

TABLE OF CONTENT

COVER PAGE.....	i
APPROVAL SHEET.....	ii
ADMISSION SHEET.....	iii
PERNYATAAN BEBAS PLAGIASI.....	iv
ACKNOWLEDGEMENTS.....	v
DEDICATION.....	vi
LIST OF TABLES.....	ix
ABSTRACT.....	x
INTISARI.....	xi
CHAPTER 1.....	1
INTRODUCTION.....	1
1.1 Background of Choosing the Subject.....	1
1.2. Research Questions.....	4
1.3. Research Objectives.....	4
1.4. Focus of the Study.....	5
1.5. Literature review.....	5
1.6. Theoretical Approach.....	9
1.6.1 Pragmatics.....	9
1.6.2 Speech Act.....	9
1.6.3 Complaint strategies.....	10
1.6.4 Differences of Complaint.....	13
1.7. Methods of Research.....	13
1.7.1 Data and Data Source.....	13
1.7.2 Method of Data Collection.....	15
1.8. Presentation.....	19
CHAPTER II.....	21
2.1. Eight Category of Complaint Strategies by Indonesian and Australian Hotel Guests in Bali.....	21
2.2. Differences between Indonesian and Australian.....	43
2.2.1 Differences between Indonesians and Australians in Terms of Communication Style and Cultural Values.....	45
CHAPTER III.....	52
CONCLUSION.....	52
REFERENCES.....	54
APPENDIX.....	56