BIBLIOGRAPHY

Astika, Dheftya Cahya. 2013. *Complaint Strategies Used By Indonesian EFL Learners In Muhammadiyah University of Surakarta Viewed in From Social Distance, Status and Gender*. Surakarta: Muhammadiyah University of Surakarta.


Journal of Pragmatics 24, 3232-3245.


Sukarno, 2010.*The Reflection of the Cultural Concepts in the Politeness of Javanese*. Volume 12, Number 1


VIRTUAL REFERENCES

Cherry, Kendra. 2013. What is a Cross Sectional Study. 
http://psycology.about.com