

CHAPTER I

INTRODUCTION

A. Background of The Study

Interpersonal interactions between speaker and hearer are occurring in daily activity and occasions involving many kinds of speech acts in which complaint is one of them. According to Trosborg (1995) complaint is a kind of speech act especially illocutionary act in which people express their negative feeling. In the speech act of complaint, a speaker expresses displeasure or annoyance as a reaction to past or ongoing action. According to Wierzbicka (in Eslami and Rasekh (2004: 180)), complaint is verbal, fully intentional and indicates “something bad happened” to the speaker.

In general study, complaint is one of object in which many researchers expand this study on many perspectives and focuses. Iran, Azarmi (2012) investigated the ability of the upper intermediate and the intermediate learners in keeping face in different complaint situations. In Barcelona, Trench (1995) studied complaint in Catalan and in English. In France, Traverso (2008) investigated third-party complaints in ordinary conversation between friends. In Florida, Boxer (1993) analyzed indirect complaint between Japanese and English speaking peers. In Indonesian, Wijayanto et. al(2012) analyzed inter-language pragmatics of complaint by Indonesian learners of English. The previous studies about complaint indicated that complaint was intrinsically face threatening act. Nevertheless responses to complaint have been under studied.

For that reason, the current research to continue the previous research which particularly studies the responses to complaint applying pragmatic approach in Indonesia. The only research which discussed complaint responses was that of Eslami and Rasekh (2004) entitled Face-keeping strategies in reaction to complaints. This present study is also to develop their research in Indonesian EFL learning context. According to Frescura (in Eslami and Rasekh (2004)) shows:

Reacting to complaints appropriately is one of the functions of the language that is remedial in nature. If the complainer is considered by the complainees to have the right to complain, then the most frequent verbal strategy used to react to the complaint is to apologize for the offense committed. Hence reacting to complaints is performed by acceptance of the offense committed and apologizing or denying the accusation.

The following is an example of a complaint response taken from Eslami & Rasekh study:

Situation: forgot a meeting a friend for second time with the same person.

Complainer: *"I waited for you more than an hour! What happened?"*

Responses (Persian speakers):

"Oh, my Gosh, Mr. We became ashamed again, to your soul, I don't know at all why this happened. Mr., I am ashamed, the pressure of life has not left any attention for me! I forgot."

Responses (American English speaker):

"Oh, my gosh! I'm so sorry. I completely forgot. Can we schedule another time to meet?"

This example showed that Persian speaker preferred more direct strategies for performing request speech acts compared to American subjects in the study. Persian speakers used the formulate ‘expression of appeal,’ (for understanding, leniency, and self control). While American used ‘I’m sorry’ it was expression of regret (IFIDs).

The writer would analyze the complaint responses into classification of nine strategies that certainly contain of politeness strategies and the effect of different gender on complaint responses by English learners. The writer conducted the research paper entitled “*Complaint Responses Used By Indonesian EFL Learners*”.

B. The Scope of The Study

The writer limits the range of the research study and the object of the research, as follow; (1) The research is only focused on the politeness strategies and complaint responses strategies used by EFL learners, and (2) the data of research is taken from Indonesia learners’ seventh course degree of English education department in Muhammadiyah University of Surakarta. The complaint responses were only elicited from DCT, not from real conversation.

C. Problem of The Study

Based on the background of the study above, the writer states the problem statement as follows:

1. What complaint responses strategies are used by EFL learners?

2. What politeness strategies of complaining responses are used by EFL learners?
3. How different genders of Indonesian EFL learners induce different use of complaint response strategies?

D. Objective of The Study

Based on the problem statement above, the objectives of the study are:

1. To describe complaint responses strategies used by EFL learners.
2. To describe the politeness strategies of complaining responses used by EFL learners.
3. To describe different complaint responses strategies used by different gender.

E. Benefit of The Study

By doing this research, the writer hope that the research finding will be beneficial as the following:

1. Theoretical Benefits
 - a. The result of the study will give contribution and information to the study of pragmatic; especially for the study of complaint responses used by EFL learners.
 - b. The result of the study will be enriching the referenced by other researcher dealing with the study of complaint responses used by EFL learners in different approach.

2. Practical benefits

- a. For the lecturer, it can be useful and meaningful for the lecturer to conduct new research from Indonesian EFL learners in different perspective.
- b. For the students, it can be useful to linguistic student for explaining them about the knowledge of complaint responses strategies and their politeness.
- c. For the reader can use the result of the study as an additional reference in understanding the politeness strategies used in complaint responses based on pragmatic approach.