CHAPTER I
INTRODUCTION

A. Background of the Study

In communication, how the listener catches the meaning or the goal of the speaker is called pragmatics (Yule, 1998: 3). For example, Raina wants to ask someone not to smoke in a hospital, she can ask directly “Can you stop to smoke in this area?” or She also can say indirectly “Can you read this notice?” Although the speaker does not say stop to smoke, the listener can catch the intention or the goal of the speaker. According to Levinson (1983: 9) pragmatics is the study of relations between language and context that are relevant to the writing.

Speech act is action performed via utterance which are generally called ‘speech’ and in English are commonly given more specific lables, such as apology, complaint, promise, or request (Yule, 1998: 47). One of the specific label in speech act is complaint. According to Trosborg (1995: 12) complaint is an illocutionary act in which the speaker (the complainer) expresses his/her disapproval, negative feeling etc.

“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).

According to Leech in Trosborg (1995: 312) the complaint is a representative of the conflictive function, which includes acts accusing,
cursing, and reprimanding. There are many strategies to perform complaint. A number of strategies are available to a complainer who wants to avoid a direct confrontation with the complainee. No explicit reproach, expression of annoyance or disapproval accusation and blame are the complaint strategies based on Trosborg (1995: 313). The examples of complaint are:

Situations: Andi’s brother borrowed his motorcycle and he returned it late
Complaint (1): Oh my God, bro! You came late, now I think I will be late to go to college.
Complaint (2): Hay brother! You are deaf! I will use it now.
Complaint (3): If you do it again, you cannot use again. (Wijayanto, 2012)

The example above states that there are many ways to perform complaint. First, complaint is the example of negative sequence. Second, complaint is categorized as expression of annoyance or disapproval accusation. The third, complaint is performing threatening act.

There are many researches about complaint. First, Interlanguage Pragmatics of Complaint by Indonesian EFL Learner of English by Wijayanto et.al (2012). This research focused to describe pragmalinguistics features of complaint act, mitigation, hedges and politeness used in the complaint strategies. Second, Complaining in EFL learner: Differences of realizations between man and woman by Sukyadi (2011). This research focused on the different complaint strategies between man and women at the English Department of the Indonesia University of Education. Complaint is interesting topic because there are
many researches that discussed about this topic with the different focus which can not mention one by one.

Politeness can be defined as showing awareness of and consideration for another person’s face (Yule, 2006: 119). If the speaker says something that represents a threat to another person’s self-image that is called a face threatening act. For example, if the speaker uses direct speech act to get someone to do something (Give me that paper!), the speaker is behaving as if the speaker have more social power to another person Brown and Levinson’s theory of politeness is claimed to be universal which has been used by many linguists to study politeness in many different languages. In interlanguage pragmatic research, politeness used by foreign language learners has become new interest of study. According to Brown and Levinson (in Peccei, 1999: 64), there are two aspects to this self image named positive face and negative face.

“Positive face refers to our need to be accepted and liked by others and our need to feel that our social group shares common goals. While, negative face refers to our right to independence of action and our need not to be imposed on by others”

The opposite of politeness is impoliteness. According to Culpeper (2010) impoliteness is a negative attitude towards specific behaviors occurring in specific contexts. It is sustained by expectations, desires and/or beliefs about social organization, including in particular, how one person’s or group’s identities are mediated by others in interaction According to Brown and Levinson’s model (1987: 67), people must
assume that threats are considered as inherently impolite because they are listed among those acts that primarily threaten the addressee’s negative as well as positive face.

Every person has different perception in complaining. They can say politely and impolitely to the same utterances. It is caused by many factors such as gender, social status, social class, education background, religion, culture etc. The researcher conduct the further research about complaint because the researcher is interested in continuing the study of Wijayanto (2012) in pragmalinguistic and sociolinguistic especially in complaint. Wijayanto (2012) discussed about Politeness strategy in complaint relating to the different status level and social distances. This research is expanding the perception of politeness and impoliteness of Indonesian EFL learners in different level of study and gender to make complaint.

This study is a cross sectional study of the three level of study in Muhammadiyah University of Surakarta. According to Cherry (2013)

Cross sectional study is a research method which is using in developmental psychology, but also utilized in many other areas including social and education. This type of study utilizes different groups of people who differ in the variable of interest, but share other characteristic such as socioeconomic status, educational background and ethnicity. Cross sectional study are designed to look at a variable at a particular point in time.

The data of this research come from three groups of Indonesian EFL students of Muhammadiyah University of Surakarta. They were one hundred and fifty Indonesian EFL students in the third, fifth and seventh
semester of English department who are registered since 2012. This research focus on the perception of (im) politeness used in complaint by Indonesian EFL learner. The researcher interested to this topic because the society assumed that level or education background and gender was influenced to the way of complaint and what complaint strategies are used by them.

B. Scope of the Study

This study is a cross sectional study in which participants are third, fifth and seventh semester of English Department of Muhammadiyah University of Surakarta. In this research, the writer deals with the perception of (im) politeness based on level of study and gender used in complaint done by Indonesian EFL students in Muhammadiyah University of Surakarta. The data were analyzed using complaint strategies by Anna Trosborg (1995), Politeness by Brown and Levinson (1987) and Impoliteness by Culpeper (2010). The complaints were elicited through DCT, it is not real complaint in real situation in face interaction but the researcher gives respondents some of complaint statement. They must comment those complaints according to their self.

C. Problem Statements

There are three problem statements of this research that organized by the researcher.

1. Is there any different perception of (im) politeness used in complaint among three groups of Indonesian EFL students?
2. Is there any different perception of (im) politeness used in complaint based on different gender?

3. What are the reasons provided by Indonesian EFL students to judge (im) politeness used in complaint?

D. Objectives of the Study

Based on the problem above, the researcher organizes the objective of the study as the follows:

1. To describe the perception of (im) politeness used in complaint among three groups of Indonesian EFL students.

2. To describe the perception of (im) politeness used in complaint based on different gender.

3. To explain the reasons provided by Indonesian EFL students to judge (im) politeness used in complaint.

E. The Benefit of The Research

The researcher hopes this research will extend some benefits both theoretically and practically.

1. Theoretical Benefit

The writer hopes the results of this research can give contribution and enrich the knowledge of pragmatic study especially on perception of (im) politeness, speech act of complaint and reasons of students to judge (im) politeness.
2. Practical Benefit
   
a. For Learners
   
   For learners, the writer hopes the results of this research will increase learner’s knowledge in pragmatics study especially perception of (im) politeness and reasons to judge (im) politeness.

b. For Lectures
   
   For lectures, the writer wishes the results of this research can add information to transfer knowledge in pragmatic field especially perception of (im) politeness and reasons to judge (im) politeness.

c. For The Other Researcher
   
   For the other researcher, the writer expects this research can be meaningful for them whose interest to study in the similar topic with this research.

F. Research Paper Organization

   This research paper organization is dividing into five chapters.

   Chapter I is introduction which consists of background of the study, scope of the study, problem statement, objective of the study, benefit of the study, and research paper organization.

   Chapter II is underlying theory which includes the previous study about complaint, notion of pragmatics, speech act, complaint, politeness, impoliteness.
Chapter III is research method which deals with type of the research, object of the research, subject of the research, data and data source, method of collecting data, and technique of analyzing data.

Chapter IV is research finding and discussion. The research finding will be elaborated into different perception of (im) politeness among three group of level, the reasons provided by Indonesian EFL students to judge (im) politeness used in complaint and different perception of (im) politeness used in complaint based on gender.

Chapter V is conclusion and suggestion. In addition, the last part will be bibliography, virtual references, and appendix.