

ABSTRACT

Lis'atul, M.12.05.111.00099. *An Analysis of Complaint Strategies Used by Male and Female Students of English Department in the University of Trunojoyo Madura*. Thesis. English Study Program of Faculty of Social and Culture Sciences, University of Trunojoyo Madura. Advisor: Diah Ikawati Ayuningtias, S.S., M.Pd.

This study focuses on the complaint strategies used by male and female students of English Department in the University of Trunojoyo Madura. It aims to identify the complaint strategies that is used by male and female students and to describe the similarities and differences between male and female students in using complaint strategies.

In this study, the writer uses the complaint strategy theory proposed by Trosborg (1995) as the main theory and language of male and female proposed by Keith and Shuttleworth (1987) and Lakoff (1975) as the supporting theory. Moreover, to conduct this study, the qualitative research is used to observe the data which is form of word from the questioners which contain of complaint situation that have distributed to English Department students.

Based on the analysis, it is found that: 1) The type of complaint strategies which are used by students of English Department in the University of Trunojoyo Madura: Hint, Annoyance, Ill Consequences, Indirect Accusation, Direct Accusation, Modified Blame, Explicit Condemnation of the accused's Action, Explicit Condemnation of the accused as a Person. 2) the similarities is both of male and female prefer to express indirectly when they want to complain in order to avoid the conflict happened. 3) the difference is the most strategy used between male and female. Male students prefer to use indirect accusation strategy and female students prefer to use ill consequences strategy. It indicates that male wants to get solutions while female complaint about problems because she wants her problem to be acknowledged.

Keywords: Complaint Strategies, Male Students, Female Students