

**AN ANALYSIS OF COMPLAINING STRATEGY
PERFORMED BY THE MAIN CHARACTERS**

IN “BIG HERO 6” MOVIE

THESIS

Presented to

State Islamic Institute of Tulungagung in partial fulfillment of the requirements
for the degree of Sarjana Pendidikan Islam in English Education



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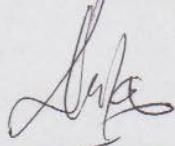
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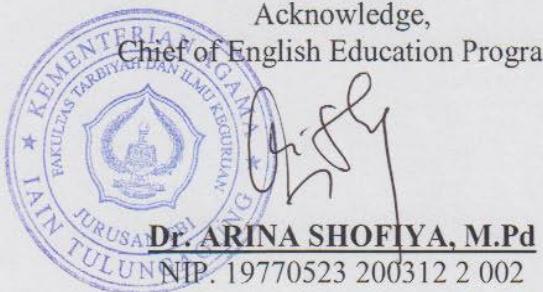
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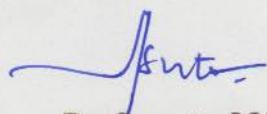


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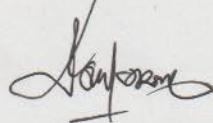
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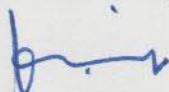
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MOTTO

“Do what you want to do.

During you can do it and it is a positive thing.”

By: Intan Megawati

DEDICATION

This thesis is presented to

My beloved mother Sayem Trisayemia and my beloved father Muslikan. The ones
stengthen me.

For all my friends; from all of my friends in class TBI C who have fought along
with me for this 4 years, especially Hayan (kakak), Nisa', Fitriya, and Iin who
have supported me.

My friends from TBI A and B, Amik and Ratna (Dira) who have accompainged
and supported me.

For everyone and everything that has helped me. Thank you.

Thank you so much.

DECLARATION OF AUTHORSHIP

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declare that:

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ABSTRACT

Megawati, Intan. Student Registered Number. 2813123086.2016. *Complaining Strategy Performed By The Main Characters In “Big Hero 6” Movie.* Sarjana Thesis. English Education Department. Faculty of Tarbiyah and Teacher Training. State Islamic Institute (IAIN) of Tulungagung. Advisor: Dr. Sukarsono, M.Pd.

Keywords: pragmatics, complaint act, complaint strategy

Language as a communication tool relates to conversation. Conversation happens when two or more people express themselves by exploring words, phrases, or sentences in a certain intention and in certain condition. Conversation consists of speech or utterance. People utter sentences not only to share information, ideas, or needs but also to perform actions. In every conversation, people do not always get what they want. Sometimes they do not get what exactly they expect to. They sometimes get disappointed or dissatisfied with something which happens or done by someone they talk to. That is why people sometimes express their negative feelings in a conversation. This expression of negative feeling is called a speech act of complaining. The act of complaining happens when the speaker expresses the negative feeling towards the other (hearer). In expressing complaint, someone shows his/ her disapproval or disappointment to the hearer. The utterances of complaint also vary from the most indirect to the most direct according to speaker's intention. As the result, the hearer may also give a response or answer to apologize, deny, or promise to fix what he has done. The main objective of this study is to discover kinds of complaint strategies used by the characters in the movie in a hope that the results of the study would indirectly explore the various forms of English used by native speakers to express one linguistic function, i.e. complaint. Thus, such a study would be of one valuable authentic teaching material for speaking class.

The formulation of research problems were: 1) What kinds complaining strategies performed by the main characters in the “Big Hero 6” movie? 2) How do the hearer respond to the complaints applied by the speaker?

The purpose of this study were to: 1) find out what kinds of complaining strategy are performed by the main character in “Big Hero 6 movie”. 2) identify the responses of the hearers towards the complaints applied by the speaker.

The research design of this study was qualitative approach which employed content analysis. It is intended to investigate those two formulation of research problems in relation to complaint strategies. The data source were all utterances in conversation of *Big Hero 6* movie subtitles along with their contexts derived from the movie scenes. The data were all utterances in conversation of *Big Hero 6* movie subtitles containing complaining acts.

The result showed that: 1) there are found 7 complaints strategies of 8 complaints strategies that the researcher used in conversational fragment of *Big*

Hero 6 movie subtitle. The strategies are no explicit reproach or hints, annoyance expression, ill consequence expression, indirect accusation, direct accusation, modified blame, and explicit condemnation of the accused's action. However, the researcher did not find any utterances containing Explicit Condemnation of the Accused as a person in the conversatioanl fragments of Big Hero 6 movie. The total strategy that the researcher used is 7 strategy of 8 strategy based on Anna Trosborg's theory. The total number of the utterances which contain complaint strategy is 26 utterances. There are: 3 utterances use hints, 5 utterances use annoyance expression, 4 utterances use ill consequences expression, 1 utterance use indirect accusation, 4 utterances use direct accusation, 4 utterances use modified blame, and 5 utterances use explicit condemnation of the accused's action. 2) then the second result shows that there are five types of responses employed by the hearers towards the complaint proposed by Richard and Schmidt. They are apology, denial, excuse, justify, and challenge. There are found 1 data using apology, 2 datas using denial, 6 datas using excuse, 4 datas using justify, and 4 datas using challenge.

Based on the result of the study, the researcher wants to give suggestions for the future researchers. The next researcher can conduct the researcher with the same topic but in different subject. The next researcher can use the students of university as the subject of the research. It might have different result because of cultural differences.

ABSTRAK

Megawati, Intan. Nomor Induk Mahasiswa, 2813123086. 2016. *An Analysis Complaining Strategy Performed By The Main Characters In “Big Hero 6” Movie.* Skripsi. Tadris Bahasa Inggris Fakultas Tarbiyah dan Ilmu Keguruan. Institut Agama Islam Negeri (IAIN) Tulungagung.
Pembimbing: Dr. Sukarsono, M.Pd.

Kata Kunci: pragmatik, tindakan mengeluh, strategi mengeluh

Bahasa adalah sebuah alat komunikasi yang digunakan dalam percakapan. Percakapan terjadi ketika ada dua orang atau lebih mengungkapkan diri mereka dengan menggunakan kata-kata, prasa, atau kalimat dengan tujuan yang pasti dan kondisi yang pasti. Percakapan terdiri dari cara berbicara atau ungkapan. Seseorang mengungkapkan kalimat yang tidak hanya untuk membagi informasi, pendapat, atau kebutuhan akan tetapi untuk menunjukkan tindakannya. Dalam setiap percakapan, orang tidak selalu mendapatkan apa yang mereka inginkan. Kadang-kadang mereka tidak mendapatkan apa yang mereka harapkan. Kadang-kadang mereka kecewa atau ketidakpuasan dengan sesuatu dengan apa yang terjadi atau sudah terjadi terhadap seseorang yang mereka ajak bicara. Oleh karena itu orang-orang kadang-kadang mengekspresikan perasaan negatif mereka dalam sebuah percakapan. Ekspresi perasaan negatif ini disebut sebuah tindak turur dari keluhan. Tindakan mengeluh ini terjadi ketika pembicara mengekspresikan perasaan negatifnya terhadap orang lain (pendengar). Dalam mengekspresikan keluhannya, seseorang menunjukkan tidak kesetujuannya atau kekecewaannya kepada pendengar. Ungkapan-ungkapan keluhan juga berubah dari yang paling tidak langsung ke yang paling langsung berdasarkan dari tujuan pembicara. Hasilnya, pendengar mungkin juga memberikan sebuah respon atau jawaban untuk meminta maaf, menyangkal, atau berjanji untuk memperbaiki apa yang telah dia lakukan. Tujuan utama dari penelitian ini adalah untuk mengetahui macam-macam dari strategi mengeluh menggunakan para pemain yang ada di dalam film diharapkan hasil dari penelitian ini secara tidak langsung berbagai macam bentuk dalam penggunaan bahasa inggris oleh penutur asli untuk mengekspresikan salah satu fungsi bahasa, contohnya mengeluh. Jadi, penelitian ini akan bernalih guna dalam materi pengajaran untuk kelas *speaking*.

Rumusan masalah penelitian ini terdiri dari: 1) Apa macam-macam strategi mengeluh yang ditunjukkan oleh para pemain dalam film “Big Hero 6”? 2) Bagaimana respon pendengar terhadap keluhan-keluhan yang digunakan oleh pembicara?

Tujuan dari penelitian ini terdiri dari: 1) menemukan apa macam-macam dari strategi mengeluh yang ditunjukkan oleh para pemain dalam film “Big Hero 6”. 2) mengidentifikasi respon dari pendengar terhadap keluhan-keluhan yang digunakan oleh pembicara.

Metode penelitian dari penelitian ini menggunakan mendekatan kualitatif dengan menggunakan konten analisis. Ini bertujuan untuk meneliti kedua rumusan

masalah tersebut yang berhubungan dengan strategi mengeluh. Sumber datanya adalah seluruh ungkapan yang ada dalam percakapan dari teks bawah pada film *Big Hero 6* bersama dengan konteksnya yang didapat dari adegan film. Datanya adalah seluruh ungkapan dalam percakapan dari teks bawah film *Big Hero 6* yang mengandung tindakan mengeluh.

Hasilnya menunjukkan bahwa: 1) ditemukan 7 strategi mengeluh dari 8 strategi mengeluh yang peneliti gunakan dalam penggalan percakapan dari teks bawah film *Big Hero 6*. Strateginya adalah *no explicit reproach or hints, annoyance expression, ill consequence expression, indirect accusation, direct accusation, modified blame, and explicit condemnation of the accused's action*. Bagaimanapun, peneliti tidak menemukan ungkapan yang mengandung *explicit condemnation of the accused as a person* di dalam penggalan percakapan dari film *Big Hero 6*.

Jumlah strategi yang peneliti gunakan ada 7 strategi dari 8 strategi berdasarkan teori Anna Trosborg. Jumlah dari ungkapan yang mengandung strategi mengeluh ada 26 ungkapan. Ada: 3 ungkapan menggunakan *hints*, 5 ungkapan menggunakan *annoyance expression*, 4 ungkapan menggunakan *ill consequences expression*, 1 ungkapan menggunakan *indirect accusation*, 4 ungkapan menggunakan *direct accusation*, 4 ungkapan menggunakan *modified blame*, dan 5 ungkapan menggunakan *explicit condemnation of accused's action*. 2) kemudian hasil yang kedua menunjukkan bahwa ada lima tipe dari respon yang digunakan oleh pendengar terhadap keluhan berdasarkan oleh Richard and Schmidt. Diantaranya adalah *apology, denial, excuse, justify, and challenge*. Ditemukan 1 data menggunakan *apology*, 2 data menggunakan *denial*, 6 data menggunakan *excuse*, 4 data menggunakan *justify*, dan 4 data menggunakan *challenge*.

Dari hasil penelitian ini, peneliti ingin memberikan masukan kepada peneliti yang akan datang. Peneliti berikutnya dapat membuat penelitian dengan topic yang sama tapi dengan subjek yang berbeda. Peneliti berikutnya dapat menggunakan murid/mahasiswa sebagai subjek penelitian.

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Finally, the writer realizes that this study is far from being perfect. Therefore, the writer always expects any constructive criticism and suggestion from the reader to make this thesis be better.

Tulungagung, June 29th 2016

The Writer

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