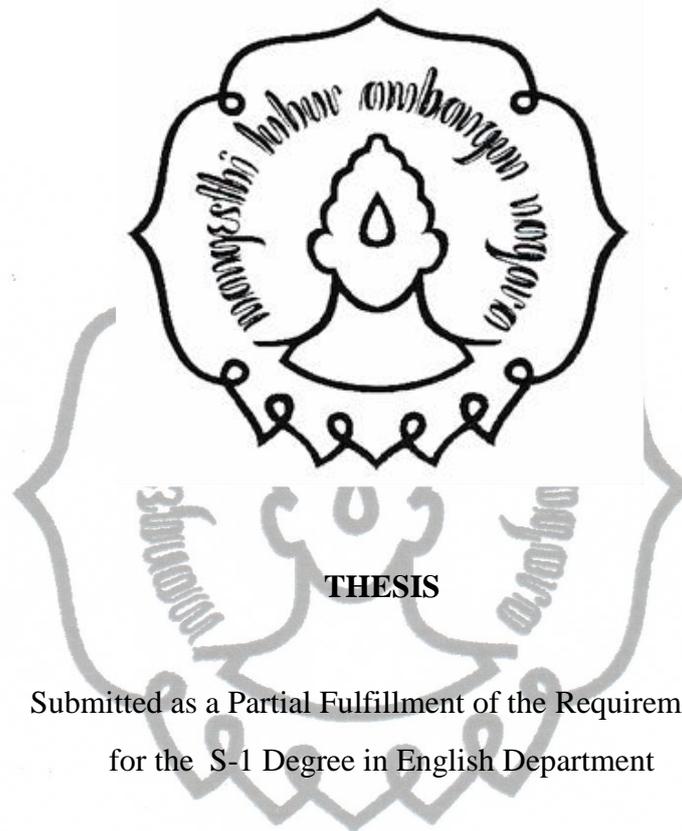


**AN ANALYSIS OF COMPLAINT STRATEGIES
APPLIED BY THE CHARACTERS IN
“THE INCREDIBLES 2” MOVIE**



THESIS

Submitted as a Partial Fulfillment of the Requirements
for the S-1 Degree in English Department

By:

NABELLA FEBRIANI

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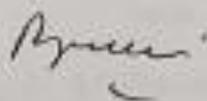
**ENGLISH DEPARTMENT
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SURAKARTA
2020**

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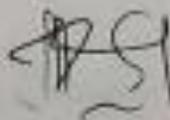
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By

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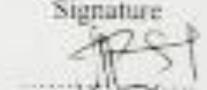
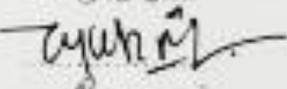
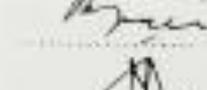
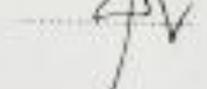
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I stated whole-heartedly that a thesis entitled "An Analysis of Complaint Expressions Applies by the Character in "The Incredibles 2" Movie" is originally composed by the researcher. It is neither a plagiarism, nor written by others. The things related to other people's work are written in quotation and included within bibliography.

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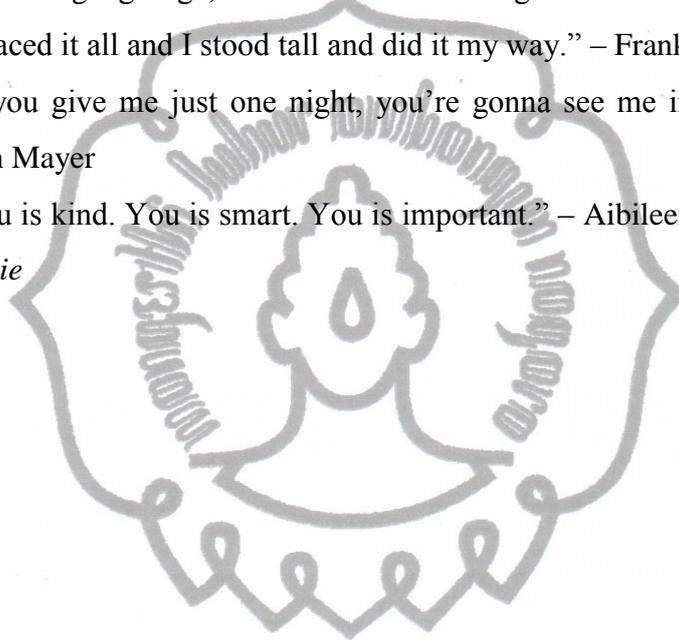
Surakarta, January 2020



The researcher

MOTTO

- “I like Michael Buble.” – Doris Day
- “I have forgiven everyone who has caused me pain. Most of them haven’t apologized. I’m forgiving them because my healing is more important than me holding a grudge, which is more suffering.” – S. McNutt
- “I faced it all and I stood tall and did it my way.” – Frank Sinatra
- “If you give me just one night, you’re gonna see me in a new light.” – John Mayer
- “You is kind. You is smart. You is important.” – Aibileen Clark, *The Help Movie*



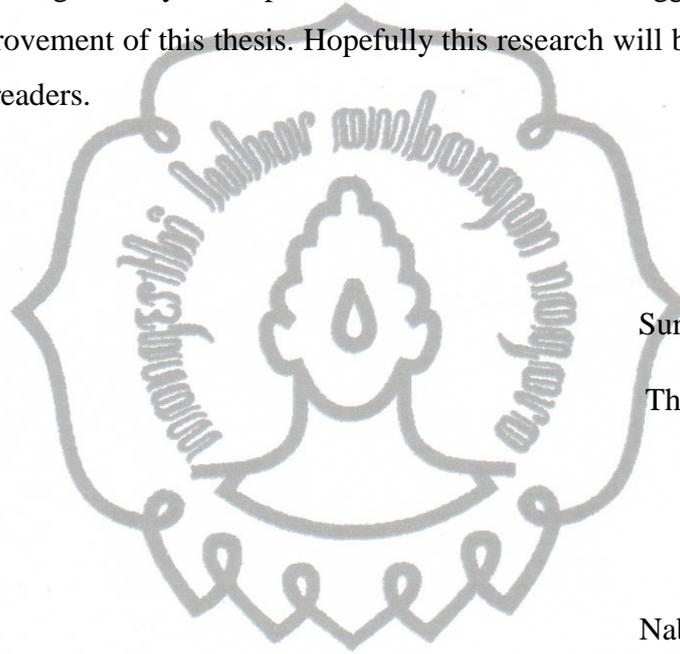
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I do realize that this thesis still far from being perfect. Therefore, I would gratefully accept for comments and suggestions for the improvement of this thesis. Hopefully this research will be beneficial to all the readers.



Surakarta, January 2020

The researcher

Nabella Febriani

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ABSTRACT

Nabella Febriani. 2020. An Analysis of Complaint Expressions Applied by the Characters in “The Incredibles 2” Movie. Thesis: English Department Faculty of Cultural Sciences Sebelas Maret University.

Complaint could easily break the social relationship between the speaker (complainer) and the hearer (complainee). In this case, the complainer may express their negative feeling by choosing the right strategy to deliver their negative feeling to the complainee. There are strategies that the complainer could apply from the mildest one to the most severe one. It helps the complainer to choose whether they want to soften or to strengthen the effect of the complaint. As we all know, complaint expression is not only appearing in conversation of the daily life but also appearing in conversation in a movie. Therefore, this research aims to analyze the complaint classifications, complaint functions, complaint strategies based on Trosborg theory and complaint responses based on Boxer and; Richards & Schmidt theories applied by the characters in “The Incredibles 2” movie.

Key words: *speech act, complaint, complaint classifications, complaint functions, complaint strategies, complaint responses.*