

CHAPTER I

INTRODUCTION

A. Background of the Study

An effective communication is important for a good relationship. Some and respond the utterance. In language field, it needs knowledge in using language based on context and situation. It is called pragmatics.

Pragmatics is the study of the relationship between linguistic forms and the users of those forms (Yule, 1996: 4). In other words, pragmatics is study of speaker's and contextual meaning. The study of pragmatics includes presupposition, deictic, speech act and implicature. Speech act is one of main points of pragmatics in this research. Speech act is defined as an action via utterance (Yule, 1996: 47). When someone used speech act, they use words to do something. Searle (1976) explains that there are five categories of speech act. They are representative, directive, commisive, expressive and declarative.

Expressive is one kind of speech act that states what the speaker feels (Yule, 1996: 53). It means that people express their emotion. People perform this utterance when they experience something or respond what they felt or heard. The kinds of expressive utterance are like, dislike, joy or sorrow (Yule, 1996: 53). According to Trosborg (1995), complaint utterance includes in expressive utterance. It is because when the speaker states complaint, he or she states a disapproval or dissatisfied feeling of something. People usually use expressive utterance in daily life. It can be found in daily conversation, novel, and movie or movie's manuscript. In daily conversation, the failure of the effective conversation is happened when people do not get what they want and what they expect during the interlocutory. Then it shows negative feeling, conflict, disagreement and disapproval. This is the reason why people express complaint utterance.

In complaining, people express it through hint, annoyance, accusation, blaming, asking responsibility, warning, threatening and disappointment. They utter various kind of complaining. It could be direct or indirect utterance to the

hearer. Complaint utterance happens when someone accepts inappropriate condition. For instance receiving unkind utterance, service, and product. Sometimes speaker could arise face threatening and conflict when speaker expresses complaint much threat to the hearer. So, they should show the kind of politeness although they get temperament or negative feelings in defining and reacting something especially complaining.

For instance, people say (1) it is your mistake (2) I understand this is your mistake. (3) I'm afraid there maybe misunderstanding. Those statements have same meaning but each of them has different level of politeness.

Politeness becomes one of the most important strategies to face the complexity of communication. Politeness can show the identity and character of someone. In other word, politeness is self-reflection. Speaker's attitude in delivering language also shows the intelligence of him or her. However, in real life, people do not aware much about politeness, especially when they deliver a complaint in social media and in real life. The complaint that does not reflect politeness strategies can appear conflict.

The act of complaining is the main focus besides the politeness. Some of the reason influencing politeness is social distance, power, and relation. The complaining utterance should be understood well. An illocutionary act in which the speaker (the complainer) expresses his/her disapproval, unsatisfied, negative feelings, to state of affair of he or she is feeling is defined as a complaint (Trosborg, 1995: 311-312). It is so interesting to know the act of complaining outside of daily conversation. One of literary work that reflects human life is a movie.

The movie that is explored by the researcher is *Ender's Game*. There is complaining strategies found in this movie. *Ender's game* tells about the battle between human being and alien called Formic. Formic has been attacked many years ago. Then, International Fleet trains the teenager as a leader in the Formic's mission attacking. The characters utter many expressive utterances especially the expression of disapproval negative feeling and in the interaction to others.

Many complaining is delivered by the characters in interlocutory. The difference of the power and the distance is between adult and teenager. The adult as a trainer (commander, colonel, sergeant) while the teenager as a student. The case of the distance and the power affect them in the interlocutory. Some related research that discusses the case of distance and power written by Atefeh Eshraghi (2016) and Mohsen Shahrokh (2016). They analyze the significant difference between Iranian female EFL learners and female native English speakers in terms of using complaint strategies about contextual variables. Furthermore, the findings show social distance and social power is one of the factors affecting the significant difference between the two groups of participants. The result shows that social status of interlocutor had a great influence on strategy use by participants of two groups (female EFL speakers and female native English learner).

Based on the phenomena above, the researcher is interested in analyzing the act of complaining of all the characters. It can be classified into some kinds of strategies which have certain types and the reasons. Besides, the analysis of complaining acts, the researcher also analyzes politeness strategies of the characters. So, the researcher is interested of this issue, and then the writer conducts the research entitled "*An Analysis of Complaining Strategies Used by the Characters in the Film Entitled Ender's Game*".

B. Limitation of Study

This study focusess on complaining and politeness strategies used by the characters in the film entitled *Ender's Game*. The analysis included, (1) the act of complaining, (2) the politeness strategies of the complaining utterance. It is analyzed by Trosborg's theory and the Wijayanto et. al classification. While politeness strategies use the theory of Brown and Levinson.

C. Problem Statement

Based on the background study above, the focus of the study in this research can be formulated as follow:

1. What complaining strategies are used by the characters in the film entitled *Ender's Game*?
2. What politeness strategies of the complaining utterance are used by the characters in the film entitled *Ender's Game*?

D. Objective of the Study

The aims of the study mentioned as follows:

1. To describe the complaining strategies used by the characters in the film entitled *Ender's Game*.
2. To describe the politeness strategies of the complaining utterances used by the characters in the film entitled *Ender's Game*.

E. Benefit of the Study

1. Academic Benefit

This study is expected to make contribution research linguistic work, especially for the study of politeness strategies of complaining utterance.

2. Practical Benefit

This study is expected to give information to the reader about the complaining strategies used by character of *Ender's Game*. Furthermore, the researcher hopes this research can be used as a consideration and reference to further research who taken the research in pragmatic frames.

F. Research Paper Organization

The Research Consist of Five Chapters and Organized as Follows:

Chapter I is Introduction which consists Background of the Study, Limitation of Study, Problem Statement, Objective of the Study, Benefit of Study and Research Paper Organization.

Chapter II is Underlying Theory which covers Theoretical Review and Previous Study. It covers some related study which has conducted by some previous researcher. It also covers the theories which used in analyzing the data for instance complaint and politeness strategies.

Chapter III is Research Method which explains Research Type, Research Object, Data and Data Source, Technique of Collecting Data , Technique of Analyzing Data.

Chapter IV is Research Finding and Discussion. In this part, the writers provide clear explanation of the study of complaint utterance and politeness in *Ender's Game*.

Chapter V is conclusion and suggestion. In this part, the writer closes the research by giving conclusion and suggestion.