

CHAPTER I

INTRODUCTION

A. Background of the Study

Complaint is one realization of expressive speech act. “This category includes moral judgments which express the speaker’s approval as well as disapproval of the behavior mentioned in judgment but here we shall be concerned almost invariably with the act of moral censure of blame involved in the communicative act of complaining” (Trosborg, 1995: 12). Thus, complaint is a kind of speech act in which people use to express their feeling; here, they use complaint to express unsatisfied or unhappy expression. A complaint is defined here as an illocutionary act in which the speaker (the complainer) expresses his/her disapproval, negative feelings, etc. Towards the state of affairs described in the proposition (the complainable) and for which he/she holds the hearer (the complaine) responsible, either directly or indirectly (Trosborg, 1995: 311-312). Leech’s terminology, the complaint is a representative of the conflictive function, which includes acts of threatening, accusing, cursing, and reprimanding (Trosborg, 1995: 312).

There are many researches about complaint. Many researchers expand this study on many focuses. First, *Interlanguage Pragmatics of Complaint by Indonesian Learners of English* by Wijayanto et. al (2012). This research is for identifying and formulating the development of pragmalinguistics and sociolinguistics. They focused to describe pragmalinguistics features of complaint act, mitigation, hedges and politeness used in the complaint strategies. Second study was conducted by Travesto (2008). She describes the ways in which the complaining in the course of their exchanges. It was only partially study of complaints, which mentioned by the writer.

There are so many previous studies about complaint which have not been mentioned. With the number of the researchers who examined complaint it shows that complaint is an interesting topic which should be discussed.

For that reason, the writer is interested to conduct further studies about complaint. Beside that complaint is one kind of speech act which is familiar, encountered very often and used every day by people in their daily life. Because of that the writer tries to study and extend the complaint strategies that people usually used in their daily communication.

There are many complaint strategies used by people. Trosborg (1995:313) said that “A number of strategies are available to a complainer who wants to avoid a direct confrontation with the complaine. The degree of involvement of the complainer and the complaine specified in an act of moral censure is decisive in establishing a scale of directness levels of complaints”. Based on that statement, this is the following strategies of complaint, no explicit reproach, expression of annoyance or disapproval accusation and the last is blame. Here, the writer gives some example of complaint phenomenon:

Situation: Damaged car
Hearer has borrowed speaker's car and damaged it.
Speaker complains:
My car was in perfect order when I last drow it
 (Trosborg, 1995: 319).

This example showed no explicit reproach because the complainer expressed his/her complaint by giving such kind of hints to the complaine by saying *My car was in perfect order when I last drow it*, the complainer hoped that the complaine would feel guilty and realized that he/she made a mistake. The other example of complaint phenomenon:

(1) Look at the mess, haven't you done any cleaning up for the last week?

This example showed accusations strategy especially indirect accusation. In the case of a question (1), he/she still has the opportunity to disclaim responsibility without explicitly contradicting the complainer (Trosborg, 1995: 317).

This research will observe complaints used by Indonesian ELF learners. The data of complaint will consider different social distance, status and gender. It particularly focuses on the different of social distance, status, and gender give effect to their complaint strategies. In Wijayanto, et al. (2012) in his pilot project of interlanguage pragmatics mentions that Indonesian learners are difficult to express complaint in English. This is the example of how Indonesian EFL learners have difficulties to make complaint:

Situation:

Dede Kurniawan will go to campus, but his brother/sister who borrows his motorcycle comes late. So he did complaining.

1. Dede complain to his brother.

Dede: What did you do? why you come late?

I wanna I wanna use my motor bike to :::

My motorcycle my motorcycle to ... go to ::: the campus.

2. Dede complain to his sister.

Dede: My daughter ! What did what did you do ? you come late?

Because my motorbike(0,3) my motorcycle (0,4)

I I wanna go I wanna use to go to campus.

This data indicated that Indonesian EFL learners had (V2) difficulties in complaint, because the complainer needed (V2) more time to think the expression of complaint that he/ she would say. In the data (1) the speaker paused when expressing the complaint. He also repeated word such *what did ... what did you do?* and *I ... I wanna go ... I wanna ... use to*.

B. Problem Statement

The problems of this research are formulated as follows.

1. Is there any difference of complaint strategies if social distance of the complainer and complainees are different?

2. Is there any difference of complaint strategies if social status of the complainer and complaineer are different?
3. Is there any difference of complaint strategies based on gender difference?

C. Objectives of the Study

In relation to the problem statement above, the research are intended.

1. To analyze the difference of complaint strategies if social distance of the complainer and complaineer are different.
2. To analyze the difference of complaint strategies if social status of the complainer and complaineer are different.
4. To analyze the difference of complaint strategies based on gender difference.

D. Scope of the Study

These researcher only deals with “speech act of complaint” done by Indonesian EFL learners. In this research the writer only deals with the influences of social distance, social status, and gender on the complaint strategies, by male and female EFL learners in UMS. The data were analyzed using the complaint strategies of Anna Trosborg’s (1995). The complaints were elicited through oral DCT, it is not real complaint in real situation in face to face interaction.

E. The Benefit of the Study

The benefit of this study is divided into theoretical and practical, as follow:

1. Theoretical Benefit

This research will give contribution in sociopragmatics study especially on speech act of complaint research.

2. Practical Benefit

a. For Learners

- 1) This research is expected to contribute for the development of student knowledge in the linguistics study especially in the form of sociopragmatics analysis in speech act.
- 2) This research helps the learners increase their complaint ability and knowledge in complaint strategies.

b. For lectures

The implementation of complaint by EFL learners could improve the teaching pragmatics of lectures, especially the complaint strategy in Trosborg.

c. For other researchers

- 1) The result of this research could be a reference in the study of complaint which could continue and develop the study of speech act complaint.
- 2) Expectantly, oral DCT could be one new interest method in collecting data of interlanguage pragmatic in pragmatic.

F. Research Paper Organization

This research consists of five chapters. Chapter I is introduction which explains the background, problem statements, objectives of the research, scope of the research, the significant of the research, and research paper organization itself. Chapter II deals with the underlying theory consisting of pragmatic, notion of sociopragmatic, speech act, complaint, and the theory of social distance, status and gender. Chapter III contains research method which consists of type of the study, subject of the study, data of the research, data collection technique, data analysis technique. Chapter IV is research findings and discussion. Chapter V is closing which consists of conclusion,

the implication of the research, the weakness of the research, and suggestion for further research.