

Abstract

Zakiah, 207500299: The Realization of Complaint Speech Acts in Bahasa Indonesia and English

The study aimed to find out the complaint strategies in bahasa Indonesia and English performed by Indonesian EFL (English Foreign Language) learners at the English Department of State Islamic University of Bandung and to find out the difference categories of complaint strategies of both languages.

In line with inquiry question about realization of complaint speech act that is in line with Trosborg theory. Trosborg stated that complaint as an illocutionary act in which the speaker (complainer) expresses disapproval, negative feeling, etc toward the state of affairs described in proposition (the complainable) and for which she/he holds the hearer (the complaine) responsible, either directly or indirectly. Furthermore, Trosborg also explains the strategies for performing that complaint in eight strategies: hints, annoyance, ill consequences, indirect accusation, direct accusation, modified blame, explicit blame (behavior), and explicit blame (person).

The respondents of the study were 20 students enrolled in 2007. The data were collected through DCT (Discourse Completion Test) and interview. The DCT (Discourse Completion Test) consists of conditioned situations that describe daily conversation. This study is largely qualitative but some simple quantification is also used to find out the occurrences of the complaint strategies. The result of the study shows that there are eight complaint strategies used in bahasa Indonesia and English. Namely hints, annoyance, ill consequences, indirect accusation, direct accusation, modified blame, explicit blame (behavior), and explicit blame (person). In both languages, the first preference strategy used by Indonesian EFL learners in bahasa Indonesia and English is occupied by direct accusation strategy which occurs in bahasa Indonesia (22%) and in English (24%). The second preference used in bahasa Indonesia is explicit blame (behavior) strategy (18%) and in English is indirect accusation strategy (18%). The third preference in bahasa Indonesia is hints strategy (16%) and in English used annoyance strategy (14%).

The respondents of the study tend to have the same preference in using complaint strategies. It is likely that the respondents transfer the complaint strategies in bahasa Indonesia into English. Furthermore, the addressee, degree of familiarity and social distance affect the way the respondents perform the complaint strategies.