

CHAPTER IV

CONCLUSION

In this research, the writer finds that people mostly complaints indirectly rather than directly to inform the hearer that the speaker feels annoyed with what the speaker faces about the propositions. The characters mostly complaint indirectly rather than directly because they just want to release their hard feeling toward the things happen. They complaint directly in hope that the hearer will realize of their fault and try to repair it. While the characters complaint, the hearer is not always there. Therefore, these utterances are categorized into indirect complaint.

In this research, the characters mostly complaint about bad treatments of animals which are not appropriate treatments for them. They express their annoyance by complaining. As tiger's handler, the main character; Giles feels annoyed on how people treat the animals. The characters are doing an observation on animal's issue so that they are mostly using an expression of annoyance or disapproval on complaining something, because they do not know to whom they would complain.

There are functions on complaint something to the hearer. Someone utters complaint in order to show his/her feeling. In this research, the writer finds six functions of complaint. The functions of the complaint are proposed by Alicke et al. (1992). They are, redress over inequitable treatment, to complaint about personal and environmental physical states, to provide an emotional release from frustration, to

influence the perception and behavior other, to solicit sympathy or moral support, and to obtain value consensus for his/her subjective interpretation of events. Two of the functions are not found in this research because the characters are not complaining for that function. They are to obtain value consensus for his/her subjective interpretation of events, and redress over inequitable treatment.

In this research, there are eight utterances function to influence the perceptions and behavior of other, provide an emotional release from frustration for six utterances, solicit sympathy for four utterances, to complaint about personal and environmental physical states for four utterances, and no one for redress over inequitable treatment and obtain value consensus for his/her subjective interpretation of event. In this research, the function of complaint used mostly is to influence the perception and behavior of other. The characters observe animal's treatment, and they complain and try to influence people perception and behavior on treating animals and try to calm themselves of what they think it is not acceptable. The main purpose of the characters complaint is to influence people of their behavior on treating animals, because they think that people need to know how to treat animals properly. Moreover, the family encourage people to keep the numbers of extinct animals in the wild.