



Table of Contents

| | Page |
|---|-------------|
| Approval Sheet..... | III |
| Admission Sheet | IV |
| Dedication Sheet | V |
| Motto..... | VI |
| Acknowledgements | VII |
| List of Tables | XI |
| List of Abbreviations..... | XII |
| Intisari | XIII |
| Abstract..... | XIII |
| CHAPTER 1 | 15 |
| INTRODUCTION | 15 |
| 1.1 Background of Choosing the Subject | 15 |
| 1.2 Research Objectives | 17 |
| 1.3 Scope of the Study..... | 17 |
| 1.4 Theoretical Approach | 18 |
| 1.4.1 Pragmatics | 18 |
| 1.4.2 Speech Act..... | 19 |
| 1.4.3 Complaint Strategies..... | 21 |



| | | |
|---|---|----|
| 1.5 | Methods of Research | 25 |
| 1.6 | Literature Review | 29 |
| 1.7 | Presentation | 32 |
| CHAPTER II..... | | 33 |
| Complaint Strategies as Found in The Flash Series Season 1..... | | 33 |
| 2.1 | Hint (Strategy 1)..... | 35 |
| 2.2 | Annoyance (Strategy 2)..... | 40 |
| 2.3 | Ill Consequences (Strategy 3)..... | 49 |
| 2.4 | Indirect Accusation (Strategy 4)..... | 52 |
| 2.5 | Direct Accusation (Strategy 5) | 54 |
| 2.6 | Modified Blame (Strategy 6)..... | 58 |
| 2.7 | Explicit Blame Behavior (Strategy 7)..... | 65 |
| 2.8 | Explicit Blame Person (Strategy 8) | 71 |
| CHAPTER III | | 75 |
| CONCLUSION..... | | 75 |
| Bibliography | | 78 |
| Appendix 1..... | | 82 |
| Appendix 2..... | | 84 |