down. Been down!***” was categorized as hint complaint strategy as she showed her disapproval indirectly using a hint that she has been already down. She could say that her disapproval was about Minny were not helping her when she needed it or were late on offering her a hand, but she did not do that, instead giving a hint by saying that she was down which convey her intention above. The complainant respond was that Minny jumped with a yelp, spun around and said “*gone give me a heart attack!*”. Minny did not accept the complaint well as her respond did not give a feed back toward Missus Walter’s complaint.

This movie is very interesting to be analyzed especially using speech act theory. The language used in *The Help* movie mostly represents speech acts which are commonly used by people to communicate in daily routines. Every utterances has it’s own intended meaning. The characters in this movie often produce utterances which illustrate the situation occurred such as when they are angry, when they are confused, when they are happy and when they are sad. The study of speech act is very crucial in order to avoid

misunderstanding among the speakers. The hearer need to catch the intention well of the speaker. Besides, this study is focusing on the complaint act used by the characters of *The Help* Movie.

The writer is interested to conduct a further research about complaint speech action '*The Help*' movie with the title "Analysis of Complaint Speech Act in *The Help* Movie".

B. The Scope of Study

This research is limited in the discussions of the complaint act used by the characters of *The Help* Movie. In conducting this research, the writer will only focus in discussing utterances showing complaint act in *The Help* Movie. Then, the analysis will only focus on the kinds of speech act by Yule (1996) and The Complaint Strategy by Trosborg (1995).

C. Problem Statement

Based on the background of the study, the problem statements are arranged as follows:

1. What are the types of complaint strategies used by the characters of *The Help* movie?
2. What are the intentions of complaint speech act by the characters in film entitled *The Help*?
3. How do the complainee respond to the complaint?

D. Objectives of The Study

Based on the problem statements above, the objectives of this research are:

1. To describe the types of complaint strategies used by the characters of *The Help* movie.
2. To describe the intensions of complaint act by the characters in film entitled *The Help*.
3. To describe the strategies used by the complainees in responding the complaint.

E. Benefit of the Study

1. Practical Benefit

- a. The study is intended to help the researcher understand more about speech act complaint by the characters in The Help movie.
- b. The study is intended to recognize complaint speech act in Indonesian context.

2. Theoretical Benefit

The study is expected to be helpful in serving some more knowledge about speech act utterances. The result of this study is expected to be a framework for the further study which going to analyze about speech act, especially according to Yule's theory of speech act.

F. Research Paper Organization

This research is divided into five chapters. Chapter I is introduction, which explains the background of the study, literature review, problem statement, limitation of the study, objective of the research, benefit of the study, and research paper organization. Chapter II is dealing with the previous study and underlying theory. The underlying theory consists of pragmatic, speech act, felicity conditions, the notion of complaint, the notion of speech act complaint, compliant perspective, the complainee response strategy and context. Chapter III contains research method that consist of type of the research, the object of the research, data and data source, method of data collection, technique of data analysis. Chapter IV is data analysis and discussion. Chapter V is conclusion and suggestion.