

CHAPTER I

INTRODUCTION

This chapter presents some subchapter such as background of the study, statement of the research problems, and objectives of the study, the significance of the study, and scope and limitation of the study. Each part in subchapter explains about this study generally.

1.1 Background of the Study

In social life, people cannot be separated from conversation and communication because communication is one of the important aspects to achieve goal. By doing good communication, people can speak and listen each other so that what they want to speak can be delivered smoothly. In other words, people can say that language is chief means by which people communicate. In the conversation or communication, something that usually talks are about many kinds of themes such as people feelings, works, personality problems like happiness, sadness, complaint and etc.

Every communication has functional aspect of language, it is because people have differences in thought and perspective. The function of language is used to express what the people want to speak. The function here refers to language function. Cook (2004, p.24) state that language function is an approach to indicate how an utterance can achieve its communicative purpose that language serves for people through its formal and literal meaning. For example, in complaining something or someone who makes the speaker feels dissatisfied then

make the speaker to utter his or her complaint. Based on Olstain and Weintbach (1978) complaints are expressed when the complainers consider that action causes unfavorable event to him or her to the complaine. The complainers view that the complaine is the guilty person and then the complainer chooses to express his or her unfavorable verbally.

According to the Trosborg (1995, p.322) complaints are an expression of unfavorable of someone who has guilty in action. Related with this occurrence the speaker who has violates his or her expectation will be express their dissatisfaction by showing it in the complaint utterances. As Trosborg (p.316-318) discuss on her study that there are types of complaint strategies which are used to express the feeling of complaint such as, 1) Hint, 2) Annoyance, 3) Ill Consequences, 4) Indirect Accusation, 5) Direct Accusation, 6) Modified Blame, 7) Explicit condemnation of the accused's action, and 8) Explicit condemnation of the accused person. As we know that in complaint, people need to express their unfavorable to get responses of the complaine and get the solution so the complaine does not do the same thing.

In line with the elaboration above, the topic of this study is complaint strategy used by male and female students of English Department in the University of Trunojoyo, Madura. Then, the theory which is going to be used is the complaint strategy by Trosborg (1995). The researcher chooses to analyze complaint strategies because complaints are often experienced by people when they feel disappointed in the certain situation. When the people complaint

something, whether it gives feedback from the complainer to the complainees does not realize the complaint or granted their fault. Here the example of complain:

Julian feels angry because John has cheating his homework without his permission.

Julian : Why you did it?

John : What do you mean, man?

Julian : *Look at your homework, there is nothing different with mine.*

The conversation above is kind of complaint situation which causes the speakers produce his or her complaint. The Italic sentence is form of complaint statement that belongs to “indirect accusation” types of complaint strategies. This sentence belongs to indirect accusation because the speaker does not say directly that the complainees has cheating his home work. The complainer uses the utterance “there is nothing different with mine in order to realize that the complainees is a guilty person.

In this presents study, the researcher deals with complaints which are used by male and female students of English Department in the University of Trunojoyo Madura. The researcher chooses male and female students of English Department in the University of Trunojoyo Madura as the object of this study because they use English Language in the class activities and contain of conversation or communication each other with their friend or lecturer. The conversation sometimes about what they feel, assignments, examination, even about the lecturer which is makes them doing complaint further. Therefore, the researcher choose male and female students as the objective of this study with the

various types of complaint strategy as the main theory makes the researcher curious on how they use these in daily life knowing that making complaint is not easy for too strong or too weak complaint might result bad like the complaineer does not realize the complain and take granted.

Furthermore, this study will analyze about what the similarities and differences between male and female students in expressing their complaints whether she or he uses the most direct one or the most indirect one of the complaint strategies. According to the Keith and Shuttleworth that women are more polite and swear more. It can be predicted that female will choose and use the softer types of complaint strategies than the male.

1.2 Statement of the Research Problems

In line with the background of the study, the researcher has research problems as follows:

1. What are the complaint strategies that used by the male and female students of English Department in the University of Trunojoyo Madura?
2. What are the similarities between male and female students of English Department in the University of Trunojoyo Madura in using complaint strategies?
3. What are the differences between male and female students of English Department in the University of Trunojoyo Madura in using complaint strategies?

1.3 Objectives of the Study

The objectives of the study are related to the statement of the research problem, they are:

1. To describe what the complaint strategies used by male and female students of English Department in the University of Trunojoyo Madura.
2. To explain the similarities between male and female students of English Department in the University of Trunojoyo Madura in using complaint strategies
3. To explain the differences between male and female students of English Department in the University of Trunojoyo Madura in using complaint strategies.

1.4 The Significance of the Study

Theoretically, by reading this study, the researcher hopes that this study can be give contribution for the next researcher who will analyze the same source of data or using the same theory. Furthermore, this study is aimed to gives more understanding about complaint strategies and how the people use it. Meanwhile, practically this study helps the speakers how to express their dissatisfaction in complaint without makes the complaineer hurt but still makes the compalinee realize about his or her guilty.

1.5 Scope and Limitation of the Study

This study analyzes complaint strategies types which used by the male and female students of English Department in the University of Trunojoyo Madura. Therefore, the scope of this study is sociopragmatics on complaint strategies. And the limitation of this study is the utterances which contain the complaint strategies used by male and female students of English Department in the University of Trunojoyo Madura without who they are talking with.