



## ABSTRACT

This research aims to analyze the complaint strategies and the reasons of the complaints uttered by the characters in *Enola Holmes* movie. The complaint category is analyzed using Anna Trosborg's complaint strategies theory, and the reason is analyzed using Richard L. Oliver's expectancy disconfirmation theory. The research used qualitative methods with the data taken from the subtitles in *Enola Holmes* movie, which consists of 42 complaints. The findings consist of (1) eight complaint strategies: 11 (26.19%) of annoyance, 8 (19.05%) of modified blame, 7 (16.67%) of indirect accusation, 6 (14.29%) of hints, 4 (9.52%) of direct accusation, 3 (7.14%) of explicit condemnation of the accused's action, 2 (4.76%) of explicit condemnation of the accused as a person 1 (2.38%) of ill consequences; and (2) the reasons of complaints which are divided into four categories of expectations: 17 (40.48%) of behaviour, 16 (38.10%) of attitude, and 5 (11.90%) of situation, and 4 (9.51%) of physical appearance category. The most frequent strategy is annoyance, which means the characters mainly express their complaints indirectly to avoid conflict. Moreover, the most frequent reason is behaviour expectation, which shows the characters' dissatisfaction toward others' behaviour in the high social standards of the Victorian Era.

Keywords: complaint strategies, *Enola Holmes*, expectation, reason, speech acts



## INTISARI

Penelitian ini bertujuan untuk menganalisis strategi keluhan dan alasan dari komplain yang diucapkan oleh para karakter dalam film *Enola Holmes*. Kategori keluhan dianalisis menggunakan teori strategi keluhan dari Anna Trosborg dan alasannya dianalisis menggunakan Teori expectancy disconfirmation theory dari Richard L. Oliver. Penelitian ini menggunakan metode kualitatif dengan data utama yang diambil dari takarir film *Enola Holmes* yang terdiri dari total 42 keluhan. Temuannya adalah (1) delapan strategi keluhan: 11 (26,19%) *annoyance*, 8 (19,05%) *modified blame*, 7 (16,67%) *indirect accusation*, 6 (14,29%) *hints*, 4 (9,52%) *direct accusation*, 3 (7,14%) *explicit condemnation of the accused's action*, 2 (4,76%) *explicit condemnation of the accused as a person*, 1 (2,38%) *ill consequences*; dan (2) alasan dari keluhan yang dibagi menjadi 4 kategori ekspektasi: 17 (40,48%) *behaviour*, 16 (38,10%) *attitude*, 5 (11,90%) *situation*, dan 4 (9,51%) *physical appearance*. Strategi yang paling sering digunakan adalah *annoyance* yang artinya karakter sebagian besar mengekspresikan keluhan mereka secara tidak langsung untuk menghindari konflik. Selain itu, alasan yang paling sering muncul adalah ekspektasi perilaku yang menunjukkan ketidakpuasan para karakter terhadap perilaku orang lain di tengah standar sosial yang tinggi di Era Victoria.

Kata kunci: alasan, ekspektasi, *Enola Holmes*, strategi keluhan, tindak tutur