

BIBLIOGRAPHY

- Abdolrezapour, Parisa; Dabaghi, Azizollah; and Kassaian, Zohreh. (2012). Iranian EFL Learners' Realization Of Complaints In American English. *GEMA Online™ Journal of Language Studies*. Vol.12. No 2
- Bikmen, Ahmed and Marti, Leyla. (2013). A Study of Complaint Speech Acts in Turkish Learners of English. *Education and Science*, Vol.38, No 170.
- Bousfield, Derek. (2008). *Impoliteness in Interaction*. Amsterdam/ Philadelphia: John Benjamins Publishing Company.
- Boxer, Diana (1991). Building Rapport through Indirect Complaints: Implications for Language Learning. <http://files.eric.ed.gov/fulltext/ED335925.pdf>.
- Cajanko, Mojca. (2016). *Politeness in Hittite State Correspondence: Address and Self-Presentation*. Doi: 10.1515/pr-2016-0006
- Chiravate, Boonjeera. (2011). Perception of Politeness in English Request by Thai EFL Learners. *The Southeast Asian Journal of English Language Studies*, Vol 17, No. 2.
- Chen, Yuan Shan; Chen, Chun Yin Doris; and Chang, Miao Hsia. (2011). *American and Chinese Complaints: Strategy Use from A Crossr-Cultural Perspective*. Doi: 10.1515/IPRG.2011.012
- Cheng, Stephanie Weijung. (2005). An Exploratory Cross – Sectional Study of Interlanguage Pragmatic Development of Expressions of Gratitude by Chinese Learners of English. *Iowa Research Online*. <http://ir.uiowa.edu/etd/104>.
- Corder, S.P. (1982). *Error Analysis and Interlanguage*. London:Oxford University Press
- Creswell, John W. (2007).*Research Design*. London: SAGE Publications.
- Culpeper, Jonathan. (1996). Toward an Anatomy of Impoliteness. *Journal of Pragmatics*, 25, 349-367.
- _____, Jonathan. (2010). Conventionalised Impoliteness Formulae. *Journal of Pragmatics*, 42, 3232-3245.

- Deveci, Tanju. (2015). The Complaint Speech Act Set Produced by University Students Speaking English as a Foreign language. *Literacy Information and Computer Education Journal (LICEJ)*. Vol.4, No.1
- Dickey, Eleanor. (2016). *Politeness in Ancient Rome: Can It Help Us Evaluate Modern Politeness Theories?* Doi: 10.1515/pr-2016-0008
- Fauziati, Endang. (2009). *Readings on Applied Linguistics*. Surakarta: Era Pustaka Utama.
- Flor, Aliacia Martinez and Juan, Esther Uso. (2015). *The Role of Instruction on EFL Learners' use of Complaining - Apologising Semantic Formulas*. Doi: 10.1016/j.sbspro.2015.11.293
- Gharaghani, Zahra; Rasekh, Abbas Eslami; and Tohidian, Iman. (2011). A Cross-Cultural Investigation of the Effect of Situational Context on Politeness Strategies in Greetings of Native Speakers of English and EFL Learners. *Elixir International Journal*, 40, 5321-5328. .
- Hong, Chi Yin. (2015). *Making Complaints—Proficiency Effects on Instructor- and Peer-directed Email Correspondence*. Doi: 10.17507/jltr.0601.06
- Juan, Esther Uso and Flor, Aliacia Martinez. (2015). *Assessing EFL Learners' Performance of the Conventional Expressions of Complaining and Apologising*. Doi: 10.1016/j.sbspro.2015.02.030
- Kadar, Daniel Z. (2012). *Historical Chinese Politeness and Rhetoric. A Case Study of Epistolary Refusals*. Doi: 10.1515/pr-2012-0006
- Kakolaki, Leila Nasiri and Shahrokhi, Mohsen. (2016). *Gender Differences in Complaint Strategies among Iranian Upper Intermediate EFL Students*. www.scholink.org/ojs/index.php/selt
- Kasper, Gabriele and Kulka, Shosana Blum. (1993). *Interlanguage Pragmatics*. New York: Oxford University Press
- Lee, Cynthia. (2010). An Exploratory Study of the Interlanguage Pragmatic Comprehension of Young Learners of English. *Pragmatics*, 20, 343-373.
- Linde, Angeles. (2009). How Polite Can you Get? : A Comparative Analysis of Interlanguage Pragmatic Knowledge in Spanish and Moroccan EFL University Students. *Porta Linguarium*, 12, 133-147.

- Matsumura, Shoichi. (2007). *Exploring the Aftereffects of Study Abroad on Interlanguage Pragmatic Development*. Doi: 10.1515/IP.2007.010
- Mofidi, Marzieh an Shoustari, Zohreh Gooniband. (2012). *A Comparative Study of the Complaint Strategies among Iranian EFL and ESL Students – The Study of the Effect of Length of Residence and the Amount of Contact*. Doi:10.5539/elt.v5n11p118
- Murphy, Beth and Neu, Joyce. (1996). *Speech Acts Across Cultures*. New York: Mouton de Gruyter.
- Orthaber, Sara and Reiter, Rosina Marquez. (2011). *“Talk to the Hand”. Complaints to a Public Transport Company*. Doi:10.1016/j.pragma.2011.10.004
- Pierre and Rosier. (2013). Politeness Strategies in Firms’ Answers to Customer Complaints.<https://scholar.google.co.id/scholar?hl=id&q=Politeness+strategies+in+firms%E2%80%99+answers+to+customer+complaints&btnG=>
- Schauer, Gila A. (2009). *Interlanguage Pragmatic Development (The Study Abroad Context)*. London: Continuum.
- Sheykh, Shahin & Esmaeli, Maral Sheykh. (2015). A Comparative Study of Expressive Speech Acts (Apologies, Complaints and Compliments): A Case Study of Persian Native Speakers and EFL Learners. *Modern Journal of Language Teaching Methods (MJLTM)*. Vol. 4. No 5
- Song, Sohoo. (2012). *Politeness and Culture in Second Language Acquisition*. University of Wisconsin-Milwaukee, USA: Palgrave Macmillan.
- Taguchi, Naoko. (2011). *The Effect of L2 Proficiency and Study- Abroad Experience on Pragmatic Comprehension*. Doi: 10.1111/j.1467-9922.2011.00633.x
- Trosborg, Anna. (1995). *Interlanguage Pragmatics (Request, Complaints, and Apologies)*. New York: Mouton de Gruyter.
- Watts, Richard J. (2003). *Politeness (Key Topics in Sociolinguistics)*. United States of America: Cambridge University Press.
- Wijayanto, Agus; Laila, Malaikatul; Prasetyarini, Aryati; and Susiati, Susi (2013). *Politeness in Interlanguage Pragmatics of Complaints by Indonesian Learners of English*. Doi:10.5539/elt.v6n10p188

Yarahmadi, Anahita and Fathi, Sharzad. (2015). *A Cross Cultural Study on Iranian EFL Students' Pragmatic Transfer*. Doi: 10.1016/j.sbspro.2015.06.077

Yule, George. (1996). *Pragmatics*. New York: Oxford University Press

Zangoei, Ali and Derakhshan, Ali. (2014). Iranian EFL Learners' ILP Comprehension and Their Language Learning Preferences: The Effect on Consciousness – Raising Instruction. *International Journal of Language Learning and Applied Linguistics World (IJLLALW)*, Vol.5 No 2.