

## **CHAPTER V**

### **DISCUSSION**

Based on the research, the theory used by the researcher is mainly theories by Blum-Kulka as for analyzing the first research question and theory by Brown and Levinson (1987) to analyze the second research questions. Blum-Kulka (1989) defined that head act is the nucleus of the speech acts that the part of the sequence which might serve to realize the act independently of other elements. In other hand, Brown and Levinson (1987) stated that there are 15 strategies in positive politeness strategies as the result of the research is not analyzed in negative politeness strategy. Complaint or the expressions of disapproval is included in positive politeness strategy because it is threatening on someone's face. (Brown & Levinson, 1987: 66)

From the findings that have been written in the previous chapter, the researcher found that the native speakers took highest occurrence in using politeness strategy. The findings show that in order to express complaint, there not always using a normal or low intonation. It also can use exaggerated intonation to the extent even for someone who does not know the words or language, he still understand that someone is complaining. The findings above also listed some discussion about complain strategies used by the native speakers. They are not always using explicit utterance to express their complaint. Sometimes, they express their complaint to someone/something that is not present.

There are two characteristic of politeness strategies as explained in Chapter 2. In here, they are negative politeness strategy and positive politeness strategy. Negative politeness strategy, as has been explained before, is used to redress the actions addressed to the hearer's negative face. It also used to minimize the damaged that may occur and also used when someone have a reluctance that he may impinged on the hearer's face. It also leads to defence, apologizing and indirections. Positive politeness strategy, in other hand, is oriented to the hearer's positive face. The speaker will talks to the hearer with talking to the hearer as friends, families, and other. It also shows concern to the hearer's well beings, needs, feelings, etc and shows solidarity through friendship, offer, compliments. Unfortunately, the native speakers in the movie are neither use compliments nor offer in order to express their complaints.

In this research, the researcher found 26 data about complaint that used by native speakers in the movie. Furthermore, politeness strategy that mostly occurred in the data is positive politeness strategy because complaint itself is used to threat someone's positive face, so it included in positive politeness strategy. The result of data that used negative politeness strategy itself is 0 of 26.

There are 15 kinds of strategy in positive politeness strategy stated by Brown and Levinson (1987). Those strategies that mentioned are (1) Notice, attend to H (his interests, wants, needs, goods); (2) Exaggerate (interest, approval, sympathy with H); (3) Intensify interest to H; (4) Use in-group identity markers; (5) Seek agreement; (6) Avoid disagreement; (7) Presuppose/raise/assert common ground; (8) Joke; (9) Assert or presuppose S's knowledge of and concern for H's

wants; (10) Offer, promise; (11) Be optimistic; (12) Include both S and H in the activity; (13) Give (or ask for) reasons; (14) Assume or assert reciprocity; and (15) Give gifts to H (goods, sympathy, understanding, cooperation).

In order to express their complaints, the researcher found that there are five kinds of formal structures that is used by the native speakers. These formal structures are realized to express the native speakers' complaints; they are: Head Act (HA) only, Opening Utterance (OU) + Head Act (HA), Explanation (EX) + Head Act (HA), Head Act (HA) + Explanation (EX) and Opening Utterance (OU) + Head Act (HA) + Explanation (EX). The data mostly appeared in HA + EX, which give explanation and information why the complaint is exist. Mostly, the utterance used is using declarative sentence. The use of interrogative and imperative are low.

In another hand, the results of positive politeness strategy used in the research are two data of exaggerate (interest, approval, sympathy with H) strategy, five data of presuppose/raise/assert common ground strategy, one data of seek agreement strategy, three data of avoid disagreement strategy, two data of include both S and H in the activity strategy, nine data of give (or ask for) reasons strategy, one data of give gifts to H (goods, sympathy, understanding, cooperation) strategy, one data of use in-group identity markers strategy and two data of be optimistic strategy. Otherwise, there is no data found in notice, attend to H (his interests, wants, needs, goods) strategy, intensify interest to H strategy, joke strategy, assert or presuppose S's knowledge of and concern for H's wants strategy, offer, promise strategy and assume or assert reciprocity strategy.

The difference between the result of this research with the previous study is pretty clear. In the previous study, the researchers analyze the complaint using complaint strategy and not politeness strategy. From three previous studies, the researchers were mainly used complaint strategies such as direct accusation strategy, no explicit research strategy, expressions of disapproval strategy, etc. In other hand, this research used politeness strategy to analyze the strategy used by native speakers in the movie in order to deliver their complaint. Furthermore, previous study analyze the characters in the movie and not the native speaker. It will be different when an utterance is said by native speaker or not. However, native speaker can be used as better role model in speaking class. In this research also, because it will be hard to know whether someone is native or not, as stated in chapter 3, the researcher assumes that the characters in *Alice Through The Looking Glass (2016)* are native speakers; the scriptwriter is from California, U.S., the production house is Walt Disney Pictures in California, U.S.

Then, based on the result of this research, the researcher got a conclusion that delivering complaint cannot be done just by telling it right away. There are many strategies that can be used, though it depends on how someone delivers his complaint. To make it short, one's should consider the context when delivers complaint, not only the characteristic of word.