

THESIS

**A STUDY ON THE STRATEGIES OF GIVING COMPLAINTS
IN ENGLISH INCERTAIN SITUATIONS USED BY
EFL LEARNERS IN KUPANG**



YOSEFIN APRILIA ONIBALA

REG.NO. 12118011

**ENGLISH EDUCATION STUDY PROGRAM
TEACHER TRAINING AND EDUCATIONAL SCIENCES FACULTY
WIDYA MANDIRA CATHOLIC UNIVERSITY
KUPANG
2022**

THESIS

**A STUDY ON THE STRATEGIES OF GIVING COMPLAINTS
IN ENGLISH INCERTAIN SITUATIONS USED BY
EFL LEARNERS IN KUPANG**



YOSEFIN APRILIA ONIBALA

REG.NO. 12118011

**ENGLISH EDUCATION STUDY PROGRAM
TEACHER TRAINING AND EDUCATIONAL SCIENCES FACULTY
WIDYA MANDIRA CATHOLIC UNIVERSITY
KUPANG
2022**

THESIS

**A STUDY ON THE STRATEGIES OF GIVING COMPLAINTS
IN ENGLISH INCERTAIN SITUATIONS USED BY
EFL LEARNERS IN KUPANG**

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

**YOSEFIN APRILIA ONIBALA
REG.NO. 12118011**

**ENGLISH EDUCATION STUDY PROGRAM
TEACHER TRAINING AND EDUCATIONAL SCIENCES FACULTY
WIDYA MANDIRA CATHOLIC UNIVERSITY
KUPANG
2022**

THESIS

**A STUDY ON THE STRATEGIES OF GIVING COMPLAINTS
IN ENGLISH INCERTAIN SITUATIONS USED BY
EFL LEARNERS IN KUPANG**

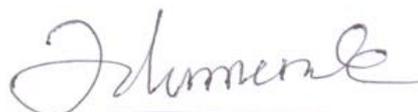
Approved by

Advisor I

Advisor II



**Dr. Elvis Albertus Bin Toni, S. Pd., MA
NIDN: 0823028101**



**Yohanis Nurak Siwa, S.Pd, M.Pd
NIDN: 0813018901**

Acknowledged by

**Head of English Education Study Program
Teacher Training and Educational Sciences Faculty
Widya Mandira Catholic University
Kupang**



**Dr. Elvis Albertus Bin Toni, S. Pd., MA
NIDN: 0823028101**

This Thesis was defended on June 2022

Board of Examiners

No	Names	Positions	Signatures
1	Dr. Elvis Albertus Bin Toni, S. Pd., MA	Chairman	
2	Yohanis Nurak Siwa, S.Pd, M.Pd	Secretary	
3	Dr. Damianus Talok, MA	Examiner I	
4	Dr. Madar Aleksius M.Ed	Examiner II	
5	Dr. Elvis Albertus Bin Toni, S. Pd., MA	Examiner III	

Acknowledged by

Dean of FKIP UNWIRA Kupang

Head of English Education Study
Program of FKIP UNWIRA Kupang





Dr. Damianus Talok, MA.



Dr. Elvis Albertus Bin Toni, S.Pd, MA

STATEMENT OF ORIGINALITY

Name : Yosefin Aprilia Onibala
Place, date of birth : Keroit, April 28th, 1995
NIM : 12118011
Study Program : English Education
Faculty : Teacher Training and Educational Sciences

I hereby sincerely state that this thesis entitled **A Study on the Strategies of Giving Complaints in English in Certain Situations used by EFL Learners in Kupang** is my real masterpiece. The things out of my masterpiece in this thesis are signed by citation and referred in the bibliography. If later proven that my thesis has discrepancies, I am willing to take the academic in the form of repealing my thesis ad academic degree.

Kupang, June 18th, 2022

Stated by,



Yosefin Aprilia Onibala

NIM: 12118011

MOTTO

“**Everyone** thinks of *changing the world*,
but **no one** thinks of *changing himself*”.

(Leo Tolstoy)

DEDICATION

This thesis is particularly dedicated to the following persons:

- 1. My beloved Congregation of the Sisters of Jesus Mary Joseph in Indonesia and the Netherland, The General leader of Congregation, The leaders of SJMJ in Makassar Province, and All my dear Sisters of SJMJ Congregation.*
- 2. My Almamater, Widya Mandira Catholic University Kupang.*

ACKNOWLEDGMENT

In writing this thesis, the writer offers thanks and praise to God Almighty for His divine providence upon her during her life, especially during the writing of this thesis. The writer realizes that this writing can be started and finished exclusively owing to God's grace and affection. His love guides me in forms of good health both physically and spiritually. Having good health makes the writer able to join the lectures, conducting the research, and ending with writing and defending the thesis during the examination board.

The writer also likes to express her deep gratitude to those in the following who have helped her directly or indirectly during this writing. Without their assistance and dedicated involvement in every step, the process, this thesis would have never been accomplished. For that reason, I specifically proposes my gratitude to the following important persons:

1. Dr. Elvis Albertus Bin Toni, S.Pd, MA, the first advisor, and Yohanis Nurak Siwa, S.Pd, M.Pd, as the second advisors, who have patiently guided the writer in conducting and writing the research.
2. Dr. Damianus Talok, MA, the first examiner, and Dr. Madar Aleksius M.Ed, as the second examiner who have given the correction and suggestion for the improvement of this thesis.
3. All lecturers of the English Education Study Program of UNWIRA Kupang for their attention, dedication, guidance, and their knowledge shared with her.
4. The Headmaster of St. Rafael Seminary High School Oepoi - Kupang.

5. All eleventh-grade students of St. Rafael Seminary High School Oepoi - Kupang who helped her by doing the test.
6. Congregation of the Sisters of Jesus Mary Joseph for the opportunity the writer got to study at English Department of FKIP UNWIRA and accomodate her spiritual and material needs during her study.
7. Sr. Sandra Supit SJMJ as Provincial of Makassar Province for her encouragement, challenges, and guidance during the writer's study in Kupang.
8. Sr. Kristina Sampe SJMJ as the leader of community for her support, patience, motherly care and understanding to ead the writer to reach the end of her academic journey in the land of Timor Island.
9. Her Sisters in Kupang community for their helping hand and countless support during the writer study in Kupang.
10. Her beloved parents and little sister for their prayer, love, motivation, and countless support during the writer study in Kupang.
11. Her classmates for their help, support, and friendship during the time we pursue knowledge at English Department of FKIP UNWIRA.
12. All persons that have direct or indirect contribution to her study success, especially her success in writing this thesis.

This thesis might not have 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.

Kupang, June 2022

The Writer

ABSTRACT

This study is entitled: “A Study on the Strategies of Giving Complaints in English in Certain Situations used by EFL Learners in Kupang”. It was conducted to answer the following questions: 1) What are giving complaint strategies used by the eleventh-grade students of St. Rafael Seminary High School Kupang? 2) Which complaint strategy is the most commonly used by participants? The objectives of this study are to find out the complaint strategies used by the eleventh-grade students of St. Rafael Seminary High School Kupang and to find out the most used complaint strategy by participants. The writer researched the eleventh-grade students of St. Rafael Seminary High School Kupang. There were 32 participants in this study that consist of all male students. The method of this study was a Qualitative Method where the data was collected through a Written DCT (Discourse Completion Test) that contained 16 complaint scenarios. The result of this study showed that all participants have used the eight complaint strategies from Trosborg (1994). In sixteen situations, some participants used the strategies hints, annoyance, ill consequences, indirect accusation, direct accusation, modified blame, explicit blame (behavior), and explicit blame (person) in giving complaints in English. Based on the analysis of the data, it is also found that some students did not use any of the complaints strategies in each situation. Several reasons students that allow do not use complaint strategies, namely students do not put themselves in the situation or are outside that, they do not dare to complain to the complainee, they have less understanding about giving a complaint, and they have difficulty in giving complaints. So, the researcher found a new strategy for giving complaints. Researcher gave a new name to this strategy. The new name for this complaint strategy is Outside Situation. It means that the complainer does not give his complaint to the complainee but he seemed to only say to himself and also to the non-complainee. He put himself out of the situation. In addition, the most common type of complaint strategy used by participants in this study is Direct Accusation (255 times). The majority of the participants gave their complaints directly to other people who had done something wrong or unpleasant to their hearts. They were more open and honest in conveying their complaints to others to help others become individuals who have good character.

Keywords: *speech acts, complaint theory, complaint strategies*

ABSTRAK

Penelitian ini berjudul: “Studi tentang Strategi Memberikan Keluhan dalam Bahasa Inggris dalam Situasi Tertentu yang Digunakan oleh Pembelajar EFL di Kupang”. Hal ini dilakukan untuk menjawab pertanyaan-pertanyaan berikut: 1) Apa strategi pemberian keluhan yang digunakan oleh siswa kelas XI SMA Seminari St. Rafael Kupang? 2) Strategi pengaduan mana yang paling sering digunakan peserta? Tujuan dari penelitian ini adalah untuk mengetahui strategi pengaduan yang digunakan oleh siswa kelas XI SMA Seminari St. Rafael Kupang dan untuk mengetahui strategi pengaduan yang paling banyak digunakan oleh peserta. Penulis meneliti siswa kelas XI SMA Seminari St. Rafael Kupang. Ada 32 peserta dalam penelitian ini yang terdiri dari semua siswa laki-laki. Metode penelitian ini adalah Metode Kualitatif dimana data dikumpulkan melalui DCT Tertulis (Tes Penyelesaian Wacana) yang berisi 16 skenario pengaduan. Hasil penelitian ini menunjukkan bahwa semua partisipan telah menggunakan delapan strategi keluhan dari Trosborg (1994). Dalam enam belas situasi, beberapa peserta menggunakan strategi petunjuk, gangguan, konsekuensi buruk, tuduhan tidak langsung, tuduhan langsung, kesalahan yang dimodifikasi, kesalahan eksplisit (perilaku), dan kesalahan eksplisit (orang) dalam menyampaikan keluhan dalam bahasa Inggris. Berdasarkan analisis data, juga ditemukan bahwa beberapa siswa tidak menggunakan strategi keluhan manapun dalam setiap situasi. Beberapa alasan yang memungkinkan siswa tidak menggunakan strategi komplain yaitu siswa tidak menempatkan diri pada situasi atau berada di luar situasi, tidak berani memberikan keluhan kepada terdakwa, kurang memahami tentang memberikan keluhan, dan kesulitan dalam memberikan keluhan. Maka peneliti menemukan strategi baru untuk memberikan pengaduan. Peneliti memberi nama baru untuk strategi ini. Nama baru untuk strategi pengaduan ini adalah *Outsite Situation*. Artinya pengeluh tidak menyampaikan pengaduannya kepada orang yang dikeluhkan tetapi seolah-olah hanya mengatakan pada dirinya sendiri dan juga kepada bukan orang yang dikeluhkan. Dia menempatkan dirinya di luar situasi. Selain itu, jenis strategi pengaduan yang paling banyak digunakan partisipan dalam penelitian ini adalah Tuduhan Langsung (255 kali). Mayoritas peserta menyampaikan keluhan mereka langsung kepada orang lain yang telah melakukan sesuatu yang salah atau tidak menyenangkan hati mereka. Mereka lebih terbuka dan jujur dalam menyampaikan keluhannya kepada orang lain untuk membantu orang lain menjadi pribadi yang memiliki karakter yang baik.

Kata Kunci: *tindak tutur, teori pengeluhan, strategi pengeluhan*

TABLE OF CONTENTS

	Pages
INSIDE TITLE	i
STATEMENT OF THESIS WRITING	ii
APPROVAL SHEET	iii
EXAMINATION BOARD	iv
STATEMENT OF ORIGINALITY	v
MOTTO	vi
DEDICATION	vii
ACKNOWLEDGMENT	viii
ABSTRACT	x
TABLE OF CONTENTS	xii
CHAPTER I : INTRODUCTION	
1.1 Background of the Study	1
1.2 Research Problems	3
1.3 Objective of the Study	4
1.4 Significance of the Study	4
1.5 Limitation of the Study	5
CHAPTER II : REVIEW OF RELATED LITERATURE	
2.1 Theory	6
2.1.1 Speech act.....	6
2.1.2 Complaint	8
2.2 Review of Previous Study	11
2.3 Conceptual Framework	15
CHAPTER III : METHODOLOGY	
3.1 Research Design	17
3.2 Data Collection	17
3.2.1 Participants	17
3.2.2 Research Location and Time	18
3.2.3 Research Instruments	18
3.3 Techniques of Data Compilation	18
3.4 Procedures of Data Analysis	19
CHAPTER IV : FINDINGS AND DISCUSSION	
4.1 Findings	20
4.1 Discussion.....	108
CHAPTER V : CONCLUSION AND SUGGESTIONS	
5.1 Conclusion	113
5.2 Suggestions.....	114
REFERENCES	115
APPENDICES	117
Appendix 1 List of Questionnaires.....	117
Appendix 2 List of Respondents	117

