



Abstract

Complaint Strategies in The Flash Season 1

This research focused on identification and classification of complaint strategies that were found in an American television super hero movie series *The Flash* season 1. Furthermore, it aims to discover the occurrence frequency of each strategy and describe the trend among the complaint strategies. The data were analyzed based on Trosborg's taxonomy of complaint strategies (1995) comprising no explicit reproach, expression of annoyance and disapproval, accusation, and blame. These four categories are further divided into eight strategies which are hint, annoyance, ill consequences, indirect accusation, direct accusation, modified blame, blame by behavior, and blame by person. The data used in this study were the utterances from the characters that contained complaint strategy. To collect all the data, the researcher had to watch each episode and read closely to the subtitle of the movie series. However, the findings of the research show that the most frequently used complaint strategy found in *The Flash* season 1 is Strategy 2, Annoyance. This strategy was used 20 times (30.7%) by several characters in the series. In this strategy, the complainers feel irritated about the complainees utterances or their action which was bad for the complainers. Even though, most of the complainees did not intend to make the complainers feel bad about their actions or utterances.

Keywords: complaint strategies, American television movie series, *The Flash*.



Intisari

Strategi Keluhan di *The Flash* periode 1

Skripsi ini berfokus pada identifikasi dan klasifikasi strategi keluhan yang ada di film seri televisi Amerika, *The Flash* periode 1. Secara khusus skripsi ini bertujuan untuk menunjukkan strategi keluhan yang sering digunakan pada film seri televisi Amerika. Data dianalisis dengan teori pengelompokkan strategi keluhan oleh Trosborg (1995). Data yang digunakan dalam penelitian ini diambil dari tuturan tokoh - tokoh pada film seri televisi Amerika yang dalam tuturannya mengandung strategi keluhan. Untuk mengumpulkan data yang dimaksud, peneliti menonton tiap episode serta melihat *subtitle* film seri televisi Amerika tersebut. Berdasarkan hasil dari penelitian, penggunaan strategi keluhan terbanyak dari *The Flash* periode 1 adalah strategi 2: *Annoyance*, digunakan sebanyak 20 kali (30.3%). Dalam strategi ini, karakter yang mengutarakan keluhan merasa terganggu terhadap tindak tutur atau pun tindakan dari lawan tutur. Meskipun beberapa karakter yang dikenai keluhan tidak bermaksud untuk membuat sang penutur merasa terganggu.

Kata kunci: strategi keluhan, Amerika televisi seri, *The Flash*.