

**INTERLANGUAGE PRAGMATICS: COMPARING THE
COMPLAINING STRATEGIES USED BY MALE AND FEMALE
EFL LEARNERS AND INDONESIAN SPEAKERS**

THESIS

*Submitted as Partial Fulfillment of the Requirements to Obtain the Strata
One (S1) Degree*



MELATI ASRI YURI

20019045 / 2020

Advisor

Dr. Hamzah, M.A, M.M

NIP. 196112211990031001

**ENGLISH DEPARTMENT
FACULTY OF LANGUAGES AND ARTS
UNIVERSITAS NEGERI PADANG**

2025

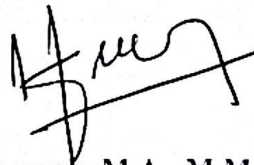
HALAMAN PERSETUJUAN SKRIPSI

Judul : Interlanguage Pragmatics: Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers
Nama : Melati Asri Yuri
NIM/TM : 20019045/2020
Program Studi : Sastra Inggris
Departemen : Bahasa dan Sastra Inggris
Fakultas : Bahasa dan Seni

Padang, April 2025

Disetujui oleh,

Pembimbing



Dr. Hamzah, M.A., M.M.

NIP.1961122111990031001

Mengetahui,

Kepala Departemen Bahasa dan Sastra Inggris



Dr. Yuli Tiarina, S.Pd, M.Pd

NIP. 197707202002122002

HALAMAN PENGESAHAN LULUS UJIAN SKRIPSI

Dinyatakan lulus setelah dipertahankan di depan Tim Penguji skripsi Program Sastra Inggris
Departemen Bahasa dan Sastra Inggris Fakultas Bahasa dan Seni Universitas Negeri Padang
dengan judul

Interlanguage Pragmatics: Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers

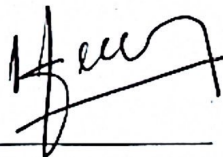
Nama : Melati Asri Yuri
NIM/TM : 20019045/2020
Program Studi : Sastra Inggris
Departemen : Bahasa dan Sastra Inggris
Fakultas : Bahasa dan Seni

Padang, April 2025

Tim Penguji

Tanda Tangan

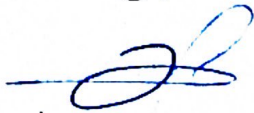
1. Ketua : Dr. Hamzah, M.A., M.M.

: 

2. Sekretaris : Dr. M. Affandi Arianto, S.Pd., M.Pd

: 

3. Anggota : Dr. Havid Ardi, S.Pd, M.Hum.

: 



KEMENTERIAN PENDIDIKAN TINGGI, SAINS,
DAN TEKNOLOGI.

UNIVERSITAS NEGERI PADANG
FAKULTAS BAHASA DAN SENI

DEPARTEMEN BAHASA DAN SASTRA INGGRIS

Alamat : Jl. Prof. Dr. Hamka Air Tawar, Padang 25131 Tlp. : (0751) 447347

Laman : <http://english.unp.ac.id>

SURAT PERNYATAAN TIDAK PLAGIAT

Saya yang bertanda tangan dibawah ini:

Nama : Melati Asri Yuri
NIM/TM : 20019045/2020
Program Studi : Sastra Inggris
Departemen : Bahasa dan Sastra Inggris
Fakultas : Bahasa dan Seni

Dengan ini menyatakan bahwa tugas akhir dengan judul "*Interlanguage Pragmatics: Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers*" adalah benar merupakan hasil karya saya, bukan merupakan plagiat dari karya orang lain. Apabila suatu saat terbukti saya melakukan plagiat, maka saya bersedia diproses dan menerima sanksi akademis maupun hukuman sesuai dengan hukuman dan ketentuan yang berlaku, baik di institusi Universitas Negeri Padang, maupun Masyarakat dan negara.

Demikian pernyataan ini saya buat dengan penuh rasa kesadaran dan rasa tanggung jawab sebagai anggota Masyarakat ilmiah.

Diketahui oleh,
Kepala Departemen Bahasa dan Sastra Inggris

Dr. Yuli Tiarina, S.Pd, M.Pd.

NIP. 197707202002122002

Saya yang menyatakan,



Melati Asri Yuri

NIM. 20019045

ABSTRACT

Yuri, Melati Asri. 2025. **Interlanguage Pragmatics; Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers.** Thesis. English Language and Literature Department. Faculty of Language and Arts. Universitas Negeri Padang.

Pembimbing : Dr. Hamzah, M.A, M.M

This research analyzes the differences in complaining strategies used by five male and five female EFL learners using English, as well as five male and five female Indonesian speakers using Indonesian Language. This research used a descriptive method with Oral Discourse Completion Task (DCT) as the data collection instrument and was conducted in simulation for role play. From the data analysis, there are 200 data in total from ten situations. The results showed that annoyance was most widely used by male (29) and females (22) in EFL Learners. Direct accusation is most used by male (16) and females (19) in Indonesian Speakers. However, it was also compared for the same gender and showed that Male EFL Learners tend to use annoyance and Male Indonesian Speakers tend to use direct accusation. And Female EFL Learners tend to use annoyance and Female Indonesian Speakers tend to use direct accusation. This research found that the level of education and cultural background affect the way individuals convey complaints. EFL Learners tend to be more formal and consider politeness in complaining, while Indonesian Speakers are more spontaneous and direct in expressing their dissatisfaction.

ABSTRAK

Yuri, Melati Asri. 2025. **Interlanguage Pragmatics; Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers**. Skripsi. Departemen Bahasa dan Sastra Inggris. Fakultas Bahasa dan Seni. Universitas Negeri Padang.

Pembimbing : Dr. Hamzah, M.A, M.M

Penelitian ini menganalisis perbedaan strategi komplain yang digunakan oleh lima Male dan lima Female pada EFL learners menggunakan bahasa inggris serta lima Male dan lima Female pada Indonesian Speakers menggunakan bahasa indonesia. Penelitian ini menggunakan metode deskriptif dengan Oral Discourse Completion Task (DCT) sebagai instrumen pengumpulan data dan dilakukan dalam simulasi untuk bermain peran. Dari analisis data, terdapat 200 data secara keseluruhan dari sepuluh situasi. Hasil penelitian menunjukkan bahwa annoyance paling banyak digunakan male (29) dan female (22) pada EFL Learners. Direct accusation paling banyak digunakan male (16) dan female (19) pada Indonesian Speakers. Namun dibandingkan juga untuk sesama gender dan menunjukan Male EFL Learners cenderung menggunakan annoyance dan Male Indonesian Speakers cenderung menggunakan direct accusation. Dan Female EFL Learners cenderung menggunakan annoyance dan Female Indonesian Speakers cenderung menggunakan direct accusation. Penelitian ini menemukan bahwa tingkat pendidikan dan latar belakang budaya mempengaruhi cara individu dalam menyampaikan keluhan. EFL Learners cenderung lebih formal dan mempertimbangkan kesopanan dalam menyampaikan keluhan, sedangkan Indonesian Speakers lebih spontan dan langsung dalam menyampaikan ketidakpuasannya.

ACKNOWLEDGEMENT

Alhamdulillah, in the name of the merciful and most gracious Allah SWT, the researcher could completed this thesis entitled; Interlanguage Pragmatics; Comparing the Complaining Strategies used by Male and Female EFL Learners and Indonesian Speakers with His Majesty's grace, permission, and blessing as a requirement for the Strata One (S1) degree in the English Language and Literature Department at Universitas Negeri Padang.

It would not have been possible to finish writing this thesis without the assistance, encouragement, and support of many people. Thus, the researcher would like to specifically thank to:

1. The advisor, Dr. Hamzah, M.A., M.M., who has guided and dedicated his time to helping the researcher with this thesis.
2. The honorable examiners, Dr. M. Affandi Arianto, S.Pd., M.Pd., and Dr. Havid Ardi, S.Pd, M.Hum., who have provided insightful direction, comments, revisions, and recommendations for my thesis.

Padang, Maret 2025

Melati Asri Yuri

DEDICATION

Alhamdulillah, all praise to Allah SWT for all the gifts that have been given. The researcher would like to thank the following parties:

1. My beloved parents, Yufrizal and Yulia, for their endless support and encouragement. My brothers, Erlando and Hernando, as well as my younger sister, Kiki, who are always there along this journey.
2. Thank you to Rani, Intan, Irfan, Aisyah, Shinta, and Islah who have accompanied the researcher from the beginning of the thesis, the research process, to the end. Always providing support and motivation, as well as providing prayers at every step the researcher takes and also being a good listener for the researcher.
3. All parties who have provided support, encouragement, and motivation to the researcher

DAFTAR ISI

ABSTRACT	i
ABSTRAK	ii
ACKNOWLEDGEMENT	iii
DEDICATION	iv
CHAPTER I INTRODUCTION	1
1.1 Background of the Research Problem	1
1.2 Identification of the Research Problem	9
1.3 Limitation of the Problem.....	9
1.4 Formulation of the Research Problem.....	10
1.5 Research Questions	10
1.6 Purposes of Research.....	10
1.7 Significance of Research.....	11
1.8 Definition of Key Term.....	11
CHAPTER II REVIEW OF RELATED LITERATURE	13
2.1 Review of Related Theories	13
2.1.1 Language and Gender	13
2.1.2 Pragmatics	14
2.1.3 Interlanguage Pragmatics.....	15
2.1.4 Speech Act Theory.....	16
2.1.5 Elements of Speech Acts	17

2.1.6	Types of Illocutionary Acts	18
2.1.7	The Act of Complaining	21
2.1.8	Types of Complaining Strategies	22
2.1.8.1	No Explicit Reproach	22
2.1.8.2	Expression of Annoyance or Disapproval	23
2.1.8.3	Accusations	24
2.1.8.4	Blaming	26
2.2	Review of Relevant Studies	28
2.3	Conceptual Framework	30
CHAPTER III RESEARCH METHOD		33
3.1	Types of the Research	33
3.2	Data and Source of Data	33
3.3	Instruments of the Research	34
3.4	Method and Techniques of Data Collection	35
3.5	Method and Techniques of Data Analysis	36
CHAPTER IV FINDINGS AND DISCUSSION		38
4.1	Data Analysis	38
4.1.1	Differences in Complaining Strategies of Male and Female EFL Learners using English	38
4.1.2	Differences in Complaining Strategies of Male and Female Indonesian Speakers using Indonesian Speakers	56

4.1.3	Differences in Complaining Strategies of Male EFL Learners and Male Indonesian Speakers	83
4.1.4	Differences in Complaining Strategies of Female EFL Learners and Female Indonesian Speakers	103
4.2	Findings	123
4.2.1	Differences in Complaining Strategies of Male and Female EFL Learners using English	123
4.2.2	Differences in Complaining Strategies of Male and Female Indonesian Speakers using Indonesian Language	125
4.2.3	Differences in Complaining Strategies of Male EFL Learners and Male Indonesian Speakers	126
4.2.4	Differences in Complaining Strategies of Female EFL Learners and Female Indonesian Speakers	128
4.3	Discussion	129
CHAPTER V CONCLUSIONS AND SUGGESTION		134
5.1	Conclusions	134
5.2	Suggestions	135
REFERENCES		136
APPENDICES		141

LIST OF TABLE

Table 1 . Complaint Strategies used by Male and Female EFL Learners using English	123
Table 2 . Complaint Strategies used by Male and Female Indonesian Speakers using Indonesian Language	125
Table 3 . Complaint Strategies used by Male EFL Learners and Male Indonesian Speakers	126
Table 4 . Complaint Strategies used by Female EFL Learners and Female Indonesian Speakers	128

LIST OF FIGURE

Figure 1 . Conceptual Framework	31
---------------------------------------	----

CHAPTER I

INTRODUCTION

1.1 Background of the Research Problem

A conversation focused extensively on examining speech acts reveals that individuals express statements and engage in actions during conversations. Searle (1969: 16) states speech acts are language units used to express something. Sometimes, without realizing it, when someone is speaking, they utter sentences that don't have a direct meaning, and this happens when the listener is trying to understand the speaker's words. Suppose the listener manages to understand the speech, which is an illocutionary speech act. There are three types of speech acts: Locutionary Act, Illocutionary Act, and Perlocutionary Act. A Locutionary Act is an utterance that contains all the meanings that are expressed directly; an Illocutionary Act is an utterance that still has an implied meaning, making the listener need to understand the additional meaning of the speaker. The Perlocutionary Act is the effect of locutionary and illocutionary acts, which affect other people and change the person's mind or behavior. There are five parts of the Illocutionary Act: assertive, which focuses on stating facts to convey information; directives, which concentrate on asking others to do something; commissives, which focus on performing future actions; expressive, which focuses on expressing what the speaker feels; and declarative, which focuses on actions that change the circumstances of life.

Previous research had several aspects and perspectives regarding research in representative/assertive acts, such as complaining, suggesting, and disagreeing. Some of these studies focused on the same aspect areas but from different perspectives. Previous research was found in the aspect areas of film series, movies, electronic discourse, health services in hospitals or hotels, cross-cultural

communication, culture, academics, and interlanguage. The perspectives included culture, gender, social distance, academic context, and power distance.

The first area was in the film series. Endarti and Fani (2022) researched complaining strategies for expressing negative feelings toward others in informal conversations. This research discussed the findings that females tended to blame behavior while males tended to blame people for their complaining strategy, according to Trosborg's (1995) theory. This research used English for its research data. This research revealed that males and females spoke differently when expressing their complaints. It also showed that females tended to complain more than males, so this research used a gender perspective.

The second area was in movies. Citra et al. (2020) conducted complaining strategy research on child characters in the movie "Stand by Me Doraemon," and this research discussed the complaining strategies used by children to older people and among children. This research found that the children's characters in this film mostly complained by expressing annoyance/ill consequences, and the dominant strategy used by children's characters to their elders was to complain implicitly based on Trosborg's theoretical classification. This research used Japanese data. This research found 30 data points containing complaints from children's characters to older people and children directly and indirectly, so it used a social distance perspective.

The third area was electronic discourse, and there were several sub-areas. The first sub-area was e-commerce (Auliya et al., 2021), the second sub-area was Facebook (Ahmad et al., 2022), the third sub-area was Twitter (Wen, 2022), and the fourth sub-area was Instagram (Dharma et al., 2023)

The first sub-area was that of e-commerce. Auliya et al. (2021) researched complaining strategies used by Indonesian male and female online shoppers for fashion products in the comments column on the Shopee shopping application. This research discussed the comparison of male and female buyers on the Shopee application in fashion products from August to September 2021, based on the

theory of Trosborg (1995). This research used Indonesian data. This research found six complaint strategies used by male online shoppers and five by female online shoppers, so this research used a gender perspective.

The second sub-area was from Facebook. Ahmad et al. (2022) researched complaining strategies from responses to water supply disruption notices in Klang Valley. The research discussed that complainants preferred to use only one or two components, namely complaints and dissatisfaction strategies, or a combination of both, based on the theories of Depraetere et al. (2020) and Decock and Depraetere (2018). They found that complainants used more implicit and less explicit complaint strategies. Most complaints stopped at component B (dissatisfaction), so they used Malaysian culture as a perspective because it contained information on how Malaysians utilized language, especially when voicing complaints on social media, where complaints were less aggressive and did not use many harsh words. The researchers used the Malay language for their research data.

The third sub-area was from Twitter. Wen (2022) researched complaining strategies on social media in China, focusing on an epidemic outbreak in Shanghai. This research discussed strategies combining speech acts of requesting and insulting based on Olshtain and Weinbach's theory (1987). Findings showed that complainants expressed themselves indirectly, with complaints averaging 67 Chinese characters. This research used Chinese data. The sample comprised 64 female and 36 male Shanghai-based bloggers, so this research used a gender perspective.

The fourth sub-area was from Instagram. Dharma et al. (2023) researched complaining strategies in the comment section of the Instagram account of Kereta Api Indonesia (KAI) @kai121_. This research discussed complaining strategies carried out by both male and female customers based on Trosborg's theory. This research used Indonesian data. This research found that there were eight complaint strategies used by male KAI customers and seven complaint strategies used by female KAI customers, so this research used a gender perspective.

The fourth area was public services. There were several sub-areas. The first sub-area was hospitals (Lailiyah et al., 2023), and the second was hotels (Giri & Utami, 2023).

The first sub-area was from hospitals. Lailiyah et al. (2023) researched COVID-19 patients' complaint strategies for hospital health services. The research compared the use of complaining speech acts and their strategies in two situations based on Trosborg's (1995) theory. The results showed differences in strategy use between female and male patients, with situation 1 showing more significant use of annoyance by female patients. In contrast, in situation 2, female patients tended to use the ill consequences strategy (29%), and male patients used the annoyance strategy (34%). This research used Indonesian data. This research took a gender perspective.

The second sub-area was from the hotel. Giri and Utami (2023) researched complaining strategies from conversations between hotel guests and employees at Kashantee Village Hotel, and this research discussed the strategies used to resolve hotel guests' complaints based on the theory of Austin (1962). This research found four complaint strategies at Kashantee Village Hotel: No Explicit Blame, Blame, Repair Request, and Threat. This research used the Malay language for its research data. Thus, this research used a social distance perspective.

The fifth area was cross-cultural communication, which had several sub-areas. The first sub-area was schools (Alhamdan & Al-Shorman, 2022), and the second was dialects (Benyakoub et al., 2022).

The first sub-area was from the school. Alhamdan and Al-Shorman (2022) conducted research on the complaint strategies used by male students in Saudi Arabia and Jordan regarding academic advisors, instructors, classroom environment, and examinations based on theories from Searle (1990) and Cohen (1996). The research found differences in Arabic complaint strategies between Saudi and Jordanian students, with Saudi students tending to use more speech acts

to express complaints. This research used Arabic for its research data and adopted both Saudi and Jordanian cultural perspectives.

The second sub-area was dialects. Benyakoub et al. (2022) examined disagreement strategies in two Arabic dialects: Jordanian Arabic and Algerian Arabic. The research explored the use of disagreement strategies in interactions with people of higher, equal, and lower status, based on Muntigl and Turnbull's (1998) theory. The research found that participants in the two study groups had similar preferences in using the two main Disagreement Strategies that scored highest in High to Low, Low to High, and Equal status. This research used Arabic for its research data. Thus, this research used the social distance perspective.

The sixth area was culture. There were several sub-areas. Several studies have been conducted on complaining strategies and disagreement strategies. The first sub-area was in the culture of English speakers (Khammari, 2021). The second sub-area was from Indonesian culture (Kristiyanti et al., 2022).

The first sub-area was from the culture of English speakers. Khammari (2021) researched disagreement strategies and hedging devices used by native English speakers, and this research discussed the informants' reactions when disagreeing with higher, equal, and lower status based on the theories from Brown and Levinson (1987) and Hyland (1998). This research found that native speakers of American English used positive politeness strategies with higher and equal-status interlocutors. This research used English for its research data. So, this research used social distance and power as perspectives.

The second sub-area was from the culture of Indonesia (Madura). Kristiyanti et al. (2022) researched disagreement strategies regarding politeness strategies of Indigenous languages outside the actual location, which had not been widely researched. This research discussed disagreement strategies in Indonesian used by graduates of Senior High School (SHS) and College (C) from Madura who had lived in Surabaya for more than five years, based on the theory of Creswell (2012). This research found that Madurese SHS and College graduates

chose disagreement strategies: regret, contradiction, hedges opinion, counterclaims, and token agreement. The more dominant regret and counterclaims strategy was the most suitable strategy for disagreeing. This research used Indonesian for its research data and applied an academic context.

The seventh area was academic. There were several sub-areas. Several studies have been conducted on complaining strategies and disagreement strategies. The first sub-area was in universities (Al-Shboul, 2021). The second sub-area was in schools (Bezirganoglu & Bayat, 2022).

The first sub-area was in universities. Al-Shboul (2021) researched complaining strategies used by Jordanian male and female students at Al-Balqa Applied University, and this research discussed the similarities and differences between the two genders in applying them based on the theory of Trosborg (1994). This research found that male and female students produced similar complaining strategies. However, the research differed in preference and frequency of use of these strategies. For example, male students used direct accusation complaints more than female students. This research used Arabic for its research data. Thus, this research used a gender perspective.

The second sub-area was in schools. Bezirganoglu and Bayat (2022) researched complaint strategies on preschool children aged 5 and 6 with adults, using complaining strategies and choosing complaint strategies. This research discussed the differences based on Trosborg's (1995) theory. This research found that children in the 5-6-year-old preschool age group used more direct complaining strategies in the accusation category when complaining in six different contexts used for children and adults. In contrast, adults used indirect strategies in the accusation category. This research used Turkish for its research data. So, this research used social distance because of age differences.

The eighth area was interlanguage. There were several sub-areas and several studies related to complaining and suggestion strategies. The first sub-area was Moroccan EFL students (Laabidi & Bousfiha, 2020). The second sub-area

was Egyptian Arabic Speakers (Maher, 2021). The third sub-area was Yemeni (Al-Marrani, 2023). The fourth sub-area was EFL Learners in Indonesia (Astia, 2020; Mahmudah et al., 2022).

The first sub-area was for Moroccan EFL students. Laabidi and Bousfiha (2020) researched complaining strategies that could occur in every conversation, even unintentionally. Their research discussed the complaining strategies of EFL students at Moroccan higher education institutions in Moulay Ismail University, Meknes, based on the theories of Searle and Austin. This research used English for its data. It found that Moroccan EFL learners tended to use more indirect strategies to express their complaints, so it used social distance, social power, and rank as perspectives.

The second sub-area was for Egyptian Arabic Speakers. Maher (2021) researched complaining strategies in the communicative behavior of Egyptian Arabic Speakers (EAS). This research discussed the strategies generated by 50 Egyptian Arabic Speakers (EAS) based on the theories of Trosborg (1995) and Yian (2008). This research found eleven strategies for delivering complaints, and Egyptians used various strategies. This research used Arabic for its research data. Thus, this research used social distance and social power as its perspective.

The third sub-area was from Yemen. Al-Marrani (2023) conducted research on suggestion strategies among Yemeni English learners at a private university, and this research discussed the use of these strategies among 41 undergraduate students from the English Department at a private university based on the theory of Martinez Flor (2005). The research found that Al-Nasser University used nine suggestion strategies for six situations, and the most frequently used strategy was the "negative imperative." The results showed that the participants at the National University used ten suggestion strategies for six situations, and the most frequently used strategy was the "performative verb." This research used Arabic for its research data. Thus, this research used the academic context.

The fourth sub-area was from EFL learners in Indonesia. Astia (2020) researched the complaining strategy of international students at Universitas Muhammadiyah Surabaya in delivering complaints and discussed the speech acts of complaints and politeness strategies produced by international students with different cultural backgrounds based on politeness theory in interlanguage pragmatics. The research found that the politeness strategy "Bald on Record" was used in cultures that value straightforwardness. Additionally, negative politeness was applied by the complaining party in cultures that favor indirectness. This research used Indonesian for its data, utilizing gender and cultural background perspectives. Mahmudah et al. (2022) researched complaining strategies that appeared in daily interactions and discussed the types of complaining strategies produced by EFL learners of the English Study Program at Riau University based on Trosborg's (1995) theory. The research found that the direct accusation strategy emerged as the most used strategy by students in daily interactions. The research used Indonesian for its data, incorporating a cultural perspective influenced by differences between English and Indonesian.

From the history of the research above, all previous research concluded that in the area of film series, there had been discussions on gender differences in complaining strategies in informal conversations. In movies, it has been researched about the complaining strategies of child characters. In electronic discourse, it analyzed the complaining strategy on Instagram, Facebook, Twitter, and e-commerce platforms, each using a specific language and cultural perspective. In the public service, some had examined complaints of hospitals and hotel guests. Cross-cultural communication examined complaint and disagreement strategies in schools and dialects. Then, in culture, there was research on cultural differences in the context of English and Indonesian. It can also be done in academic and interlanguage contexts by highlighting gender and cultural perspectives. From these many studies, it was seen that various aspects of areas and perspectives were carried out. Many researchers explored complaining strategies among native speakers from multiple countries, including Indonesia.

Previous research, especially in the interlanguage area, had not looked at the development of pragmatics in EFL speakers. This research will aim to deepen the understanding of complaining strategies based on significant findings from oral DCT conducted by simulating roleplay and examine the development of English speakers' pragmatic skills by comparing their strategy use with that of Indonesian speakers.

1.2 Identification of the Research Problem

Based on the background of the research problem, many topics can still be explored, particularly in the area of interlanguage. These include comparing complaint strategies used by bosses toward employees from a power perspective, examining how complaint strategies are applied in interactions with close friends from a social distance perspective, and analyzing how the complaint strategies of male and female EFL learners compare with those of Indonesian speakers.

1.3 Limitation of the Problem

The limitation of this research was that the researcher chose a research topic, namely comparing males and females within a limited scope, focusing on the complaining strategies that were applied by EFL learners who were Indonesian speakers. The researcher also investigated how EFL learners and Indonesian speakers employed these complaining strategies. This research only involved individuals who had been EFL learners aged 22 years and Indonesian speakers who were elementary and high school graduates, and both parties used Minang as their first language. The research was conducted outside of the UNP campus located at Andalas University, Dharma Andalas University, Taman Melati, GOR Hj. Agus Salim, Imam Bonjol Field and Pasar Raya Padang. Therefore, the researcher concentrated on utterances related to complaining strategies used by EFL learners and Indonesian speakers.

1.4 Formulation of the Research Problem

Based on the limitation of the problem above, the formulation of the research is "How will the comparison of complaining strategies between male and female EFL learners and Indonesian Speakers be from the aspect of interlanguage area with a gender perspective?"

1.5 Research Questions

The researcher formulates four research questions as follows:

1. Is there a difference in the complaining strategy used by male and female EFL Learners using English?
2. Is there a difference in the complaining strategy used by males and females in Indonesian Speakers using Indonesian Language?
3. Is there a difference in the complaining strategy used by male EFL Learners using English and male Indonesian Speakers using Indonesian Language?
4. Is there a difference in the complaining strategy used by female EFL Learners using English and female Indonesian Speakers using Indonesian Language?

1.6 Purposes of Research

Based on the statements above, the purposes of the research are as follows:

1. To find out the differences in complaining strategies used by male and female EFL Learners using English.
2. To find out the differences in complaining strategies used by male and female Indonesian Speakers using Indonesian Language.
3. To find out the differences in complaining strategies used by male EFL Learners and male Indonesian Speakers.

4. To find out the differences in complaining strategies used by female EFL Learners and female Indonesian Speakers.

1.7 Significance of Research

The significance of the research is as follows:

1. Practically, readers are expected to understand how to use complaining strategies in daily activities in using English and Indonesian language.
2. This research is expected to provide additional theoretical knowledge and can be used as a reference for future researchers who want to conduct research in the field of complaining strategies.

1.8 Definition of Key Term

To clarify the terms that appear in the use of this thesis, some definitions are proposed for the explanation of key terms.

Speech act: is an action that is performed from pronunciation and then examines the meaning of language related to the action and pronunciation conveyed.

Interlanguage Pragmatic: Interlanguage pragmatics is the research of non-native speakers' use and acquisition of target language pragmatic knowledge.

Pragmatic: is the examination of meaning in communication between a speaker and a listener.

Locutionary Act: is a speech act in which the speaker speaks words with clear meaning directly

Illocutionary Act: a speech act uttered by the speaker that contains an implied meaning that makes the listener have to think to find out the real meaning.

Perlocutionary act: is a speech act that highlights the effect or reaction caused to the listener by an utterance.

Complaining Strategy: According to Trosborg (1995, pp. 331-312), a complaint can be characterized as an illocutionary act in which the speaker (the complainer) conveys disapproval of something that has a negative feeling about the state of affairs outlined in the proposition (the complainable) and assigns responsibility to the hearer (the complainer), either directly or indirectly.

EFL Learners: are individuals who study English as a foreign language in an environment where English is not the primary language, such as university students in Indonesia studying in a formal academic context.

Indonesian Speakers: are individuals who use Indonesian as their primary language in daily communication, including speakers with a regional language background such as L1 Minang, who continue to communicate in Indonesian in various situations.

CHAPTER V

CONCLUSIONS AND SUGGESTION

5.1 Conclusions

Based on the problems and data analysis obtained, the researcher concluded that there are seven strategies that are most widely used by EFL Learners and Indonesian Speakers out of eight strategies which include: Hints, Annoyance, Ill Consequences, Indirect Accusation, Direct Accusation, Modified Blame, and Explicit Condemnation of the Accused's Action. Especially for Male Indonesian Speakers, there are only six strategies used out of eight strategies and the strategies that are not used are hints and Explicit Condemnation of the Accused as a person. The Explicit Condemnation of the Accused as a person strategy is a strategy that has never been used at all in this research.

Male and Female EFL Learners used the Annoyance strategy more often, which shows their tendency to convey complaints more subtly and avoid direct conflict. Meanwhile, Male and Female Indonesian Speakers are more likely to use Direct Accusation, which indicates a more assertive and direct communication style in expressing dissatisfaction. However, this research also compares across genders as male EFL Learners tend to use annoyance and male Indonesian Speakers tend to use direct accusation. Likewise, female EFL Learners tend to use annoyance while female Indonesian Speakers tend to use direct accusation.

In addition, this research found that the level of education and cultural background affect the way individuals convey complaints. EFL Learners tend to be more formal and consider politeness in complaining, while Indonesian Speakers are more spontaneous and direct in expressing their dissatisfaction.

5.2 Suggestions

This research can be considered as a basis for further research in the same field. The researcher offers several suggestions that may be relevant in future research. Future research can expand the scope by involving more participants from various social backgrounds, ages, and education levels to get more comprehensive results. In addition, future research can explore how complaining strategies differ in formal and informal contexts, as well as in situations. By examining these additional factors, research in the field of interlanguage pragmatics can further develop and provide greater insight into communication patterns.

REFERENCES

- Ahmad, N., Shaharuddin G, G. S., Abdul Rashid, N. R., Mohd Samsir, S. Q., & Sharif, S. (2022). Analysis of complaints in the comments section on Air Selangor's Facebook page. *International Journal of Modern Languages and Applied Linguistics (IJMAL)*, 6(1), 48-62. <https://doi.org/10.24191/ijmal.v6i1.15481>
- Alhamdan, B., Al-Shorman, R. A. (2022). Saudi and Jordanian University Student Complaining Strategies. *International Journal of Linguistics, Literature and Translation*, 5(11), 75-86. <https://doi.org/10.32996/ijlilt.2022.5.11.9>
- Al-Marrani, Y. (2023). A Study on the Use of Suggestion Strategies among Yemeni Learners of English. *Studies in Pragmatics and Discourse Analysis*, 4(1), 39-52. <https://doi.org/10.48185/spda.v4i1.680>
- Al-Shboul, Y. (2021). Complaining Strategies by Jordanian Male and Female Students at BAU. *Dirasat: Human and Social Sciences*, 48(4). <http://archives.ju.edu.jo/index.php/hum/article/view/110614>
- Al-Shareef, S. (2023). Interlanguage Pragmatics: A Study of Iraqi EFL Learners' Realization of Complaint Speech Acts. *Indonesian Journal of Humanities and Social Sciences*, 4(3), 839-848. <https://doi.org/10.33367/ijhass.v4i3.4312>
- Auliya, N. & Abdullah, W. (2021). Complaining Strategies Used by Indonesian Online Shoppers: A Pragmatics Study. *International Journal of Linguistics, Literature and Translation*, 4(10), 104-110. <https://doi.org/10.32996/ijlilt.2021.4.10.14>
- Aryanto, B., Hadi, S., & Hariri, T. (2020). Validitas Dan Reliabilitas Tes Melengkapi Wacana Pada Penelitian Pragmatik Bahasa Antara (Interlanguage Pragmatics). *LITE: Jurnal Bahasa, Sastra, Dan Budaya*, 16(1), 95-105. <https://doi.org/10.33633/lite.v1i1.3388>

- Astia, I. (2020). Politeness Strategy in Interlanguage Pragmatics of Complaints by International Students. *Indonesian Journal of English Language Teaching and Applied Linguistics*, 4(2), 349-362. <http://dx.doi.org/10.21093/ijeltal.v4i2.528>
- Bayat, N., & Bezirganoglu, B. (2022). Strategies for the Act of Complaint Used by Children. *Journal of Language Education and Research*, 8(2), 484-516. <https://doi.org/10.31464/jlere.1161692>
- Benyakoub, N. E. H., Alghazo, S., Altakhaineh, A. R. M., & Rabab'ah, G. (2022). A cross-cultural analysis of disagreement strategies in Algerian and Jordanian Arabic. *Kervan. International Journal of African and Asian Studies*, 26(1). <https://doi.org/10.13135/1825-263X/6903>
- Citra, L. W., Firmansyah, D. B., & Hamidah, I. (2020). The Speech Act of Complaining in Japanese Anime. *JAPANEDU: Jurnal Pendidikan dan Pengajaran Bahasa Jepang*, 5(2), 82-95. <https://doi.org/10.17509/japanedu.v5i2.28373>
- Dharma, T. E. Y., Djatmika, D., & Nugroho, M. (2023). Complaint Strategies Used on Instagram Account Kereta Api Indonesia. *International Journal of Multicultural and Multireligious Understanding*, 10(7), 441-447. <http://dx.doi.org/10.18415/ijmmu.v10i7.4892>
- Endarti, E., & Fani, M. C. (2022). The Complaining Strategies Used by Males and Females Characters in Friends TV Series. *Jurnal Langue*, 16(2). <https://jurnal.pertiwi.ac.id/index.php/langue/article/download/68/76/438>
- Fata, I. A., Yusuf, Y. Q., Ulfa, N., & Delavari, H. (2022). Analyzing the use of illocutionary and perlocutionary acts of 'Dilan' in an Indonesian teen novel. *English Education Journal*, 13(3), 387-405. <https://doi.org/10.24815/eej.v13i3.28423>
- Giri, I. N. R. M., & Utami, N. P. C. P. (2023). Complaints Strategies used by Guest and Employees at Kashantee Village Hotel. *BULLET: Jurnal*

Multidisiplin Ilmu, 2(2), 268-271.
<https://www.journal.mediapublikasi.id/index.php/bullet/article/view/2487>

Griffiths, P., (2006.). *An introduction to English semantics and pragmatics*. Edinburgh University Press. <https://dokumen.pub/an-introduction-to-english-semantics-and-pragmatics-9781399504621.html>

Khammari, H. (2021). The realization of the speech act of disagreement by Tunisian non-native and American native speakers of English. *Arab Journal of Applied Linguistics*, 6(01). <https://doi.org/10.1234/ajal.v6i01.308>

Kristiyanti, R., Ratnadewi, D., & Wijaya, A. (2022). Disagreement Strategies of Madurese Senior High School and College Graduates. *New Language Dimensions*, 3(1), 50-59. <https://doi.org/10.26740/nld.v3n1.p50-59>

Laabidi, A., & Bousfiha, A. (2020). Speech act of complaining: Socio-pragmatic study of complaint by Moroccan EFL learners. *International Journal of Language and Literary Studies*, 2(2), 148-155. <https://doi.org/10.36892/ijlls.v2i2.294>

Lailiyah, N., Djatmika, D., Santosa, R., & Sumarlam, S. (2023). Realizing complaining speech acts of Covid-19 survivors with a gender and education perspective. *International Journal of Society, Culture & Language*, 11(1), 171-188. <http://doi.org/10.22034/ijscsl.2023.1986798.2905>

Maher, S. (2021). A pragmatic study of complaint strategies as used by Egyptian Arabic speakers. *EGYPTIAN JOURNAL*, 10(3), 123-138. <https://doi.org/10.21608/artdau.2021.81403.1032>

Mahmudah, S., Purwanti, I. T., & Aruan, R. (2022). COMPLAINING STRATEGIES USED BY THE EFL LEARNERS OF ENGLISH STUDY PROGRAM IN RIAU. *Jurnal PAJAR (Pendidikan dan Pengajaran)*, 6(3), 682-691. <https://doi.org/10.33578/pjr.v6i3.8631>

- Oktavia, D., Batyi, S., Mukminin, A., Santos, M. L., Astrero, E. T., Torress, J. M., & Marzulina, L. (2023). The manifestation of interlanguage pragmatics in direct and indirect request strategies used by international students. *Studies in English Language and Education*, 10(3), 1379-1401. <https://doi.org/10.24815/siele.v10i3.27548>
- Putri, S. A., & Juanda, J. (2021). Illocutionary of Complaining Assertives in Meme. *Mahadaya: Jurnal Bahasa, Sastra, Dan Budaya*, 1(2), 241-246. <https://doi.org/10.34010/mhd.v1i2.5694>
- Salsabila, D. R., & Suprijadi, D. (2021). The Analysis Of Locution, Illocution, And Perlocution Speech Acts In Mata Najwa TRANS 7. *PROJECT (Professional Journal of English Education)*, 4(6), 1030-1036. <https://doi.org/10.22460/project.v4i6.p1030-1036>
- Searle, J. (1969). *Speech Acts: An essay in the Philosophy of Language*. Cambridge University Press. <https://danielwharris.com/teaching/spring16/readings/SearleSpeechActs>
- Searle, J. R. (1979). *EXPRESSION AND MEANING: Studies in the Theory of Speech Acts*. Cambridge University Press. https://altexploit.wordpress.com/wp-content/uploads/2019/10/john-r.-searle-expression-and-meaning-_studies-in-the-theory-of-speech-acts-1979
- Slotta, J. (2021). Pragmatics. *The International Encyclopedia of Linguistic Anthropology*. <http://dx.doi.org/10.1002/9781118786093.iela0323>
- Trosborg, A. (1995). *Interlanguage Pragmatics Requests Complaints and Apologies*. Mouton de Gruyter. https://books.google.co.id/books?id=_crAfl2zi3kC&printsec=frontcover&hl=id#v=onepage&q&f=false
- Wen, M. A. (2022). The Speech Act of Complaint on Social Media: A Case of# Epidemic in Shanghai. *Sino-US English Teach*, 19(7). <https://doi.org/10.17265/15398072/2022.07.005>

Yule, G. (1996). *Pragmatics*. Oxford University Press.

<https://id.scribd.com/doc/11637500/Yule-George-Pragmatics>

Yule, G. (2006). *The Study of Language* (Third Edition). Cambridge University Press.

https://sintak.unika.ac.id/staff/blog/uploaded/5811996202/files/george_yule.pdf