

# CHAPTER I INTRODUCTION

## 1.1 Background of the Studies

Communication is the most important thing in social lives. It keeps people maintain a relationship with each other. The prime tool of communication is language. If the interaction happens in one society, for example in Padang where most people are Minangese, people may use the first language. But if the interaction happens between people who do not share the same language or do not come from the same country, people tend to speak English.

Since English is an international language that is widely used for many purposes all around the world, people pay an effort to be able to communicate in this language. In a western country such as the United States, lot of people use English as the first language. As a result, they can easily talk to people all around the world. But another country such as Indonesia has its language called Bahasa Indonesia. Thus, Indonesians need to learn English as their second language to make it able for them to communicate in English.

When do the communications, either it is to people who share same language or not, there is a possibility that people will make a complaint. 'Complain' according to Meriam Webster dictionary, 'is to say or write that you are unhappy, sick, uncomfortable, etc., or that you do not like something.' Trrosborg (1995) also mentioned that complain is the expression of disapproval or negative feeling. For example, a student complains to a lecture regarding the score, the student may say "I was kind of upset with my grade. Uh, I know that a lot of problems are mine but there are certain areas that I uh wasn't totally in agreement with what you said were my problem here" (Gass & Selinger, 2008, p. 200). From the example, the student delivers his/her disapproval about the grade to the lecturer.

Indonesian may create a different way of talking in delivering their unsatisfied feeling. This condition is quite interesting to be investigated. Thus, this research aims to know the way Indonesian complain seen through the component and strategy of complaint they choose and investigates the relationship between the social factors and the choice of the strategy of complaint being used. In this study, the data were taken from the third-year students of International Management Department of Andalas University. Since the students in this field use English in the class, there is an assumption that they can properly make a complaint.

## **1.2 Research Questions**

This study is designed to find out the understanding of second language learner acquisition of complaint strategies. Thus, this study involves the following questions:

1. What are the components of complaint found in the response of complaint by third-year students of International Management Department of Andalas University in 2018?
2. What are the strategies of complaint used by third-year students of International Management Department of Andalas University in 2018 in relation to social factors?

## **1.3 Objectives of the Research**

1. To identify the component of complaint found in the response of complaint by third-year students of International Management Department of Andalas University in 2018.
2. To find out the strategies of complaint used by third-year students of International Management of Andalas University in 2018 in relation to social factors.

## **1.4 Scope of the Research**

This research is conducted in the area of interlanguage pragmatics and focus on the speech act of complaint. The situation in DCT contains social factors such as power, social distance and imposition that mostly can be found in daily life of college students.

## **1.5 Methods of the Research**

### **1.5.1 Participants**

Participants of this research were 24 undergraduate students from International Management Department of Andalas University in 2018 that consisted of 8 male and 16 female students. Their ages were range from 20-22 years old. All participants speak English as their foreign language and averagely have been studying English for about 11 years. But, from 24 students, this research only used data from 20 participants. This is because the other 4 participants did not give a qualified response. As a result, their responses cannot be used in this research.

There are few considerations of choosing third- year students of International Management Department in 2018 as the participant of this study. First, the object of the investigation in this study is complaint. Complaint requires at least intermediate level of English understanding. First year or second year students may not fulfill this level yet because there is an assumption that they do not have enough vocabulary to perform complaint, especially against people who have more power than them. There are a lot of fourth year students have graduated from this university, thus their number is no longer complete. Third year students are still on their study, thus it is easier to find them on campus. As a result, third-year students is the best choice for this research.

### **1.5.2 Data Elicitation Instrument**

The instrument that is employed is written Discourse Completion Test (hereafter DCT). The DCT consist of three-part, first is short information about the research, second is the information about the participants, and the third is the set of situations that require a response from the participant.

The DCT is designed closely to the situations that most probably occur in the daily life of college students. The situations are designed in the classroom, library, canteen and boarding house. The interlocutors in the situation are friends, stranger, senior, junior and lecture. And there are close and far relationship between the speaker and the hearer. The situations are written in Bahasa Indonesia, but the participants are required to respond in English. The consideration of using Bahasa Indonesia is to simplify participants to comprehend the situation and avoid misinterpretation because there are a lot of situations to read in one time.

In this study, the original DCT consisted of 12 situations. Unfortunately, there was a problem in situation 4. In situation 4, the researcher did not give a clear instruction and description. As a result, the participants gave unexpected answers that cannot be used to this research. Due to this undetected flaw, this research then only used data from 11 situations.

### **1.5.3 Data Collection Procedure**

To get the data, the willingness of the participant to fill the questionnaire was firstly asked. Since they agreed, the appointment is made. The data were taken in the final examination day where all students came to campus. The instrument then distributed to the participant, after that the researcher explained how to complete the instruments. Then, the participant read the situations and wrote their response of complaint in the space given.

### **1.5.4 Data Analysis**

This research is qualitative research. After being collected, the data were then classified, noted, grouped then analyzed. First, the type of head of complaint is categorized into direct and indirect complaint by using theory of speech act by Yule. Second, the additional component of complaint is analyzed by using theory proposed by Zhanc (2001). After that, the writer analyzed

the strategies that is used and its relation to social variable by using theory of complaint proposed by Trosborg (1995) and social factors by Brown and Levinson (1987)

### **1.5.5 Presenting the Result of Analysis**

In presenting the result of the analysis, the descriptive method is employed since this research is a qualitative research. To help the presentation, the finding of the analysis is shown through table. The table shows the types of speech act of complaint that is used by the participants, the occurrence of the component of complaint, and the choice of the strategy of complaint. Then, the finding is explained through arguments and opinion.

