

CHAPTER IV

CONCLUSION, LIMITATION, AND SUGGESTION

4.1 Conclusion

This research is about the speech acts of complaints. This research aims to classify the category of complaints and the strategy of complaints used by four Beauty Vloggers on YouTube. The result of the research shows the four Beauty Vlogger's used four categories of complaint proposed by Trosborg (1994, p.338). They are no explicit reproach, disapproval, accusations, and blame.

Based on the first research question, there are four categories of complaints used by four Beauty Vlogger's found in this research. 46 utterances show the use of categories of complaints. There are 9 data of no explicit reproach, 11 data of disapproval categories, 15 data of accusations categories, and 11 data of blame categories. The four Beauty Vloggers use no explicit reproach for more intent complaints to the complaine. Disapproval categories are used to express the speaker's complaints in other ways intended to express their complaints. Accusations categories are used to convey particular complaints messages from the complainer to the complaine. Meanwhile, blame categories is use to express the complainer's complaints indirectly and aggressively and may use face-threatening acts. The most dominant category of a complaint is the accusations categories.

There are also eight strategies such as hints, annoyance, consequences, indirect accusations, direct accusations, modified blame, explicit blame behavior, and explicit blame person. (Trosborg, 1994, p. 338). The most dominant strategies use by the four Beauty Vloggers is direct accusations. The use of direct accusations

is to express the speaker's complaints utterance explicitly to the complaine. The speaker uttered their complaints straight into their statements.

4.2 Limitation and Suggestion

This research is limited to study about speech acts of complaints in four Beauty Vloggers videos on YouTube. This research is conducted by one person only. The four Beauty Vloggers reviewing Kylie Cosmetics brushes. The use of complaint utterances in this research can affect somebody's behavior. The complaint utterances can persuade the hearer to take action when choosing the best and affordable brush set. In this research, the writer found several kinds of complaints utterances. Thus, the next researcher would continue this research with another method and new findings.

