ABSTRACT

Putri Purnama Dewi. 1205030178. The Speech Act of Complaint of Netizen Comments on X @PopBase Account Towards Selena Gomez's Statements In Relation To The Palestine-Israel Issue. An Undergraduate Thesis, English Literature, Faculty of Adab and Humanities, State Islamic University of Sunan Gunung Djati Bandung. Advisor: 1. Ice Sariyati, S.S., M.Pd.; 2. Toneng Listiani, M.Hum.

The speech act of complaint is a communicative act in which the speaker expresses dissatisfaction or annoyance to a person, situation, or object about a perceived offense or problem. This speech act can be found in various media, including on social media as a form of expressing complaints about the actions taken by an influencer. Hence, this study aimed to analyse the types of strategies and functions of speech acts of complaint of netizen comments on X @PopBase Account towards Selena Gomez's statement in relation to the Palestinian-Israeli issue. This research used a qualitative method with a descriptive approach and the theories used were from Trosborg (1995) and Boxer (1993). From 43 data analysed, the findings showed that the most used type of strategy of the speech acts of complaint was direct accusation used by the netizens commenting directly to accuse Selena Gomez's statement were 9 data, explicit blame (action) were 7 data, explicit blame (person) were 7 data, indirect accusation were 6 data, annoyance were 5 data, modified blame were 5 data, and hinting was the least used type because the netizens gave their comments using hints or codes were 4 data, but there was no strategy found in the form of ill consequences on @PopBase comments. Meanwhile, emotional release was the most used type of function of the speech acts of the complaint as the netizens expressed their emotions over Selena Gomez's statement were 22 data, expressing dissatisfaction were 17 data, and seeking empathy and understanding was the least used type the netizens had to share their grievances and mutual understanding, especially among people who had shared similar experiences as not many netizens had the same experience with this issue were 4 data.

Keywords: *Comments, Function, Speech Acts of Complaint, Strategy, X*

ABSTRAK

Putri Purnama Dewi. 1205030178. The Speech Act of Complaint of Netizen Comments on X @PopBase Account Towards Selena Gomez's Statements In Relation To The Palestine-Israel Issue. Skripsi Mahasiswa Sastra Inggris, Fakultas Adab dan Humaniora, Universitas Islam Negeri Sunan Gunung Djati Bandung. Pembimbing: 1. Ice Sariyati, S.S., M.Pd.; 2. Toneng Listiani, M.Hum.

Tindak tutur keluhan adalah tindak komunikatif di mana penutur mengekspresikan ketidakpuasan atau kekesalan terhadap seseorang, situasi, atau objek tentang pelanggaran atau masalah yang dirasakan. Tindak tutur ini dapat ditemukan di berbagai media, termasuk di media sosial sebagai bentuk pengungkapan keluhan atas tindakan yang dilakukan oleh seorang influencer. Oleh karena itu, penelitian ini bertujuan untuk menganalisis jenis strategi dan fungsi tindak tutur komplain dari komentar netizen di akun X @PopBase terhadap pernyataan Selena Gomez terkait isu Palestina-Israel. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif dan teori yang digunakan adalah teori dari Trosborg (1995) dan Boxer (1993). Dari 43 data yang dianalisis, hasil penelitian menunjukkan bahwa jenis strategi tindak tutur mengeluh yang paling banyak digunakan adalah direct accusation yang digunakan oleh netizen yang berkomentar secara langsung untuk menuduh pernyataan Selena Gomez sebanyak 9 data, explicit blame (action) sebanyak 7 data, explicit blame (person) sebanyak 7 data, indirect accusation sebanyak 6 data, annoyance sebanyak 5 data, modified blame sebanyak 5 data, dan hinting merupakan jenis yang paling sedikit digunakan karena para netizen memberikan komentarnya dengan menggunakan isyarat atau kode sebanyak 4 data, namun tidak ditemukan strategi berupa ill consequences pada komentar @PopBase. Sementara itu, pelepasan emosi merupakan jenis fungsi tindak tutur keluhan yang paling banyak digunakan oleh netizen karena netizen mengekspresikan emosinya atas pernyataan Selena Gomez sebanyak 22 data, mengekspresikan ketidakpuasan sebanyak 17 data, dan mencari empati dan pengertian merupakan jenis yang paling sedikit digunakan oleh netizen untuk berbagi keluh kesah dan rasa saling pengertian, terutama di antara orang-orang yang memiliki pengalaman yang sama, karena tidak banyak warganet yang mengalami hal yang sama dengan permasalahan ini, yaitu sebanyak 4 data.

Kata Kunci: Komentar, Fungsi, Tindak tutur keluhan, Strategi, X