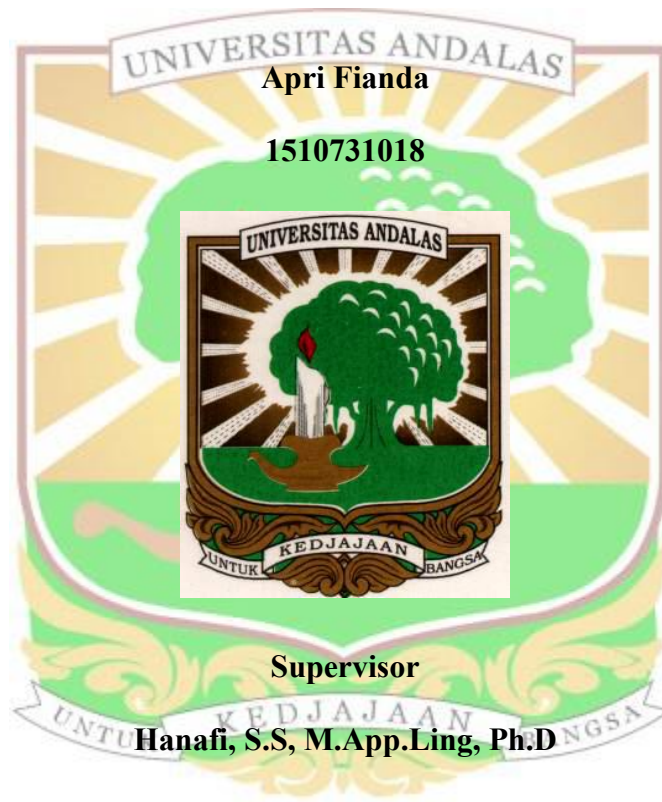


**The Acquisition of Speech Act of Complaint by Third-Year Students of International  
Management Department of Andalas University in 2018**

**A Thesis**

*Submitted in Partial Fulfillment of the Requirement  
for the Degree of Sarjana Humaniora*



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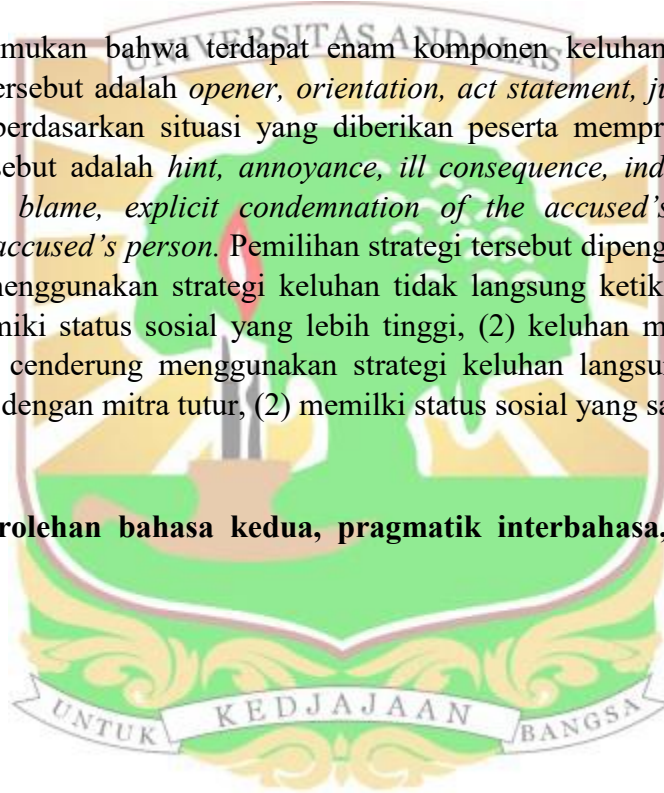
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## ABSTRAK

Didalam skripsi ini dibahas pemahaman mahasiswa tahun ketiga Jurusan Manajemen Internasional di Universitas Andalas pada tahun 2018 mengenai tindak tutur keluhan. Penelitian ini memiliki dua tujuan (1) untuk mengetahui komponen yang digunakan dalam menyampaikan keluhan (2) untuk mengetahui hubungan strategi keluhan yang digunakan dengan faktor sosial. Faktor sosial meliputi tingkat kekuasaan, keakraban dan imposisi dalam keluhan. Data dalam penelitian ini diperoleh dari mahasiswa tahun ke tiga Jurusan Manajemen Internasional di Universitas Andalas pada tahun 2018 sebanyak 20 orang. Instrumen yang digunakan dalam penelitian ini adalah *Discourse Completion Test* (DCT) yang terdiri atas sebelas situasi. Setiap situasi dirancang berdasarkan keberagaman faktor sosial. Penelitian ini menggunakan metode kualitatif.

Peneliti menemukan bahwa terdapat enam komponen keluhan yang digunakan oleh peserta. Komponen tersebut adalah *opener, orientation, act statement, justification, remedy* dan *closing*. Kemudian, berdasarkan situasi yang diberikan peserta memproduksi delapan strategi keluhan. Strategi tersebut adalah *hint, annoyance, ill consequence, indirect accusation, direct accusation, modified blame, explicit condemnation of the accused's action* and *explicit condemnation of the accused's person*. Pemilihan strategi tersebut dipengaruhi oleh faktor sosial. Penutur cenderung menggunakan strategi keluhan tidak langsung ketika (1) mengeluh kepada mitra tutur yang memiliki status sosial yang lebih tinggi, (2) keluhan memiliki tingkat imposisi yang tinggi. Penutur cenderung menggunakan strategi keluhan langsung ketika (1) memiliki hubungan yang dekat dengan mitra tutur, (2) memiliki status sosial yang sama dengan mitra tutur.

**Kata kunci : Pemerolehan bahasa kedua, pragmatik interbahasa, tindak tutur, tindak tutur keluhan.**



## ABSTRACT

This research aims to know the acquisition of speech act of complaint by third-year students of International Management Department of Andalas University in 2018. This research analyzes two objectives (1) to know the component of complaint that is used by the participant (2) to know the strategy of complaint being used in relation to social factors. The social factors include the power, the distance and the rank of imposition. The data is taken from 20 students of third-year students of International Management Department of Andalas University in 2018. This research uses Discourse Completion Test (DCT) to collect the data. The DCT consist of 11 situations that were designed according to different social factors. The method that is used in this research is quantitative qualitative research.

The result of the research shows that there are six components of complaint used by the participants. The components consist of opener, orientation, act statement, justification, remedy and closing. Then, based on the situations that were given, the participants produce eight strategies of complaint. The strategies are hint, annoyance, ill consequence, indirect accusation, direct accusation, modified blame, explicit condemnation of the accused's action and explicit condemnation of the accused's person. The data shows that the participants tend to use indirect strategy of complaint when (1) the hearer has higher social status (2) the rank of imposition is high. The participants tend to use direct strategy of complaint when (1) has a close social distance with the hearer, (2) has an equal social status with the hearer.

**Keyword: interlanguage pragmatics, second language acquisition, speech act, speech act of complaint.**

