

CHAPTER I

INTRODUCTION

This chapter deals with the background of research, statements of problem, research objectives, research significance, conceptual framework and organization of paper.

1.1. Background of Research

Language is a system of arbitrary vocal symbol used for human communication (Warhdaugh, 1977: 3). It is system for social human's interaction and the best system than other system. All people in the world use language in their daily activities to communicate with others. Human in the world use language to get some ideas, information, and news. Language is also used by people to express their feeling to each other with variations of expression, and expressing feeling include one of the human activities.

In using a language people actually use two forms. Those are verbal and non verbal language. The verbal language is a directly statement or utterance given by the speaker to the hearer. And the non verbal language is expression action given by the speaker to the hearer in communication. The people who use verbal language to express their feelings can be seen clearer the purpose of their feeling than using non verbal language in their conversations for communication. Then the hearer can get the expression of the speaker from their speech acts; whether they are happy, dislike, sad, disappointed, or other kinds of their feeling in conversation. Furthermore, to get the best information about expression

meaning of felling from the speaker, the hearer has to know more deeper about linguistics.

Linguistic is study about language. Alwasilah (1993: 63) claims that linguistics is the science of language which studies language both of verbally and nonverbally including systematic, rational, empirical, general, and structural. It means that someone's ability to understand and to be understood with linguistics competence.

As we know that people in the world become the speaker and interpreted by a listener. There are the communication which is related by speaker and listener. In other word, there is an interaction processed by circumstances surrounding the utterance. The study of a meaning as communication by speaker and interpreted by a listener is called pragmatics. Pragmatics is subfield of linguistics which studies the ways in which context contributes the meaning.

Yule (1996:3) says that, "pragmatics is concerned with the study of meaning as communicated by a speaker (or complainer) and interpreted by listener (or complaine)."It means pragmatics encompass the most basic things of utterance and the other such as how to talk in interaction, perform via utterances and follow from what is asserted in utterances. For example: when someone is talking which other are listening, they will try to understand each other what they are talking about. In this case, the process of understanding needs a context. So it means that the pragmatics teach us as people to study how to get the best interpretation in conversation more than what speaker said but also to understand the meaning based on a particular situation and context.

Furthermore, in the other books Levinson in Trosborg (1995) adds, “Linguistic pragmatics also has key areas such as, deixis, conversational implicature, presupposition, speech act and conversational structure.” One of the key areas of pragmatics as Levinson said before is speech act. According to Yule (1996) states, “speech acts is an action performed via utterances, it classified into five are declaratives, representatives, directives, commissive and expressive. It is also commonly given more specific names, such as apology, complaint, compliment, invitation, promise and request.”

The different kinds of speech act convey the speaker’s different intention in producing an utterance. It is acceptable that some speakers sometimes express their negative feelings to the hearers such as disappointment, unhappy, dislike and disagree to the hearers in communication. This situation is called expressing complaint by Trosborg (1995). In expressing complaint the utterances also have kind’s variations from the most indirect to the most direct one, according to the speaker’s intentions. As a result, the hearer may also give a response or an answer to apologize, deny, or promise to fix what he or she has done.

Like Trosborg (1995) states, “a complaint is one of the speech acts that belong to the category of the expressive functions. This category includes moral judgments, which express the speaker’s approval, as well as disapproval, of the behavior mentioned in the judgments. Those judgments happen because of human beings never satisfy about something or there is something a wrong act that is done by hearer.”

Therefore, it is obvious that several complaint strategies can be used to avoid personal conflicts in communication. Those strategies are “no explicit reproach, expression of annoyance or disapproval, accusation, and blame. Three of them, no explicit reproach, expression of annoyance or disapproval, and accusation belong to indirect complaint, while blame belongs to direct one.” (Trosborg, 1995)

The speech act of complaint is very interesting. There are many reasons for selecting the speech act of complaint as the topic of this study. The basic reason is that a speech act of complaint can be found in daily conversations, such as in public services like supermarket, bus station, and others public services. When people hear the term “*complaint*”, they will automatically think about complaints for services in public. For example, the consumers will complaint to the seller if they do not get an excellent service in a restaurant.

The above case is also a complaint, but complaint in this research is not about making a complaint that is related to the satisfaction of services, especially in a public service. It is more concern to the conversation between two or more people in daily conversations.

Furthermore the phenomenon of expressing complaint also can be seen in every real-life and also in literary work such as an essay, a short story, poetry, and a movie. The movie as a manifestation of human life can reflect the use of speech act of complaint and a movie can be also said as the reflection of society. Although it is not a real story, the utterances in a movie are produced naturally.

As stated by Rose (2001), “language in a movie appears to be the most representative in actual language use because here language represents the ways people actually talk.” It means that Rose believes if we look the conversation in a movie so it is able happen in our real life.

Furthermore, the researcher has be assumption the analyzing the speech act in a movie that is created by foreigner. It can be represented the speech act of the foreigner itself. The researcher will analyze a fiction movie which has a genre vampire romance. It is the best seller movie which published in 2012 New York, USA. The title is *Breaking Dawn* which adopted from novel is created by Stephenie Meyer.

The movie becomes the best seller because it has unique story than other movie, we can see in plot and character when character a vampire different with others a vampire usually who frightening but in this movie of different is like Edward as vampire is not scary. It is something unique and different who make this movie becomes new and fresh story, so it is not surprise if this movie becomes the best seller in public.

Stephenie Meyer ever says "I may not have a lot of balance in my novel which is become movie, because that's fantasy, but I really believe in a lot of balance in life". It means that the innovation in her fantasy is success without her estimate before, the researcher agree that the fantasy is beautiful and can make something new and interesting.

Therefore, the utterances used in the movie mainly use complaint speech act. So in this case the researcher will analyze the complaint speech act which is

found in this movie. The movie as an object that will be explored by the researcher and more specifically about the main character that using complaint speech act in dialogue.

Basically, the utterances of complaining act is vary according to their topics, degrees, and responses. The characters apply different utterances in interactions to express their negative feeling towards others. This fact makes the movie worth to be analyzed further.

Someone uses language to communicate, he or she does not only intend to say something but more, he or she may inform each others about something, ask for favors, make promises, insult, provoke, command, and complaint. Those actions refer to speech acts. In *Breaking Dawn* movie, the characters use explicit meaning to understand a situational context, both the hearers and the audiences have to consider then make interferences about what have been said by the characters in order to gain at the correct interpretation.

The situational context can affect the linguistic choices of speakers. Besides, the movie is full of expressive speech acts. The most outstanding expressive speech act that occurs in this movie is the complaint speech act. The occurrences of the speech acts are closely related to the context, and also the characterization of the movie characters.

Based on the explanation, the researcher will analyze a movie about speech act entitled "*Complaint Speech Act in Breaking Dawn Movie*".

1.2 Statement of Problem

According to the background of research, the researcher will do a research about the strategies of complaint speech act and the effect of complaint speech act in *Breaking Dawn* movie.

The problem of this explanation can be formulated as follows:

1. What are the strategies of main character's statement complaint speech act used in *Breaking Dawn* movie?
2. What are the effects of the complaint speech act in *Breaking Dawn* movie?

1.3 Research Objective

There are some research objectives in this study. It is just because, the research is very interesting. However, the research just limits the purpose into two purposes.

1. To identify strategies of main character's statements in complaint speech act used in *Breaking Dawn* movie.
2. To analyze the effects of complaint speech act in *Breaking Dawn* movie.

1.4 Research Significance

Jauhari (2010:103) says that significance of research is divided into theoretical significance and practical significance. Theoretically, the use of development theory is to understand literature and to get much knowledge. Then, the researcher can get many experiences which means to develop a research.

Practically, it can give an alternative way for all theories above to get the moral aspect when the students read this movie and the researcher can use a practical research in daily activity. Then, he or she uses a practical significance from *Breaking Dawn* movie. In this research, the researcher studies variations of language by analyzing that movie.

1.5 Conceptual Framework

Speech act is the action performed via utterances.” in any occasion, the action performed by producing an utterance will consist of three related acts, first *locutionary act* , is the basic of utterance, or a producing a meaningful linguistic expression. Second *illocutionary act*, is performed via the communicative force of an utterance. Third *perlocutionary act* is simply to create an utterance with a function without intending to have an effect. (Yule , 1996)

The different kinds of speech act convey the speaker’s different intention in producing an utterance. It is acceptable that some speakers sometimes express their negative feelings to the hearers such as disappointment, unhappy, dislike and disagree to the hearers in communication. This situation is called expressing complaint by Trosborg (1995). The speech act complaint belongs to category of *expressive functions*.

This category includes the moral judgments which express the speaker’s approval as well as disapproval of the behavior mentioned in the judgment (Trosborg, 1995) Those judgments happen because of human beings never satisfy about something or there is something a wrong act that is done by hearer.”

In expressing complaint the utterances also have kind's variations from the most indirect to the most direct one, according to the speaker's intentions. As a result, the hearer may also give a response or an answer to apologize, deny, or promise to fix what he or she has done.

A movie is a story or event recorded by a camera as set of moving images and show in a theater or on television, a motion picture (Oxford Dictionary).

1.6 Previous Study of Complaint

Nowadays, people in the world are easy to make complaint each other. Those judgments happen because of people being never satisfy about something or there is wrong thing of act that is done by another people. Complaint is expressing feeling about dislike, unhappy, sad or disappointed by people in communication. The research of complaint speech act is very important to be developed and analyzed to make a good relation or avoid conflict in communication. A lot of studies have been reported to investigate the ways people complaint.

Olshain and Weinbach (1987) investigated the severity of complaints between EFL (English Foreign Language) learners in Hebrew and native English speaker. This study investigates the extent to which that complaint made EFL studies are softer than native speakers of English.

Umar (2006) has adopt a theory speech act of complaint from Olshain and Weinbach (1987) and develop that theory become five categories that are based on severity of the complaint for a specific scenario in which one colleague had waited for another colleague who arrived late to an appointment. The five

categories are: (1) below the level of reproach, “No harm done, let’s meet some other time” ; (2) disapproval, “ it’s a shame that we have to work faster now”; (3) direct complaint, “ you are always late and now we have less time to do this job ”; (4) accusation and warning, “Next time don’t expect me to sit here waiting for you”; and (5) threat, “ if we don’t finish the job today, I will have to discuss it with the boss” (p 202).

Murphy and Neu (1996) have studied about the speech act of complaint produced by American and Korean Learners of English. Four semantic formulas are identified these are: (1) an explanation of purpose, (2) a complaint, (3) a justification, and (4) a candidate solution: request.

Trosborg (1995) compared aspects of discourse competence and sociolinguistic competence in Danish learners of English to native speakers of English of three different levels of proficiency with regard to the communicative acts of complaining. Her most interesting finding is that the communicative act of complaining is an exceedingly difficult act to master even for advanced learners of English. The EFL learners produced not only significantly fewer complaint that did native speakers of English, but their performance also differed regard from regard to directness levels and abilities to support a complaint adequately.

The present study is intended to analyze the complaint speech in *Breaking Dawn* movie. The main focus of this study is the strategies of main character’s statement complaint speech act used and the effects of the complaint speech act in *Breaking Dawn* movie.

1.7 Organization of Paper

The paper consists of five chapters and it will be described as follows:

Chapter I : Introduction has regular terms including background of research, statement of problem, research objective, research significance, conceptual framework, previous study of complaint and organization of paper.

Chapter II : Literary Review includes the theories that are relevant to the present study. It provides the pragmatics as linguistics, context, speech act, complaint strategies and direct act.

Chapter III : Research Methodology in conducting this study includes research design, research instrument, sample of data, technique of collecting data and technique of analyzing data.

Chapter IV : Finding and Discussion. This chapter will be explained by the general finding of data about the strategies of main character statements complaint speech act and the effect of complaint speech act in *Breaking Dawn* movie.

Chapter V : Conclusion and Suggestion.