

CHAPTER I

INTRODUCTION

A. Background of the Study

Complaint is one of speech acts which could engender communication breakdown. It threatens the addressee's positive face as a complainer expresses negative evaluations of a situation which is the result of the addressee's past actions. It could also threaten the addressee's negative face as it may contain an implicit or explicit demand to rectify the aforementioned situation (Kraft&Geluykens, 2002). As complaint intrinsically carries threat it often impairs social relationship between interlocutors (Moon, 2002; Olshtain&Weinbach, 1993). Then, when someone complains to another, actually he has an answer to give respond for this complaint.

Along this line, the complaint responses have studied by several researchers with different cultural background in the other countries. For example, in Thailand Prachanant (2006) studied Pragmatic Transfer in Responses to Complaints by Thai EFL Learners in the Hotel Business. In Canada, Laforest (2002) studied scenes of family life complaining in everyday conversation. In Texas, Rasekh (2004) focused face-keeping strategies in reaction to complaint. In Amsterdam, Olshtain and Weinbach (1987) studied the speech act of complaint as produced by native and nonnative speakers of Hebrew. In Berlin, Murphy and Neu (1996) studied the speech act of complaint as produced by American and Korean Learners of

English. In America, Moon (2001) studied the speech act of complaint as produced by 129 native and nonnative speakers of English. In English, Tanck (2002) conducts research that aims to compare the pragmatic competence of adult ESL speakers to that of adult native English speakers when performing the speech act of complaints and refusals. In Makkah, Majeed Al-Tayib Umar (2006) studied the speech act of complaint as realized by advanced Sudanese learners of English. And at last, in Indonesia, Wijayanto (2013) analyzed Politeness in Interlanguage Pragmatics of Complaints by Indonesian Learners of English. The previous study about complaint indicated that complaint was intrinsically face threatening act. Nevertheless responses to complaint have been under studied.

The current research is to continue the previous study which particularly studies the complaint responses. The only research which discussed complaint responses strategies was Rasekh (2004) entitled Face-keeping strategies in reaction to complaints. This present study is also to develop and to complete their research in Indonesian EFL learning context.

The following is an example of complaint responses taken from Wijayanto's study:

Situation 1

“Your close friend borrows your new digital camera. She uses the camera to take seascapes views that she visits. When she returns your camera, you find that the lens of your camera is broken. You complain to your close friend about it.”

Complainer : *“I am sorry girl, I want to ask you, why my lens is broke after you borrow it? Can you retell for me?”*

Responses : *“I am sorry, but there was a little accident. I do really don’t mind to broke your lens.”*

Based on the situation above, the response is *“I am sorry, but there was a little accident. I do really don’t mind to broke your lens.”* The sentence of *“I am sorry”* concludes IFIDs or illocutionary force indicating devices (an offer of apology), then the sentence *“but there was a little accident”* concludes the explanation when the participants are complained, the last sentence *“I do really don’t mind to broke your lens”* concludes acceptance of responsibility (lack of intent). So, the formula is (IFIDs (an offer of apology) + explanation + acceptance of responsibility (lack of intent)).

The writer would to analyze the complaint responses strategies that certainly contain of politeness strategies and the effect of different gender on complaint responses by Javanese English learners. From those backgrounds, the researcher would like to conduct an analysis entitled **“COMPLAINT RESPONSES USED BY JAVANESE LEARNERS OF ENGLISH.”**

B. Scope of the Study

In this research, the researcher limits the problem on complaint responses utterances used by Javanese English learners. There is an interesting phenomenon to be analyzed. The data are collected by the utterances used as the response of complaint of Javanese students of Department English Education at Muhammadiyah University of Surakarta.

C. Problem Statement

Based on the background of the study above, the problem statements can be formulated as follows:

1. What complaint responses are used by Javanese learners of English?
2. What are the differences in complaint responses given by male and female EFL students?
3. What politeness strategies are involved in complaint responses used by Javanese learners of English?

D. Objective of the Study

Based on the problem statements mentioned above, the researcher has the following objectives as follows:

1. To describe complaint responses used by Javanese learners of English.
2. To describe the differences in complaint responses given by male and female EFL students.
3. To describe the politeness strategies which are involved in complaint responses used by Javanese learners of English.

E. Benefit of the Study

The researcher expects that this research can give benefits as follow:

1. Theoretical Benefit
 - a. The result of this research will give contribution and information to the study of pragmatics, especially for the study of complaint responses used by Javanese learners.

- b. The result of this research will enrich the referenced theory of complaint responses used by Eslami&Rasekh (2004).

2. Practical Benefit

- a. For the lecturer, it can be useful and meaningful for the lecturer to conduct new research from Indonesian learners in different approach.
- b. For the learners, It helps EFL students to explain the knowledge of complaint responses strategies and their politeness.
- c. For other researcher, the result could be a reference in other researches of complaint responses strategies and their politeness.

F. Research Paper Organization

Finally, to guidance for either the researcher in writing the research paper or readers in reading the whole contents of research paper, the researcher contains five chapters. Chapter I is introduction which is contains background of the study, problem statement, objective of the study, benefit of the study, limitation of the study, and research paper organization. The second chapter is literature review that pragmatics, sociopragmatics, pragmalinguistics, principle of pragmatics, interlanguage pragmatics, speech act, complaint, directness levels of complaint, indirectness levels of complaint, the complaint strategies, complaint responses and the politeness. The third chapter deals with research method which contains the type of the research, object of the research, data and data source, method of collecting data, technique and analyzing data and research data coding. Then chapter IV is research finding and discussion which contains data analysis, research finding and discussion of research finding. The last chapter draws conclusion and suggestion.