

CHAPTER I INTRODUCTION

A. Background of the Study

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.

To understand the fields of study in recent linguistics the researcher have to understand the pragmatics. 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 are Greta Turnberg, as a 15 years old girl she has the braveness to says her complaints to a lot of UN ambassador on UN Climate Changes that was held in New York 2018. This

action was bold and full of courage, she said that how dare old generations left the young generation to suffer from the climate change that caused by neglect 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 is affecting 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.

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.

B. Problem Statement

1. What complaining strategies are used in the social media response to the speech of Greta Turnberg in United Nations Climate Action Summit used by Trosborg's (1994) ?
2. What are the severity of complains utterances in the social media response to the speech of Greta Turnberg in United Nations Climate Action Summit used by Olshtain and Weinback's (1987)?

C. Limitation of the study

In this research, the researcher limits in analyzing the speech through pragmatic views underlying theory. To find the norm and culture from which speakers are saying by a foreign language from the researcher language.

D. Objective of Study

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 used by Olshtain and Weinback's (1987).

E. Benefit of The Study

The researcher hopes that this research can give benefit theoretically and practically to the teachers or lecturers, readers, and the next researchers. It's also useful for social media users and society in communication field. The benefits of this study are divided into;

1. Theoretical Benefits

Hopefully, this research can be used as reference about complaining strategies. It is also useful for social media users to enrich their knowledge about the strategies of complaining in daily speech by human. The researcher hopes that this research adding insight in the pragmatic linguistics field especially speech act of complaining strategies.

2. Practically Benefits

a. To the Teachers or Lecturers

The researcher hopes that this research can enrich the knowledge about complaining strategies in their teaching and learning process. The Teachers or Lecturers can give materials to their students about speech act and complaining utterances as the result of this research. So, it will help the teachers or lecturers to choose an appropriate materials in teaching and learning based on the topic.

b. To the Readers

This research can give an example a kind of complaining utterances which is used in social media. The researcher hopes that the result of this reseach can be useful to correct complaining strategies which are the part of the speech and also to know the complaining strategies which is used in social media. And also this research can give result about any kinds of strategy in giving complain expression each

other. This research hopefully can be usefull to the readers to criticize the complaining utterances are used in the social media.

c. To the next researcher

As the end of this research, the researcher hopes to the next researcher that this research can add insight knowledge towards complaining strategies. This research can be used as references to the next researchers to conduct the same research about analysing complaining strategies in daily speech acts.