

CHAPTER 4

CONCLUSION, LIMITATION AND SUGGESTION

4.1 Conclusion

This research is about the acquisition of complaint by Third-year Students of International Management Department of Andalas University in 2018. The result shows that mostly the participant used direct complaint when expressing their complaint rather than indirect complaint.

When producing a complaint, the participant uses semantic components of complaint, they are opener, orientation, act statement, justification, remedy, and closing. Act statement and remedy is considered as a head complain because through this part a complaint can be expressed. As long as an utterance consists of act statement or remedy, that utterance is considered as a complaint.

The participant produce eight complaint strategies: hint, annoyance, ill consequence, indirect accusation, direct accusation, modified blame, blaming the action and blaming the person. The most frequently used strategy is direct complaint. In relation to social variable, it can be seen that social factors of the interlocutor influence the choice of the strategy.

The data shows that the higher social status of the hearer and the higher degree of imposition of the complaint, the more indirect strategy of complaint participant produced. The closer social distances between the speaker and the hearer and equal status they have, the more direct the strategy of complaint they produce.

4.2 Limitation and Suggestion

The limitation of this research is mainly come from the data collection method. This research uses written DCT to elicit the data. DCT can only gives information about the forms,

the structure and the strategies of speech act that is used by the participant. Thus, DCT can only elicit pragmalinguistics data. DCT cannot elicit sociopragmatics data. As a result, the researcher does not know whether the response is appropriate or not.

Another disadvantage of DCT is the participants write their response. There is a possibility that when they are answering the DCT, they write what they should say instead of what they would exactly say in real life situation. Thus, the data might not truly reflect their way of complaint in college settings.

Because of the limitations of the data collecting method above, there is a possibility that the data of the research is not as authentic as naturally occurring data. Thus, for further research, the using of another method that can elicit more natural data is strongly suggested, such as role play.

