CHAPTER IV

CONCLUSION, LIMITATION, AND SUGGESTION

4.1 Conclusion

This research concerns the speech act of complaint used by the main character in *Don't Look Up* movie. In this research, the writer found 36 speech acts of the complaint. The result of the study shows that the main character in *Don't Look Up* movie used four categories of speech acts of complaint. Those categories are no explicit reproach, disapproval, accusations or blame. There are 5 data of no explicit reproach, 12 data of disapproval, 6 data of accusations, and 13 data of blame. It can be seen from the research that the most frequent categories used by the main character in *Don't Look Up* movie is blame. The main character expresses their complaint directly by openly attacking the listener. That analysis shows that people often complain directly when they face an unpleasant situation, so the complainee knows and is aware of their actions.

Then the second research question of this research is about the strategy used by the main character of *the Don't Look Up* movie. The writer finds all of the strategies proposed by Trosborg (1995) in this movie. There are eight strategies: hints, annoyance, consequences, indirect accusations, direct accusations, modified blame, explicit blame (behaviour), and explicit blame person. The most frequent strategy used by the main character of *Don't Look Up* movie is explicit blame (person). This complaint mainly occurs when the unpleasant situation or the interlocutor makes statements that annoy the speakers. It can be assumed that the main characters tend to express their complaint

directly and choose to perform a face-threatening act to the listener even though they have lower status than the listener. It proves that the selection of a complaint strategy is not always based on social power or status.

4.2 Limitation

This research is limited to study about the speech act of complaint of the main character in *Don't Look Up* movie. Furthermore, the occurrence is shown to determine which category and strategies the main character uses in *the Don't Look Up* movie. This research uses a non-participant method. However, all of the types of categories and strategies of the speech act of complaint proposed by Trosborg (1995) are found in this research.

4.3 Suggestion for Future Research

The next researcher can analyze and identify the factor of using complaints in more films. The following up-and-coming researchers can further explain the ideas and theories used. Due to the limitations of the data collection methods described above, research data may not be as authentic as naturally occurring data. Thus, for further research, the researcher would continue this research with another method and new findings.