

CHAPTER I

INTRODUCTION

1.1 Background of the Research

A complaint is an expression of grief, regret, pain, accusation, resentment or fault finding. A complaint may occur in many situations and many aspects of verbal communications in daily life, such as, in social life, working life, and educations. Complaint occurs when a speaker complains something that he/she does not agree with someone's opinion. A speaker produces a complaint while facing it. Trosbrog (1995) describes that complaint is an illocutionary which expresses complainer or speaker's disapproval or negative feeling toward the propositions, either directly or indirectly. The complaint is directly produced when speaker's thought and expectation are in contrast with the reality.

This research focuses on the expressive of speech act of complaint utterances, found in the verbal conversation between the speakers. Each person has his/her own purpose on a complaint to express their emotions toward the proposition that he or she faces, for example, a customer gets bad service from a waiter at the restaurant and the customer complaint to the manager of the restaurant. There are several different strategies on complaining which is influenced by some factors such as, social status, cultural, habits, personal attitude or politeness.

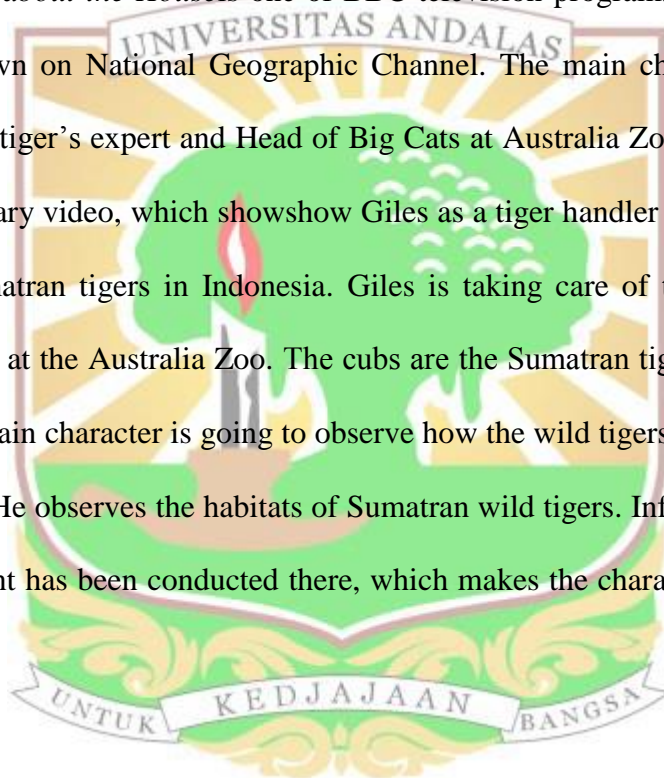
The complaint is one of the linguistic phenomena that can be analyzed from a pragmatic approach. The complaint is also used by characters in *Tigers about the House* which is one of BBC's television program publishes in 2014. The show is

the source of the data in this research. Many researchers have studied complaint on someone's service or product, for example the customer complaint on the staff's service. However, this research mostly focuses on the complaint on people's treatments toward animals. Nowadays, most animal lovers compete to save extinct animals. One of them is Sumatran tiger, which are hunted. The hunters then, sell their parts of the body on black markets. This issue makes Giles who is a British, and Sumatran tiger's activist wants to show the world that we should let the animal live in the wild, in their habitats.

The reason why the writer wants to analyze complaining side on the data is because the characters in *Tigers about the House* mostly produce complaining toward the animal issues that they face as their disappointment to people who are responsible for it. The writer is interested in knowing the characters' forms of complaint toward people's treatment to animals, while complaints usually occur in the context of service to customers. In this research, the writer analyzes the forms and function of the characters on delivering their complaint which describes their disagreement toward extinct animal shelter. Hence, this research indirectly delivers the main points of the characters' complaint headed for animal's shelter. ***"This market is not, not like a pet shop like home, it is not being captivity a lot of it. A lot of it is actually being caught so just died a week before; you know that animal would be in the forest in their natural habitat(20:39)"***. Based on the example above, Giles uses the expression of annoyance or disapproval strategies on delivering his complaint. The functions are to influence the perception and behavior of others, headed to the proposition he faces and to solicit sympathy from

the hearerson the issue. He shows several complaint on the wild animals which are sold at free market. The animals often captured in small cage which is filled with more than two animals. According to him, animals should be treated properly, when the animals are captured in a small cage, they cannot freely move, because the cage is too small to fill more than one animal. The vendors should have a certificate to sell the wild animals which have been caught from the forest.

Tigers about the House is one of BBC television programs in 2014 which has been shown on National Geographic Channel. The main character is Giles Clark, British tiger's expert and Head of Big Cats at Australia Zoo. This program is a documentary video, which shows Giles as a tiger handler wants to protect and save Sumatran tigers in Indonesia. Giles is taking care of two cubs which have just born at the Australia Zoo. The cubs are the Sumatran tiger's generation. Giles as the main character is going to observe how the wild tigers live in the wild in Indonesia. He observes the habitats of Sumatran wild tigers. Infact, he finds the worst treatment has been conducted there, which makes the characters are mostly complaint.



1.2 Identification of the Problem

In this research, the writer analyzes complaining utterances which are found in the BBC television show entitled *Tigers about the House* (2014). There are three problems that the writer wants to identify:

1. What are the forms of complaining speech acts found in *Tigers about the House*?
2. What are the functions of complaining found in *Tigers about the House*?

1.3 Objectives of the Research

Objectives of this research are:

1. To identify the forms of complaining speech acts which are found in *Tigers about the House*.
2. To analyze the functions of complaining utterances which are found in *Tigers about the House*?

1.4 Scope of the Research

This research is focused on analyzing complaining utterances, spoken by the characters in Giles Clark's family. The family is animal lovers, there are several pets at their house, such as, dogs, a pet snake, and two tiger cubs which they are taking care for a while. The family consists of Giles Clark himself, Giles' wife (Kerry Laughton), and his son (McConnon). The main character is Giles Clark who is the Sumatran's tiger handler at Australia Zoo.

The data are the utterances uttered by Giles's family on BBC television show entitled *Tigers about the House*. This program has four episodes, which

show Sumatran tigers' lifeSpot and Stripe. Giles, who is the father, has been taken care of them since they were born until they can live for free in the wild.

The data that the writer analyzes are *Tigers about the House* 4th episode. That episode has two parts. The reasons for the writer analyzing the 4th episode of the show are because this episode is the climax of characters' complaints and characters are mostly complaints in this episode rather than others. In addition, the writer easily identifies the detail of the analysis because there are lots of complaint utterances in this episode.

1.5 Method of the Research

The source of data in this research is a documentary video which is published on the BBC television channel on 2014. The title of the program is *Tigers about the House*. It has 4 episodes in it. The writer has watched all of the episodes and decided to analyze one of four episodes as the data.

The writer did some steps in conducting this research. The method of collecting the data in this research was applied by the observational method by Williams (2008), where the writer as non-participant observer. In this research, the writer downloaded the data in a website www.dailymotion.com.

After downloading the main data, the writer applied an observational method by Williams (2008). The writer watched the video several times, and finally collect 22 data to be analyzed. Firstly, the writer watched the video. The purpose was to know the general topics of the video. Secondly, the writer took notes of complaining utterances that uttered by characters. Thirdly, the writer analyzed the interactions that occurred in the video recording by applying speech

act theory by Searle (1968), theory of context by Leech (1983), and pragmatic of identity method by Sudaryanto (1993), complaining speech act by Trosborg (1995). Finally, the writer watched the video again to make sure the analysis.

The research is analyzed by applying complaining theories as proposed by Trosborg (1995). After re-checking the data, the writer analyzed the forms of complaining speech acts found in the data and the functions of the utterances uttered. There are 22 utterances found to be analyzed by applying the theories.

The analysis in this research is presented descriptively. The data is analyzed in order of appearance, and it is presented systematically based on the order of the data. At the end of the analysis, the writer provided the recapitulations of the analysis in order to present the forms and the functions of the complaint.

