

**COMPLAINT STRATEGY OF EFL LEARNERS
FROM THE PERSPECTIVE OF DISCOURSE COMPLETION TASK
(A CASE STUDY OF STUDENTS OF ENGLISH DEPARTMENT
UNIVERSITAS BRAWIJAYA)**

THESIS

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ABSTRACT

Fatmasari, Diah Rini. 2015. **Complaint Strategy of EFL Learners from the Perspective of Discourse Completion Task (A Case Study of Students of English Department Universitas Brawijaya)**. Study Program of English, Universitas Brawijaya. Supervisor: Isti Purwaningtyas, Co-supervisor: Didik Hartono.

Key words: Complaint Strategies, Students of English Department Universitas Brawijaya, Discourse Completion Task

This study focuses on identifying the complaint strategies used by Students of English Department Universitas Brawijaya in fifth semester by using theory from Trosborg (1995) and. This study was conducted in order to find out the types of complaint strategies used by them and to know how social status influences their realization of complaint. The problems of this study are (1) What are the types of complaint strategies used by students of English Department Universitas Brawijaya and (2) How does the social status influence the students' realization of complaint strategy.

This study used qualitative approach because the analysis was the form of description rather than number. The data were the utterances containing complaint produced by students of English Department Universitas Brawijaya in fifth semester and the data sources were 30 Students of English Department Universitas Brawijaya in fifth semester. The data were collected by using several steps; designing the instrument of Discourse Completion Task, making the prompts situation in academic setting and giving the questionnaire to the participants.

This study revealed that there were four categories of complaint and seven sub-strategies of complaint. Those were three Hints in category No Explicit Reproach, one Annoyance and three Ill Consequences in category Disapproval, 14 Indirect Accusations and 29 Direct Accusations in category Accusation, three Modified Blames and seven Modified Blames (Behavior) in category Blame. Strategy of Modified Blame (Person) was not found in this study. The writer also found that social status influences the degree of politeness of the students. In this study, the students use Indirect Accusation when the complainees have higher social status. Moreover, when the complainees have equal social status they tend to use Direct Accusation as the major strategy.

For the next researchers, the writer suggests they use another approach in order to analyze speech act of complaint and better to compare the study of complaint between native speaker of English and EFL Learners.

ABSTRAK

Fatmasari, Diah Rini. 2015. **Strategi Komplain dari Pembelajar Bahasa Inggris sebagai Bahasa Asing dalam Perspektif Tugas Penyelesaian Percakapan (Studi Kasus terhadap Mahasiswa Sastra Inggris Universitas Brawijaya)**. Program Studi Bahasa Inggris, Universitas Brawijaya. Pembimbing I: Isti Purwaningtyas, Pembimbing II: Didik Hartono.

Kata Kunci: Strategi Komplain, Mahasiswa Sastra Inggris Universitas Brawijaya, Tugas Penyelesaian Percakapan.

Penelitian ini fokus terhadap strategi komplain yang digunakan oleh Mahasiswa Sastra Inggris Universitas Brawijaya semester lima dengan menggunakan teori dari Trosborg (1995). Penelitian ini diangkat untuk menemukan tipe-tipe strategi komplain yang digunakan oleh mereka dan untuk mengetahui bagaimana status sosial dapat mempengaruhi strategi komplain mereka. Rumusan masalahnya adalah (1) Tipe-tipe strategi komplain apa yang digunakan oleh mahasiswa Sastra Inggris Universitas Brawijaya dan (2) Bagaimana status sosial mempengaruhi realisasi strategi komplain mereka.

Penelitian ini menggunakan pendekatan kualitatif karena analisis dalam bentuk deskripsi. Data yang digunakan adalah ucapan-ucapan yang mengandung komplain yang dibuat oleh Mahasiswa Sastra Inggris Universitas Brawijaya semester lima dan sumber data dari 30 Mahasiswa Sastra Inggris Universitas Brawijaya semester lima. Data dikumpulkan dengan menggunakan beberapa langkah; mendesain instrumen dari tugas penyelesaian percakapan, membuat situasi yang sesuai dalam lingkungan akademis dan memberikan kuisioner kepada peserta.

Dalam penelitian ini ditemukan empat kategori dan tujuh sub-kategori dari komplain yaitu tiga isyarat dalam kategori pencelaan yang tidak eksplisit, satu kejengkelan dan tiga gambaran konsekuensi dalam kategori pencelaan, 14 tuduhan tidak langsung dan 29 tuduhan langsung dalam kategori tuduhan, tiga penyalahan yang dimodifikasi dan tujuh penyalahan yang dimodifikasi terhadap kelakuan dalam kategori penyalahan. Strategi penyalahan yang dimodifikasi terhadap orang tidak ditemukan dalam penelitian ini. Penulis juga menemukan pengaruh status sosial terhadap tingkat kesopanan mahasiswa. Di dalam penelitian ini, mahasiswa menggunakan strategi tuduhan tidak langsung ketika lawan bicara memiliki status sosial yang lebih tinggi dan sebaliknya ketika lawan bicara memiliki status sosial yang sama mereka cenderung untuk menggunakan strategi tuduhan langsung sebagai strategi utama yang digunakan.

Untuk peneliti selanjutnya, penulis menyarankan mereka untuk menggunakan pendekatan yang lain untuk menganalisa tindak tutur dari komplain dan sebaiknya membandingkan penelitian komplain antara pembicara asli Bahasa Inggris dengan pembelajar Bahasa Inggris sebagai bahasa asing.

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