

**STRATEGY OF COMPLAINTS FOUND IN *DOWNHILL*
MOVIE: SPEECH ACT ANALYSIS**



RESEARCH PAPER

By:

GHAZY MAHANNAD RAFI

(A320170082)

**DEPARTMENT OF ENGLISH EDUCATION
FACULTY OF TEACHER TRAINING AND EDUCATION
UNIVERSITAS MUHAMMADIYAH SURAKARTA**

2021

APPROVAL

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Approved to be examined by Consultant
School of Teacher Training and Education
Muhammadiyah University of Surakarta

Consultant



Prof. Dr. Endang Fauziati, M.Hum.

NIDN.0615035701

ACCEPTANCE

**STRATEGY OF COMPLAINTS FOUND IN *DOWNHILL* MOVIE:
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by:

GHAZY MAHANNAD RAFI
A320170082

Accepted by Board Examiner of English Education
School of Teacher and Training Education
Muhammadiyah University of Surakarta
On, 9 July 2021

The board Examiers:


1. Prof. Dr. Endang Fauziati, M.Hum.
(Head of Exaimer)

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2. Drs. Agus Wijayanto, M. A., Ph. D
(Member I of Examiner)

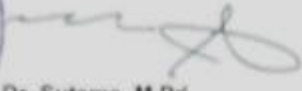
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3. Dra. Siti Zuhriah Ariatmi, M. Hum
(Member II of Examiner)

()



Dekan


Dr. Sutama, M.Pd.
NIK/NDN: 0007016002

TESTIMONY

I testify that in this research paper there is no plagiarism of previous literary works which been raised to obtain bachelor degree of certain university, nor there are opinions or masterpieces which have been written or published by others, except those in which the writing is referred to the manuscript and mentioned in literary review and bibliography.

Hence later, if it is proven that there are some untrue statements in this testimony, I will fully be responsible.

Surakarta, 9 July 2021

The Researcher



GHAZY MAHANNAD RAFI

A320170082

MOTTO

“We are forced to exert due to the dire condition, even rubbish can be a masterpiece.”

(Ghazy Mahannad Rafi)

DEDICATION

The present writer dedicated this research to:

- 1. Allah Subhaanahu Wa Ta'aala.**
- 2. My Dearest parent, Mr.Alm. Ari Budiarto and Mrs. Ngudhi Lestari**
- 3. My Beloved older sister Renita Ivana**
- 4. My Beloved Grandfather Hardian sukarno, Rochmat**
- 5. My Beloved Grandmother Masini, Sumarliah**
- 6. All of my friends**
- 7. And Beloved my self**

RINGKASAN

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Ghazy Mahannad Rafi, A320170082

A320170082@student.ums.ac.id

Prof.Dr. Endang Fauziati, M.Hum

Endang.Fauziati@ums.ac.id

Mengeluh adalah ungkapan yang digunakan orang untuk menunjukkan kekecewaannya kepada orang lain. Penelitian ini bertujuan: (1) mengidentifikasi jenis keluhan yang digunakan dalam film Downhill, dan (2) mendeskripsikan strategi keluhan yang digunakan dalam film Downhill. Desain penelitian ini menggunakan penelitian deskriptif kualitatif. Data penelitian ini adalah kutipan-kutipan berisi tindak tutur keluhan yang digambarkan dalam film Downhill (2020). Peneliti menggunakan teknik dokumentasi untuk mengumpulkan data. Dalam penelitian ini, penulis menggunakan penelitian deskriptif kualitatif sebagai teknik untuk menganalisis data, dan tindak tutur pengaduan dari Trosborg. Dari penelitian ini, penulis menemukan strategi dan jenis pengaduan. Jenis-jenis pengaduan sebagai berikut; 1) pengaduan sebagai tindak kekerasan terdapat 13 data atau 26% dari total data yang ditemukan, 2) tindak pengancaman wajah terdapat 5 data atau 10% dari total data yang ditemukan, 3) perangkat mitigasi 17 data atau 34% dari total data yang ditemukan, dan 4) ketidaksantunan pengaduan terdapat 15 data atau 30% dari total data yang ditemukan. Strategi pengaduan sebagai berikut; 1) tuduhan ada 16 data atau 32% dari total data yang ditemukan, 2) ekspresi kejengkelan ada 22 data atau 44% data ditemukan, 3) menyalahkan ada 4 data atau 8% dari total data yang ditemukan, dan 4) tidak secara eksplisit mencela ada 8 data atau 16% dari total data yang ditemukan.

Kata kunci: *tindak tutur keluhan, teori kesantunan, pragmatik*

SUMMARY

Ghazy Mahannad Rafi / A320170082. **STRATEGY OF COMPLAINTS FOUND IN DOWNHILL MOVIE: SPEECH ACT ANALYSIS.** Research paper. Faculty of Teacher Training and Education. University of Muhammadiyah Surakarta. July ,2021

Ghazy Mahannad Rafi, A320170082

A320170082@student.ums.ac.id

Prof.Dr. Endang Fauziati, M.Hum

Endang.Fauziati@ums.ac.id

Complaint is an expression that people used to show their disappointment to others. The aims of the study were: (1) to identify the type of complaints used in *Downhill* movie, and (2) to describe the strategy of complaints used in *Downhill* movie. This research design used descriptive qualitative research. The data of this research are excerpts containing speech act of complaints depicted in (*Downhill*, 2020) movie. The present writer uses the documentation technique for collecting data. In this research, the present writer using descriptive qualitative research as a technique to analyze the data, and speech act of complaints from Trosborg. Based on the study, the writer found strategy and type of complaints contained in the *Downhill* movie. The types of complaints as follow; 1) complaints as an abusive act there are 13 data or 26% of total data found, 2) face-threatening act there are 5 data or 10% of total data found, 3) mitigating device 17 data or 34% of total data found, and 4) non-politeness of complaints there are 15 data or 30% of total data found. The strategies of complaints as follows; 1) accusation there are 16 data or 32% of total data found, 2) expression of annoyance there are 22 data or 44% of data found, 3) blaming there are 4 data or 8% of total data found, 4) no-explicit reproach there are 8 data or 16% of total data found.

Keywords: *the speech act of complaints, politeness theory, pragmatic*

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Assalamu'alaikum Wr, Wb.

Alhamdulillah Robbil'alamin, the present writer thanks to Allah SWT, the Most Gracious and Merciful, and Muhammad SAW, her prophet. because of their mercy. The present writer can accomplish this research paper with a title **STRATEGY of COMPLAINTS FOUND IN DOWNHILL MOVIE: SPEECH ACT ANALYSIS** without any problems. This paper is used to fulfil the requirement to get bachelor degree of English Education at University of Muhammadiyah Surakarta.

This paper can be completed because of support, motivation, help and advice from various parties. Therefore, the author wants to express the greatest thanks to the people below:

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The present writer

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