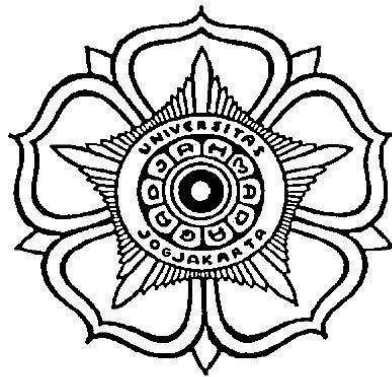


**A CROSS-CULTURAL PRAGMATIC STUDY OF ENGLISH ONLINE
COMPLAINTS BY INDONESIAN AND AUSTRALIAN HOTEL GUESTS IN
BALI**

AN UNDERGRADUATE THESIS



Excella Putri Damorta
20/455989/SA/20247

**FACULTY OF CULTURAL SCIENCES
UNIVERSITAS GADJAH MADA
YOGYAKARTA
2024**

**KAJIAN PRAGMATIS LINTAS BUDAYA TERHADAP PENGADUAN
ONLINE BERBAHASA INGGRIS OLEH TAMU HOTEL INDONESIA DAN
AUSTRALIA DI BALI**

SKRIPSI



Excella Putri Damorta

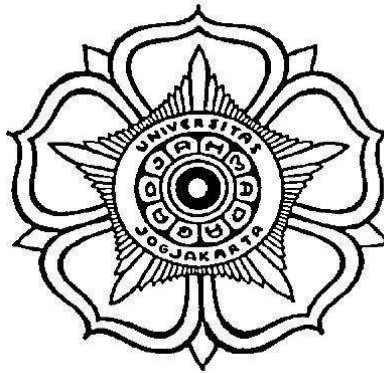
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SKRIPSI

Disusun untuk memenuhi sebagian persyaratan dalam memperoleh derajat sarjana
pada Program Studi Sastra Inggris



Diajukan oleh

**Excella Putri Damorta
20/455989/SA/20247**

**Pembimbing
Dr. Adi Sutrisno, M.A.**

**PROGRAM SARJANA
FAKULTAS ILMU BUDAYA
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2024**

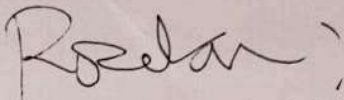
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Prepared and submitted by

Excella Putri Damorta

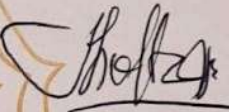
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The Board of Examiners



Dr. Ni Gusti Ayu Roselani, M.A.

Chairperson



Thomas Joko Priyo Sembodo, S.S., M.A.

Principal Examiner




Dr. Adi Sutrisno, M.A.

Supervisor

The undergraduate thesis has been accepted in partial fulfillment of the requirement for the *Sarjana* Degree in English Studies

July 1st, 2024



Dr. Adi Sutrisno, M.A.

Head of the Program