

THESIS

**THE POLITENESS STRATEGIES IN GIVING COMPLAINT USED
BY THE STUDENTS OF ENGLISH STUDY PROGRAM WMCU**



ARSENIUS AGUNG

TEACHER TRAINING AND EDUCATIONAL SCIENCES

FACULTY

WIDYA MANDIRA CATHOLIC UNIVERSITY

KUPANG

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**Presented in Partial Fulfilment of the Requirements for Sarjana Pendidikan
Degree in English Language Education**

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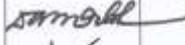
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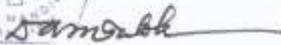
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MOTTO

“Pray for what you do, do for what you pray”

DEDICATION

This thesis is particularly dedicated to the following persons:

- 1. My beloved parents, Mr.Nikolaus Kas and Mrs.Veronika Manur.*
- 2. My Precious brothers kaka Rian,kaka Ical, kaka gerda, kaka diana.*
- 3. My Almamater, Widya Mandira Catholic University Kupang.*

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This thesis might have not been perfect. There might still exist many mistakes somewhere in the content, grammatical, and technical aspect. So the constructive criticisms are well received and appreciated.

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Arsenius Agung

ABSTRACT

This study is entitled " **THE POLITENESS STRATEGIES IN GIVING COMPLAINT** " this study was conducted to find answers to two questions. (1) What kinds of politeness strategies are used by the students of English Study Program in giving complaints? (2) Which is the politeness strategy mostly used by the students of English Study Program in giving complaints? The method used in this study is the quantitative method. The objective of using this method is to find out what kinds of politeness strategies are used by the students of English Study Program in giving complaints and to find out the most dominant politeness strategy used by students of English Study Program in giving complaints. The subject of the study was the students of Widya Mandira Catholic University Kupang from the second-semester students, the participants were 20 students consist of 3 males and 17 females. They were asked to respond to 12 different situations using politeness strategies. The instrument used by the writer to compile data is the DCT (Discourse Completion Test). Next, the researcher made a DCT which was then given to the respondent. The researcher copied the data obtained after collecting the DCT, and then the researcher classify, quantify, and analyzed the data. In this study, the researcher found that there are 4 strategies in Brown and Levinson's theory, namely Bald On Record, Positive Politeness, Negative Politeness, and Off Record used by the participants giving complaints based on 12 different situations given by the researcher, it gives results as follows: Bald On Record strategy was used by 12 participants with percentage 60%, Positive politeness strategy was used by 2 participants with percentage 10%, Negative Politeness strategy was used by 6 participants with percentage 30% and Off Record strategy was used by 2 participants with percentage 10%. From the data analysis above, it can be concluded that the most dominant politeness strategy used by the participants in giving complaints is the Bald on record strategy with 12 participants and 60%.

Keywords: Politeness, Politeness Strategies, Giving complaint, English students.

ABSTRAK

Penelitian ini berjudul “**STRATEGI KESOPANAN DALAM MEMBERI PENGADUAN**” Penelitian ini dilakukan untuk menemukan jawaban atas dua pertanyaan. (1) Strategi kesantunan apa yang digunakan oleh mahasiswa Program Studi Bahasa Inggris dalam menyampaikan keluhan? strategi kesantunan yang paling banyak digunakan oleh mahasiswa Program Studi Bahasa Inggris dalam menyampaikan keluhan? dalam menyampaikan keluhan dan untuk mengetahui strategi kesantunan yang paling dominan digunakan oleh mahasiswa Program Studi Bahasa Inggris dalam menyampaikan keluhan Subyek penelitian ini adalah mahasiswa Universitas Katolik Widya Mandira Kupang dari mahasiswa semester II Partisipannya adalah 20 mahasiswa yang dipilih Peserta terdiri dari 3 laki-laki dan 17 perempuan. Mereka diminta untuk menanggapi 12 situasi yang berbeda dengan menggunakan strategi kesantunan Instrumen yang digunakan penulis untuk menyusun data adalah DCT (Discourse Completion Test). Selanjutnya peneliti membuat DCT yang kemudian diberikan kepada responden. Peneliti menyalin data yang diperoleh setelah mengumpulkan DCT, dan kemudian peneliti mengklasifikasikan, mengukur, dan menganalisis data. Dalam penelitian ini, peneliti menemukan bahwa ada 4 strategi dalam teori Brown dan Levinson, yaitu Bald On Record, Positive Politeness, Negative Politeness, dan Off Record yang digunakan oleh partisipan dalam menyampaikan keluhan berdasarkan 12 situasi berbeda yang diberikan oleh peneliti. didapatkan hasil sebagai berikut: Strategi Bald On Record digunakan oleh 128 peserta dengan persentase 52%, Strategi kesantunan positif digunakan oleh 24 peserta dengan persentase 10%, strategi Negative Politeness digunakan oleh 69 peserta dengan persentase 28% dan strategi Off Record digunakan oleh 26 peserta dengan persentase 11%. Dari analisis data di atas dapat disimpulkan bahwa strategi kesantunan yang paling dominan digunakan partisipan dalam menyampaikan keluhan adalah strategi Bald on record dengan 128 partisipan dan 52%.

Kata kunci: Kesopanan, Strategi Kesopanan, Memberikan keluhan, siswa bahasa Inggris.

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