

## **CHAPTER I**

### **INTRODUCTION**

This chapter describes some points including the background of the study, statements of the problem, and the objectives of the study and the significance of the study.

#### **1.1. Background of study**

In daily life, communication is an action that allows us to be able to receive and provide information or messages according to what we need. In the communication itself, a strategy is needed in speaking between the two parties, be it the speaker and the interlocutor, which is carried out directly or indirectly. Therefore, politeness strategies are needed in people's lives. Politeness strategies are used to respect the interlocutor and maintain the feelings of our interlocutors when communicating with anyone, anywhere, and in any condition, because a person's personality can also be seen from the way he/she uses politeness strategies, therefore the learning strategy considers the most basic morality (Yule, 1996).

Everyone must have a good attitude to be able to control his/her behavior toward the people around him. Certain people need special respect such as parents, teachers (educators), and elders. Respectful behavior, courtesy in speaking are manifestations of attitudes obtained through education and training

from various people in their respective positions, such as parents and teachers, religious general, and the general public

Politeness strategies are ways used by someone to convey her/his utterances politely. Politeness strategies can be observed in daily life especially in human social interactions. Politeness is a very practical thing but it is very difficult for people to do these days, many people are more concerned with ego than being polite to others, people prefer to be respected by others but do not want to respect others. that is why strategies of politeness are very important in people's lives, especially the students of English study program, they need to learn about the strategies of politeness so that they will more polite when they speak with anyone.

One of the basic reasons that made the writer conduct this research is, the writer wants to find out how English students use politeness strategies in giving complaints, as we know that politeness is very important in our daily communication, the students of English study program do not just learn about the structure of the text, but they should learn about how they speak politely. It is believed that learning a language is indeed learning how to communicate in that language and successful communication between interlocutors rests upon proper speech acts realization (Zhao & Throssel, 2011). Therefore, successful communication requires not only the knowledge of grammar and vocabulary but also pragmatic competence and knowledge about the culture of the target language. One important aspect of pragmatic competence is understanding and realizing speech acts and their appropriateness in a given situation (Cheng, 2005).

Complaint is one of the speech acts that could engender communication breakdown. Complaints are generally face-threatening, therefore complainers can use politeness strategies if they intend to save the complainant's face or at least to reduce the severity of their complaint. A complaint often involves activities in which speakers point out some transgression or misconduct on the part of the subject who caused trouble and performed some complainable action; such trouble or complainable activity usually includes a grievance on the part of the complainer (Edwards, 2005).

In this case, the politeness strategy is very needed because a strategy is used to avoid or reduce the damaging effects of self-image that arise from face-threatening acts performed by the speakers. Politeness strategies are used to formulate messages in order to save the hearer's positive face when face-threatening acts are inevitable or desired. Brown & Levinson classified the politeness strategy into four parts, those are on record, positive politeness, negative politeness, and off-record.

There were some studies conducted by some researchers such as Wijayanto, et al (2013) who investigate the politeness strategies involved in complaints relating to different levels of social status and social distance by Indonesian learners of English. The study was conducted at Muhamadya University Of Surakarta Indonesia, the participants involved 50 students comprising 25 males and 25 females, the studies used DCT in analyzing the data. The results show the results are Bald on record and Positive politeness were the most pervasive strategy used by the research participants.

Eshraghi, et al (2016) studies were conducted at Shahreza Azad University, the study involved 30 participants, and the data were analyzed using two instruments are OPT and DCT. The results show that there was a significant difference between Iranian female EFL learners and female native English speakers in terms of using complaint strategies. Iranian female EFL learners used indirect complaints, while female native English speakers used direct complaints more frequently; and contextual variables had a great influence on complaint strategy choice by participants of two groups. None the study above who took the participants from second semester, which is they will learn the subject about speaking for everyday communication.

The present study aims to observe the politeness strategies in giving complaint carried out by students of the English study program of Widya Mandira Catholic University, when communicating in English as a foreign language that they have learned. In the teaching of English, the students are not only exposed to English language structure but also speaking skills. The speaking skill embodies pragmatic competence and being polite in giving complain is one of the competences that they should learn

## **1.2 Research Problem**

Based on the background of the study above, there are two questions that must be answered as the statement of the problem of this study:

1. What kinds of politeness strategies are used by the students of English Study Program in giving complaint?

2. Which is the politeness strategy mostly used by the students of English Study Program in giving complaint?

### **1.3 The Objectives of the Study**

There are two objectives of this study and they are in line with the problem statements above.

1. To find out the kinds of politeness strategies used by the students of English Study Program in giving complaint?
2. To find out the most dominant politeness strategy used by students of English Study Program in giving complaint?

### **1.4 The Significance of the Study**

The writer expects that this study will give some benefits for English learners, English teacher and the writer. Theoretically, this study can help students in learning pragmatics, especially politeness strategies in giving complain, and also can enrich the previous study on politeness strategy.

Practically, this study can encourage English learners to be more aware and be capable of using appropriate English politeness strategies in communication. This study also can encourage English teachers to asses and evaluate not only the grammatical skill but also the students' pragmatic skill in daily interactions.

Pedagogically, this study is expected to provide a good improvement for English students in their daily interactions because politeness is very important in social life. If the politeness continues to be preserved.

