

**COMPLAINING UTTERANCES USED BY SOCIAL MEDIA USERS
TO THE SPEECH OF GRETA TURNBERG
IN THE UNITED NATIONS CLIMATE ACTION SUMMIT**



**Submitted as a Partial Fulfilment of the Requirements for Getting Bachelor Degree
of Education in English Department School of Teacher Training and Education**

By:

AURORA MAHLIHA SALSABILLA

A320160285

**DEPARTMENT OF ENGLISH EDUCATION
SCHOOL OF TEACHER TRAINING AND EDUCATION
MUHAMMADIYAH UNIVERSITY OF SURAKARTA
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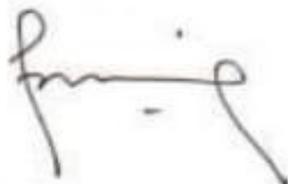
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by:

AURORA MAHLIHA SALSABILLA
A320160285

Approved to be examined by Consultant

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Dra. Siti Zuhriah Ariatmi, M.Hum
NIDN.0608076001

ACCEPTANCE

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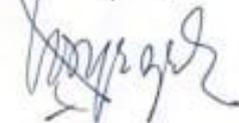
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AURORA MAHLIHA SALSABILLA
A320160285

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School of Teacher Training and Education
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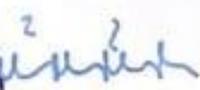
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(Chair Person)
2. Dr. Malikatul Laila, M.Hum.
(Member I)
3. Qanitah Masykuroh, S.S, M.Hum.
(Member II)

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()

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Muhammadiyah University of Surakarta
School of Teacher Training and Education
Dean,




Dr. Marion Loko Prayitno, M.Hum
NIDN 28199303001

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The Researcher



AURORA MAHLIHA SALSABILLA

A320160285

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Abstrak

Penelitian ini merupakan studi tentang ujaran keluhan yang digunakan oleh pengguna media sosial terhadap pidato Greta Turnberg dalam United Nations Climate Action Summit. Tujuan dari penelitian ini adalah: (1) Mendeskripsikan strategi mengeluh dalam respon media sosial terhadap pidato Greta Turnberg dalam United Nations Climate Action Summit yang digunakan oleh Trosborg (1994). (2) Untuk mengklarifikasi beratnya ucapan keluhan dalam tanggapan media sosial terhadap pidato Greta Thunberg yang digunakan oleh Olshtain dan Weinback (1987). Data penelitian ini adalah tuturan yang berisi tindak pengaduan, khususnya data dari semua ujaran yang terdapat pada tuturan Greta Turnberg dan The Comment of The Social Media users. Data berasal dari berita atau blog yang dirilis tentang pidato Greta Turnberg. Semua data yang digunakan berasal dari pengguna media sosial di seluruh dunia. Pengumpulan data dilakukan dengan observasi dan dokumentasi. Untuk mendapatkan validitas penelitian ini peneliti menggunakan triangulasi. Analisis data dilakukan melalui beberapa tahapan, yaitu mengungkap jenis-jenis ucapan keluhan, mendeskripsikan beratnya ekspresi keluhan, dan menarik kesimpulan. Hasil penelitian menunjukkan bahwa: (1). Ada 3 strategi pengaduan yang digunakan di media sosial untuk menanggapi pidato Greta Turnberg di United Nations Climate Action Summit berdasarkan teori Trosborg, yaitu tidak ada celaan eksplisit, ekspresi kesal atau tidak setuju dan menyalahkan. (2) Ada 4 keparahan pidato Greta Turnberg yang digunakan, analisis ini didasarkan pada teori Olshtain dan Weinback, yaitu Pengaduan Eksplisit, Tuduhan dan Peringatan, dan Ancaman Langsung.

Kata kunci: Greta Turnberg, pengguna media sosial, ucapan keluhan

Abstract

This research explores complaining utterances used by social media users to the speech of Greta Turnberg in the United Nations Climate Action Summit. The objectives of this research are: (1) to describe complaining strategies in social media response to the speech of Greta Turnberg in United Nations Climate Action Summit used by Trosborg's (1994). (2) to clarify the severity of complaining utterances in the social media response to the speech of Greta Turnberg by using Olshtain and Weinback's (1987). The data of this research are utterances containing complain act, the data especially from all utterances found in the speech Greta Turnberg and The Comment of The Social Media users. The data are the news or blog released about Greta Turnberg speech. The data collection was done by using observation and documentation. To get the validity of this research the researcher uses triangulation theory. The data were analyzed through some steps, those were data reveal the types of complaining utterances, describe the severity of complaining expression, and drawing conclusion. The results of this research showed that: (1). There are three complaining strategies used in social media to respond Greta Turnberg speech in United Nations Climate Action Summit based on Trosborg's theory, i.e no explicit reproach, expression of annoyance or disapproval and blaming. (2) There are four severities of Greta Thunberg speech used, this analysis was based on Olshtain and weinback theory, those are Explicit complaint, Accusation and Warning, and Immediate threat.

Keywords: complaining utterances, Greta Turnberg, social media users

1. INTRODUCTION

In day to day basis, a person certainly has a lot of emotions that may be expressed through feeling such as happy, annoyed, disturbed, unsatisfied, and etc. One of the feelings which is interesting to learn is dissatisfaction. This feeling may be expressed by making complaints.

A speech act in which disappointment or grievance is expressed is called complaint (Clyne, 1994). Brown and Levinson (1987) claim that complaint is used to threaten the addressee. The main objective of complaint speech is to get some action on some problem to sort along out. How it is presented affect people on how to perceive the main idea of a complaint speech.

Complaints can be regarded as examples of different kind of some acts. This speech act shows the speaker's reaction that conveys a negative perspective that may refers to disapproval, negligence, anxiety, or displeasure to some problem.

Trosborg (1994) claims that a complaint is as an illocutionary act in which the speaker expresses a person disapproval, negative feeling, etc. towards the state of affairs is described in the proposition for which the person holds the hearer responsibility, either directly or indirectly.

The researcher have to understand the fields of study in recent linguistics and also about pragmatics. According to Schmidt (2002) state that pragmatics deals with "the study of how language used in communication, particularly the relationships between sentences and the context and situation in which they usually used" From the point of view from linguistics may be able to see the speaker intention to specifics topics of complaint that are being said.

One of the cases on complaining speeches is of Greta Turnberg, a 15 years old girl who has the bravery to express her complaints in front of UN ambassadors on UN Climate Changes Summit that was held in New York 2018. This action was bold and full of courage, she exclaimed how old generations were dare leaving the young generation to suffer from the climate change that caused by neglecton of earth environment. Her speeches were echoed throughout the whole wide world.

With the support of her parents her thought has made the old generation to give more attention to environment sustainability. This speech has affected a lot of subjects such as industrial, automotive factory, until plastic based product manufacturer. Therefore, her speech was powerful and really made one step closer to environment sustainability.

There were many previous researches related to the complaining strategies based on pragmatic study of complain utterances. The first study is conducted by Onalan Okar and

Cakir Abdulvahit (2018) about a comparative study on speech acts: formal complains by Native Speakers and Turkish Learners of English. The second study is conducted by Masjedi, N and Paramasivam, S (2018) about complain and politeness strategies used by Iranian Speakers of English. The third study is conducted by Kreishan Lana (2018) about Politeness and Speech acts of Refusal and Complaint among Jordania Undergraduate Students. The researcher has investigated about the refusal and complaint speech act strategies employed by Jordanian undergraduate EFL learners. The fourth study is conducted by Gallaher, B. M (2012) about the Speech Act of Complaint in English an in Russian and its Emergence in the Pragmatic Competence of Adult American Learners of Russian. The fifth study is conducted by Bikmen Ahmet (2015) about a Study of Complaint Speech Acts in Turkish Learners of English. The sixth study is conducted by Farnia, M., Buchheit, L., and Banu, S (2010) about a contrastive pragmatic study of speech act of complaint in American English and Malaysian. The seventh study is conducted by Deveci, Tanju (2015) about the Complaint Speech Act Set Produced by University Students Speaking English as a Foreign Language. The eighth study is conducted by Boxer, D and Pickering, L (2014) about Problems in the presentation of speech acts in ELT materials: the case of complaints. Finally the last study conducted by Razzak, S. F. A and Jamil, A. K. F (2016) about a Pragmatic study of Complaints.

Based on the previous studies above, this research conducted similar concern with the current related studies in analysing the ways of expressing speech act of complaint. This research also applies similar instruments and methodology through watching the movie, read the movie transcription and selected extracts the utterances which contain in the movie. Therefore, what makes it different among others is the data source to be analysed. This research point outs the complaining utterances used by social media users to the speech of Greta Turnberg in the United Nations Climate Action Summit as the research source. In this research, the writer focuses on analysing complaining strategies to find out the types of complaining strategies used to deliver complains in social media of response Greta Thunberg speech in United Nations Climate Action Summit by using Trosborg's (1994) theory. In this research the writer also investigated the severity of Greta Thunberg speech by using Olshtain and Weinback's (1987) theory.

This speech of her may be perceived with a lot of meaning, therefore researcher want to digest the intention of the speech through pragmatics view of the speech. Through linguistics the researcher may dissolve the type of the speech, main purpose, and the meaning of the complaint.

2. METHOD

The type of this research is descriptive qualitative research. The data were taken especially from all utterances found in the speech Greta Turnberg and The Comment of The Social Media users. The data sources are the news or blog released about Greta Turnberg speech. This research used observation and documentation for collecting the data. To get the validity of this research the researcher uses triangulation. The writer uses the document and rather expert judgment in finding complaining expression used by social media users in Greta Turnberg speech. In analysing the data the researcher refers to the theory is complaining theory proposed by Trosborg (1994). The data analyzed by conducting the following steps as follows: 1) reveal the types of complaining utterances in Greta Turnberg Speech the writer used the theory proposed of Trosborg (1994) Olhstain and Weinbach (1987). 2) To describe the severity of complaining expressions used by social media in Greta Turnberg speech, the writer uses the theory of Trosborg (1994) about the basic function of complaining utterances. 3) Drawing conclusion from the data analysis and giving suggestions.

3. FINDING AND DISCUSSION

3.1 Finding

3.1.1 Complaining Strategy Used in Social Media to Respond Greta Turnberg Speech in United Nations Climate Action Summit.

Table 1. Types of Complaining Strategy

No	Types of Complaining Strategy	Data	Percentage
1	No explicit reproach	01/Mycoffeetime/NER 02/Jimmy Pappas/NER 03/ Joseph White/NER 04/ Bill Rowan/NER 05/DawsTheBoss/NER 06/LuisIgnacioHernandez/NER 07/ MrDifferentGuy/NER	31,81%
2	Expression of annoyance or disapproval	08/ Carlos Aguilera/EAD 09/ Gideon Cronje/EAD 10/ Nithin Paul/EAD 11/ Fjelsted Nord/ EAD	54,50%

		12/ Grubbynelson/ EAD 13/ LDH Productions/ EAD 14/ kys kys/ EAD 15/ Meghan Clark/ EAD 16/MonsterCycleRyde/ EAD 17/ jerryw66/ EAD 18/ abbysnowmist/ EAD 19/ v8 trike Byers/ EAD	
3	Blaming	20/ Crying guy black man/BLA 21/ Victoria Cassamajor/ BLA 22/ Zuharou hahou/BLA	13,60%
	TOTAL	22	100%

3.1.2 The Severity Of Greta Turnberg Speech Used

Table 2. The Severity Of Greta Turnberg Speech Used

No	The Severity Of Greta Thunberg Speech Used	Data	Percentage
1	Explicit complaint	1/Greeta/EC 2/Greeta/EC	50%
2	Accusation and Warning	3/Greeta/AW	25%
3	Immediate threat	4/Greeta/IT	25%
	TOTAL	4	100%

3.2 Discussion

Based on the table 1 above, the researcher found 3 strategies of Complaining strategy used in social media to responses Greta Turnberg speech in United Nations Climate Action Summit. Those are: No explicit reproach, Expression of annoyance or disapproval, and blaming. the analysis was based on Trosborg (1994) theory of complaint strategies. In the no explicit reproach strategy, the speakers indicate a form of insults with harsh word in the sentences of complaining, there are 7 data with no explicit reproach strategy or 31,81% of the total data found. The second strategy is Expression of annoyance or disapproval, in this complaint strategy, the speakers took

the responsibility of the hearer but the speakers didn't appoint the hearers directly, there are 12 data with Expression of annoyance or disapproval strategy or 54,5% of the total data found. The last is blaming strategy, in this complaint strategy, the accused is guilty of the charges that are being said by the speakers. It may express a form of condemnation, there are 3 data with blaming strategy or 13,6% of the total data found. The researcher also found direct and indirect complaint used in social media to responses Greta Turnberg speech in United Nations Climate Action Summit, there are 10 indirect complaint (45,45%) that make solidarity in social interaction and 12 direct complaint (54,54%) that are called face threatening acts.

Based on the table 2 above, the researcher used Olshtain and weinback (1987) theory of severities on a complaint. As the result, the researcher found 3 severity of Greta Turnberg speech used, those are Explicit complaint, Accusation and Warning, and Immediate threat. In the explicit complaint Greta selects this strategy to accomplish an open face threatening act towards the hearer yet without incitement. In the Accusation and Warning complaint, Greta performs an open face strategy, when choosing this threatening act, and even implies potential sanctions for the hearer. In the last severity, Immediate threat complaint, Greta openly attacks the United Nations leaders 's Face. The reference to Greta's action implies explicit threat as in "And change is coming whether you like it or not". The researcher also found that all the severity of Greta Thunberg speech used were using direct complaint (100%), because this complaint is directed to a person (the United Nations leaders) who is responsible for a perceived offense.

4. CONCLUSION

Based on the research above, it can be concluded that complaining strategy are used in social media to respond Greta Turnberg speech in United Nations Climate Action Summit. The researcher found three strategies of Complaining strategy used in social media to responses Greta Turnberg speech in United Nations Climate Action Summit, this analysis was based on Trosborg's theory, they are: (1) No explicit reproach, (2) Expression of annoyance or disapproval, (3) Blaming. And The severity of Greta Turnberg speech used. The researcher also found that there are four severities of Greta Turnberg speech used, this analysis was based on Olshtain and weinback theory, those are Explicit complaint, Accusation and Warning, and Immediate threat.

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